



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 (May 2021)

- ✓ **1,650** calls received in total
- ✓ **1%** calls were COVID-19 related
- ✓ **99%** calls were regarding other humanitarian issues related to Protection, Cash and Food Security sectors.

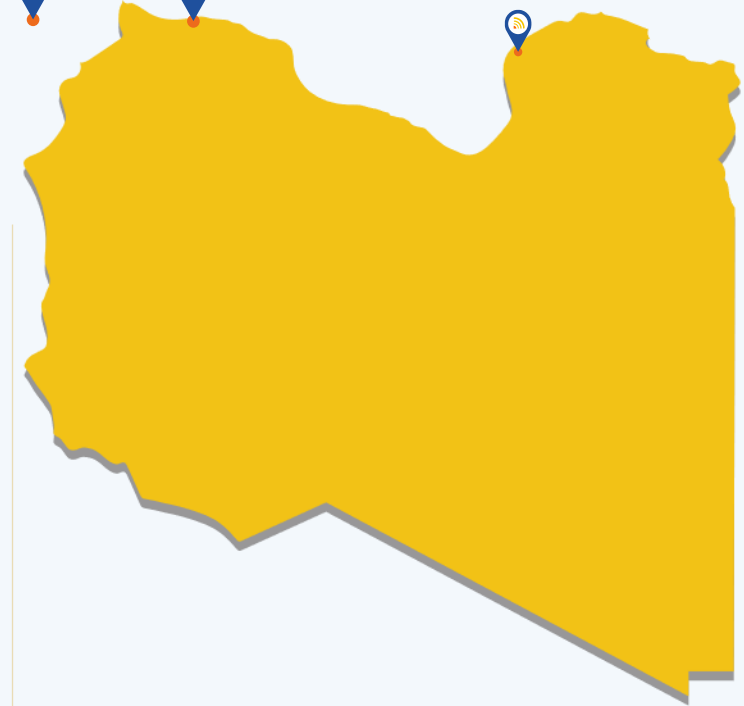
Tunis



Tripoli



Benghazi



ETS provided Wi-Fi connectivity to **>19** Persons of Concern at **UNHCR Community Day Centre** Tripoli in May

 Provided ETS services

 Planned ETS services



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