

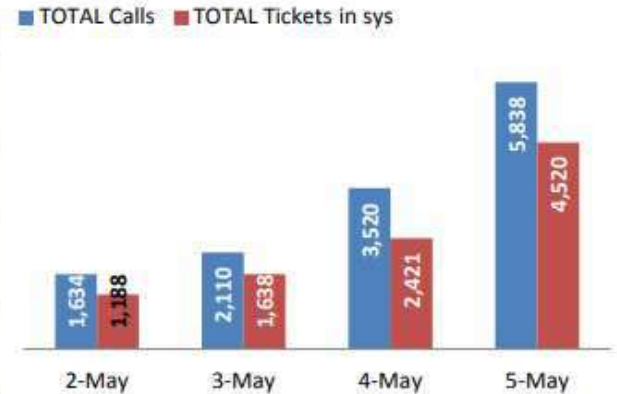
National Health Emergency Call Center

6 May 2020

- The national health emergency call center moved to the Zain on the 2nd of May 2020.
- Currently, the center is receiving an average of 7000 calls a day. On the peak hour it reached up to 600 calls, compared to 83 calls before moving the call center.

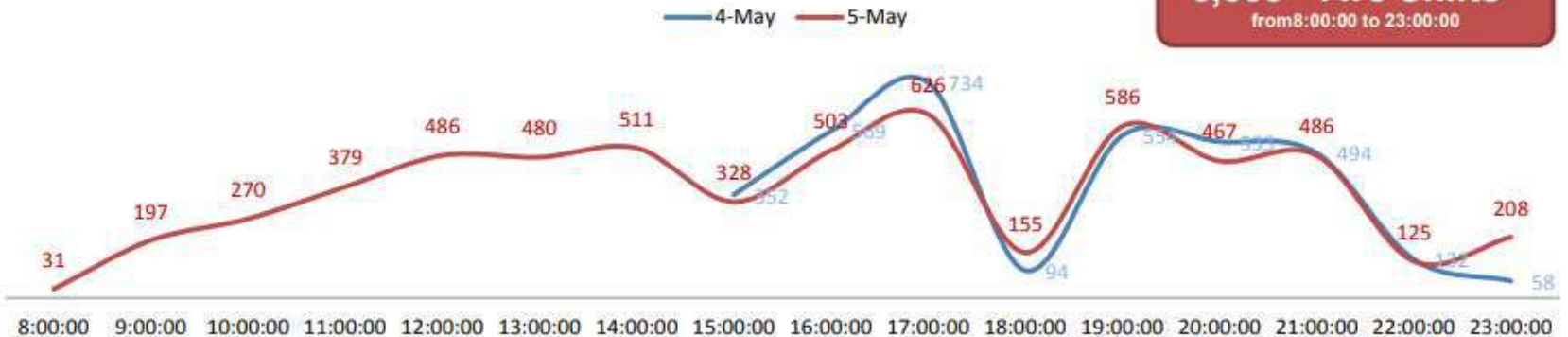
Number of Calls, 2-5 May 2020

	2-May	3-May	4-May	5-May	Grand Total
TOTAL Calls	1,634	2,110	3,520	5,838	13,102
TOTAL Tickets in sys	1,188	1,638	2,421	4,520	9,767
Not Created Tickets / Escalated out of sys	440	472	1,099	1,318	3,329
Average Handling Time	0:01:23	0:01:26	0:01:14	0:01:18	0:01:20

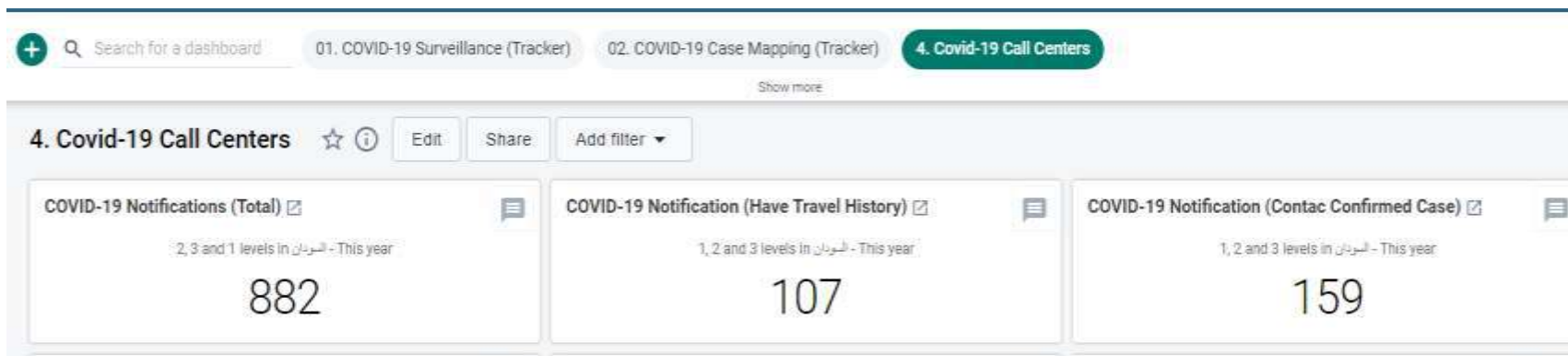


Hourly Traffic

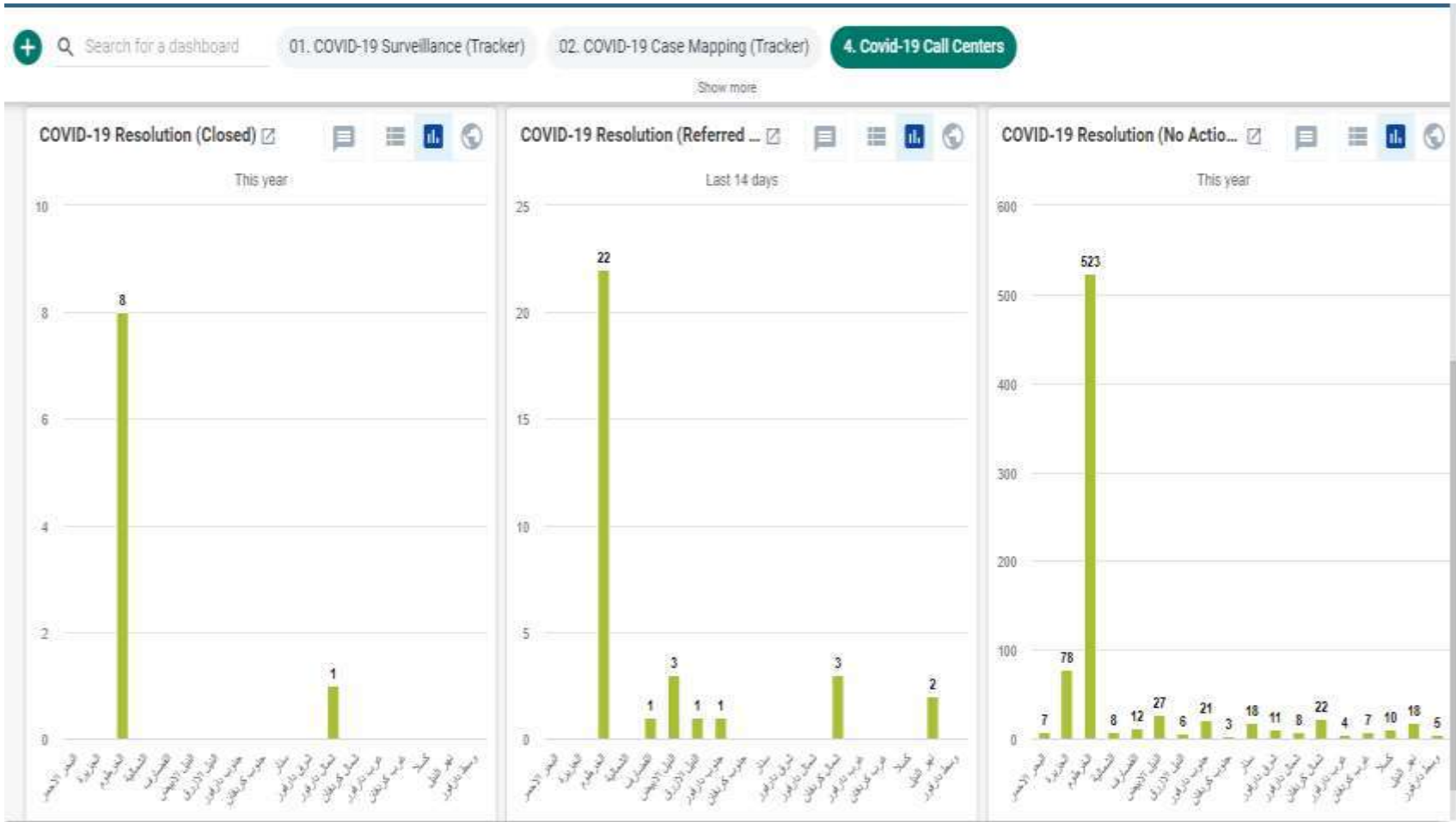
5,838 "Two Shifts"
from 8:00:00 to 23:00:00



DHIS2, Reported Suspected Cases, 14 Apr-6 May 2020



Resolution of Reported Suspected cases, 14 Apr-6 May, 2020



- Total number **882** reported suspected cases.
- **10** were closed.
- **33** were sent to states.