Incoming Call (Start) → **Welcome Message** → 1 - IVR (Guidance on language selection) / 2 - IVR (Froward the call o the operators) → **Enter the Queue** → **Ask if the case is registered or not** — NO → **Agree to Register?** — YES → (Enter information) / NO → **End**

Ask if the case is registered or not — YES → **Create Ticket**

Agree to Register? — YES → Create the ticket only (cannot create referrals) → **Create Ticket**

Enter the following Information:
- Source
- Phone Number
- Nationality
- Location Level 1
- Location Level 3
- Location Level 5
- Priority
- Date
- Caller Name
- Location Level 2
- Location Level 4
- Location Level 6 - Address
- Location
- Language
- Country

Note:
If the non-registered PoCs have Registration related issue, please insert the above information in Global Schedular

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Non-Protection

Items	Category
Asking for information / Winter Assistance – MPCA / Zain Cash/ Asia Hawala	CBI
Asking for information / No access to service	Health
Asking for information / Donations/Fund raising / Events	Media
Request for Shelter CRI / Asking for information	Shelter / CRI
WFP Food Assistance	Food
Asking for information / Feedback	Complaint Feedback
WASH	WASH
Livelihoods	Livelihoods

Standard Call? — YES → **Provide Answers as per Q&A** → End
Standard Call? — NO → **URGENT** — NO → **Create AAP Protection Referral** → End
URGENT — YES → **Create AAP Protection Referral** → **Forward Call to UNHCR Focal Point** → End

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Protection

Items	Category
Asking for information / Process Status check / Departure Arrangements	RSD/RST
Asking for information / New Registration Appointment / Verification Appointment / Update of Existing Records / Adding New-Born / Appointments for Authorities / Renewal of UNHCR certificate / Complaint and feedback	Registration / Incoming
Scheduled Successfully / Already processed / Unreachable / Wrong phone number / Wrong ID number / Consult Asayish / Other Reason	Registration / Outgoing
Asking for information / DAFI / No access to service / Abuse / Harassment at school	Education
Asking for information / Detention and Arrest / Missing /Confiscated Documents / Legal Assistance / Residency Renewal	Legal Protection
Threats / Women or Elderly at Risk / Fire (in camp) / Floods (in camp) / Extreme Weather Situations / Request for cash / Denial access to service / Request For Monitoring / Eviction/Deportation	General Protection
Asking for information / Access to territory / Return to country of origin	Border Control

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Sensitive Cases

GBV
- Incident Reporting / Threats
- LGBTIQ
- Asking for information

Child Protection
- Incident Reporting / Threats
- Incident Reporting / Threats
- Family Tracing
- Asking for information
- Separated / Unaccompanied Children

MHPSS
- MHPSS Assistance
- Asking for information

Standard Call? — YES → **Provide Answers as per Q&A** → End
Standard Call? — NO → **URGENT** — NO → **Create AAP Sensitive Cases Referral** → End
URGENT — YES → **Create AAP Sensitive Cases /PSEA Referral** → **Forward Call to UNHCR Focal Point** → End

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PSEA

PSEA
- SEA by UNHCR staff
- SEA by humanitarian
- SEA by Government and Law Enforcement
- Asking for information

Fraud

Fraud and Corruption
- Asking for information
- Fraud by Government and Law Enforcement
- Fraud by POC
- Fraud by UNHCR staff
- Fraud by humanitarian

Standard Call? — YES → **Provide Answers as per Q&A** → End
Standard Call? — NO → **Create AAP Fraud Referral** → End