



Services provided in:

**2**  
**COMMON OPERATIONAL AREAS** plus coordination services in Tunis



The ETS has received **14%** of the **US\$821,659** required for 2021



**5 OPERATORS** manning the SOC in Benghazi



Type of emergency: **CONFLICT**



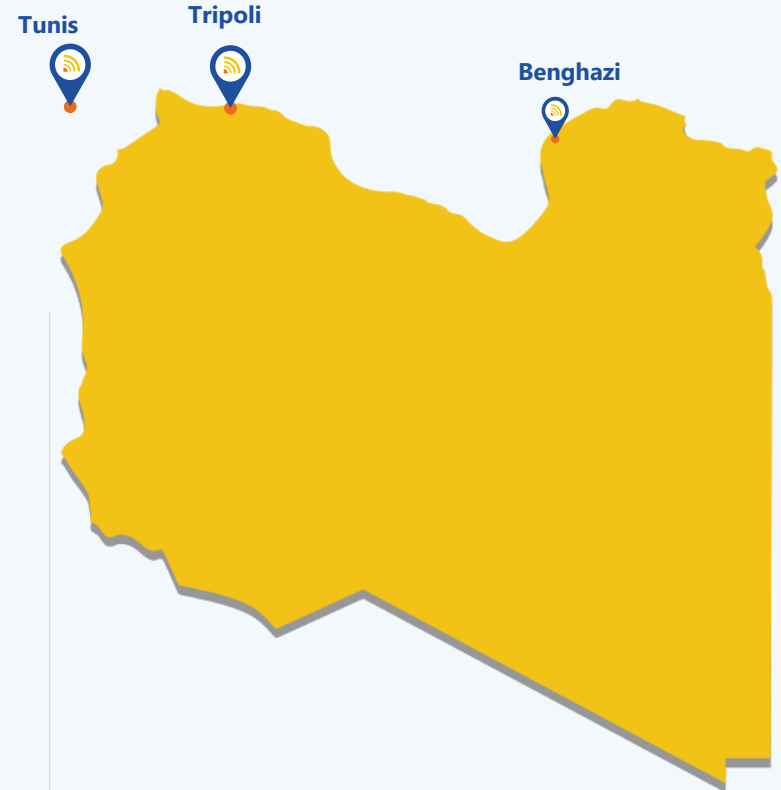
ETS was activated in **OCTOBER 2018**

Since February 2020, the ETS has managed a call centre in Tripoli which is a humanitarian hotline as well as a nationwide COVID-19 information channel



**MONTHLY ANALYSIS (April 2021)**

- ✓ **1,600** calls received in total
- ✓ **9%** calls were COVID-19 related
- ✓ **91%** calls were regarding other humanitarian issues related to Protection, Cash and Food Security sectors.



ETS provided WiFi connectivity to **>41** Persons of Concern at **UNHCR Community Day Centre** Tripoli in March

 Provided ETS services

 Planned ETS services



The ETS is preparing to pilot **Chatbot** technology to support call centre operations