

Agency	Program	Activity	Total Esimated Calls	2022												2023											
				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
UNICEF	UNICEF Unified Hotline	Inboun	647,359	81,026	43,364	50,243	37,666	36,937	23,029	17,434	25,029	37,776	34,404	27,101	20,336	11,025	9,896	9,964	22,025	37,129	19,654	17,462	16,815	14,064	19,175	24,089	11,716
		Outbound	211,504	211,504												85,741											
	UNICEF NDA Hotline	Inboun	43,971	N/A												N/A	N/A	N/A	4,983	13,496	3,705	3,928	2,494	1,631	2,688	4,959	6,087
		Outbound	58,306	N/A												58,306											
Total Inbound:			691,330																								
Total Outbound:			269,810																								