


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




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




The ETS has received **17%** of the **USD 882,000** required for 2021



The ETS is supporting **one Security Operations Centre (SOC)** in Benghazi

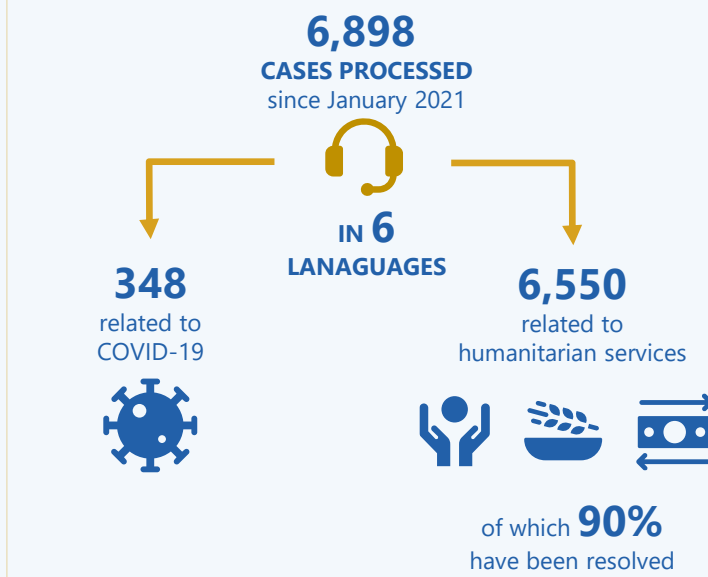


Type of emergency: **CONFLICT**



ETS was activated in **OCTOBER 2018**

Partner and donor organizations supporting the ETS operation in Libya: the Government of Luxembourg, National Centre for Disease Control (NCDC), OCHA, UNDSS, UNHCR, UNSMIL, WFP, IOM, ECHO




### BREAKDOWN OF CALLERS

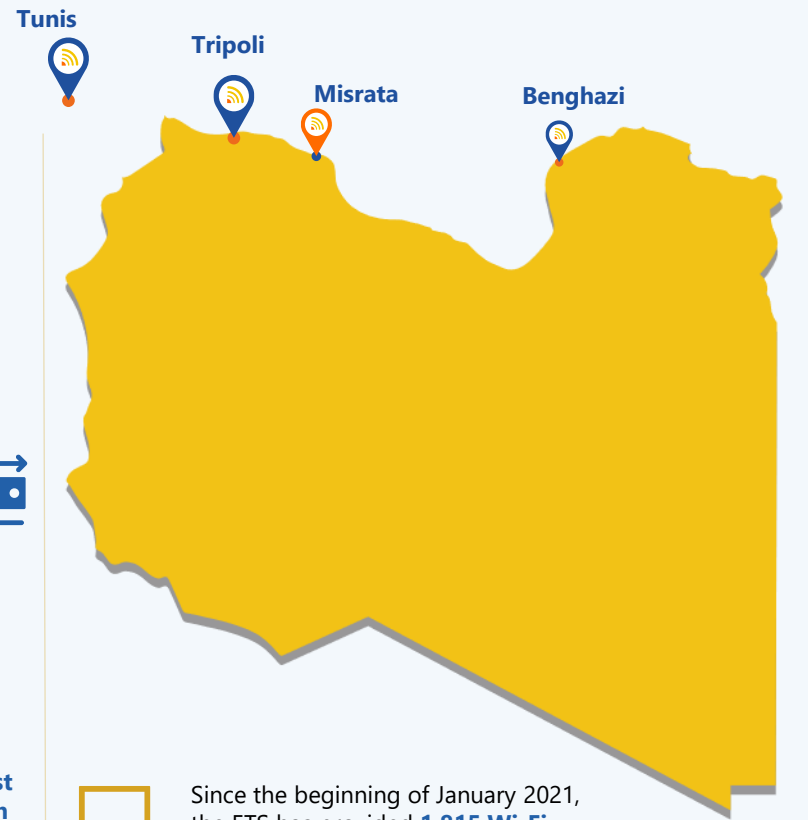
**30%** female  
**70%** male



**90%** from the **West**  
**8%** from the **South**  
**2%** from the **East**




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





Since the beginning of January 2021, the ETS has provided **1,815 Wi-Fi connectivity sessions** to **154 persons of concern** at the UNHCR Community Day Centre in Tripoli

Planning is underway for another Wi-Fi service at a UNHCR & Libyan Red Crescent shelter in **Misrata**



Provided ETS services



Planned ETS services