

Medbot

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The problem: 1 • Medair Lebanon's hotline experiences high activity throughout the year, particularly during emergency periods. The hotline operates continuously during staff and casuals working hours. • By incorporating a chatbot, we have streamlined information sharing, feedback collection, and complaints lodging, providing beneficiaries with a user-friendly service that operates 24/7.	The cause: 2 • One major issue is the reported congestion on the hotline, with users experiencing difficulties reaching it, especially beyond regular working hours. • 20-30% of the calls were asking questions about service mapping, more information about Medair projects which can be easily communicated in the chatbot without the need to call.	The change: 3 • The incorporation of chatbots is a relatively recent development in the NGO sector. Collaborating with our partners, we are actively working towards creating a more user-friendly platform that utilizes images and audios to enhance communication, making it more accessible and useful for the beneficiaries as well as appropriate to their needs
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The impact: 4 • The integration of a chatbot has significantly alleviated the load on the hotline b, creating a space for promptly closing the feedback loop. With numerous requests for information already embedded in the platform, the operation of the hotline has continued without the need for additional staffing. Remarkably, the quality of service has improved as a result. • The project is expected to be scaled up to other programmatic application. This might enhance performance and tracking related to messages communicated with affected population, outreach and monitoring activities.
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