

SK Telecom's AI Care — Voice-Activated Emergency Monitoring for Seniors Living Alone

Digital Inclusion · Good practice · South Korea

Quality score: 96/100

Evidence strength: Observational / pre–post

Summary

SK Telecom's AI Care places a voice-activated Nugu speaker in the homes of seniors living alone, flagging distress and looping in a 24-hour call centre. In its first year it logged 328 help calls, 23 confirmed as medical emergencies referred to Korea's 119 rescue service.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-02

[SK Telecom](#) — accessed 2026-09-02

[Korea Herald: SK Telecom's AI-based senior care service saves 23 lives since launch](#) — accessed 2026-09-02

[KoreaBioMed: SKT starts 24-hour emergency monitoring service](#) — accessed 2026-09-02

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