



Services provided in:
2 COMMON OPERATIONAL AREAS plus coordination services in Tunis



The ETS has received **US\$207,182** in funding from the Government of Luxembourg



5 OPERATORS manning the SOC in Benghazi



Type of emergency:
CONFLICT



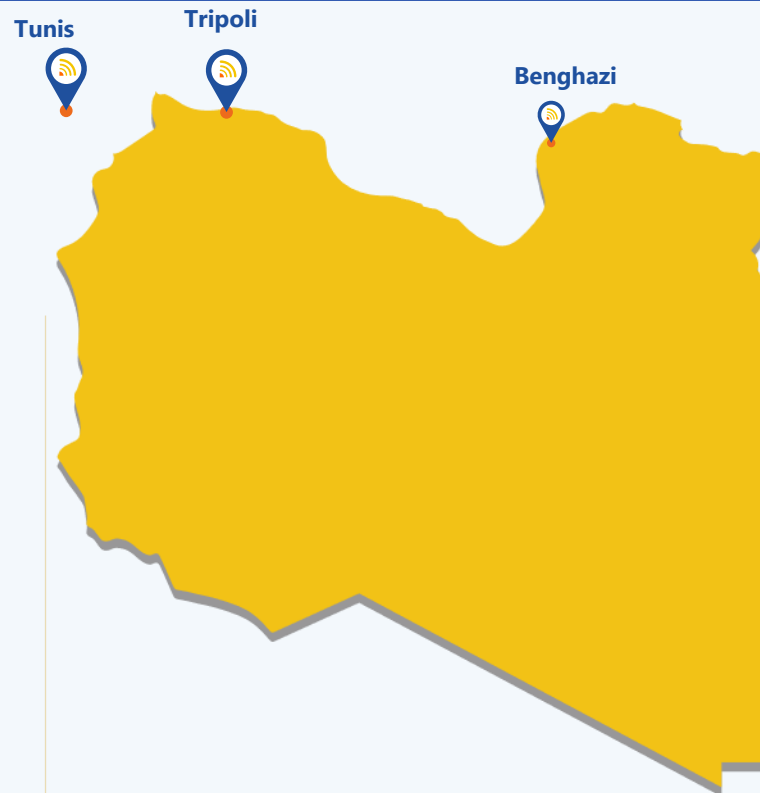
ETS was activated in **OCTOBER 2018**

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 (January 2021)

- ✓ **900** calls received in total
- ✓ **14%** calls were COVID-19 related
- ✓ **86%** calls were regarding other humanitarian issues related to Protection, Cash and Food Security sectors.



ETS provided WiFi connectivity to **> 60** Persons of Concern at **UNHCR Community Day Centre** Tripoli in January

 Provided ETS services

 Planned ETS services



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