

Digital communication with communities

Facebook



Number of posts  
**13**



Followers  
**265,721**



Engagement  
**7,784**  
▼ 34%



Page Reach  
**147,315**  
▼ 16%



Posts Reach  
**465,300**  
▼ 29%



Comments  
**765**

WhatsApp Channel



Number of messages  
**13**



Followers  
**80,861**  
▲ 2.5%

Help site



17,000  
Visitors  
▼ 32%



76% / 23%  
New vs. Returning  
Users



51,154  
Pageviews  
▼ 1.7%

SMS

**540,825**  
SMS texts sent to  
**82,219** refugees

In-person counselling



**831**

Refugees counselled in  
UNHCR - supported  
community centres



**830**

Refugees counselled in  
UNHCR premises

Helpline



**71,268**  
Responded  
Calls



**95%**  
Resolved  
Calls



**85.4%**  
Calls responded  
by IVR



**14.6%**  
Calls responded  
by UNHCR staff

Reasons of calls

