

Digital communication with communities

Facebook



Number of posts
17



Followers
260,871
▲0.4%



Engagement
60,851
▼44%



Page Reach
466,686
▼36%



Posts Reach
487,260



Comments
997
▼78%

WhatsApp Channel



Number of messages
12



Followers
70,234

Help site



29,000
Visitors
▲17%



69% / 31%
New vs. Returning
Users



92,000
Pageviews
▲18%

SMS

657,362
SMS texts sent to
94,855 refugees
▲102%

In-person counselling



2,641

Refugees counselled in
UNHCR - supported
community centres



2,208

Refugees counselled in
UNHCR premises

Helpline



257,951
Responded
Calls



97%
Resolved
Calls



95.1%
Calls responded
by IVR



4.9%
Calls responded
by UNHCR staff

Reasons of calls

