

Digital communication with communities

Facebook



Number of posts
11



Followers
258,298
▲0.5%



Engagement
51,697
▼26%



Page Reach
411,153
▼22%



Posts Reach
390,502



Comments
1,060
▼38%

WhatsApp Channel



Number of messages
10



Followers
57,676

Help site



20,166
Visitors
▼40%



73.8% / 26.2%
New vs. Returning
Users



49,000
Pageviews
▼43%

SMS

141,714
SMS texts sent to 17,480
refugees
▲0.5%

In-person counselling



1,163

Refugees counselled in
UNHCR - supported
community centres



2,045

Refugees counselled in
UNHCR premises

Helpline



121,650
Responded
Calls



97%
Resolved
Calls



91.8%
Calls responded
by IVR



8.2%
Calls responded
by UNHCR staff

Reasons of calls

