



Services provided in:

2
COMMON OPERATIONAL AREAS plus coordination services in Tunisia



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 (February 2021)

- ✓ **1,223** calls received in total
- ✓ **6%** calls were COVID-19 related
- ✓ **94%** calls were regarding other humanitarian issues related to Protection, Cash and Food Security sectors.

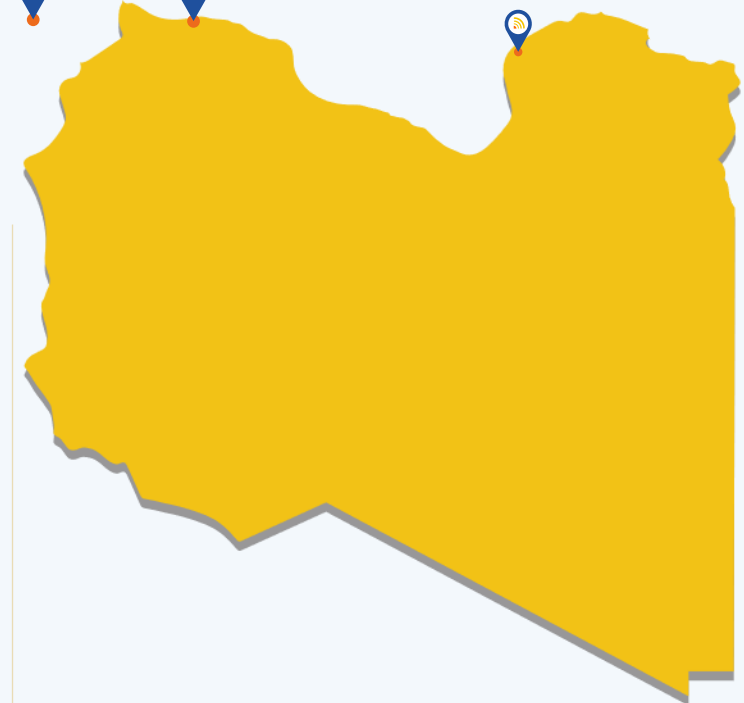
Tunis



Tripoli



Benghazi



ETS provided WiFi connectivity to **>94** Persons of Concern at UNHCR Community Day Centre Tripoli to date



Provided ETS services



Planned ETS services



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