

## Introduction

The goal of the Digital Engagement Hub (DEH) is to increase and improve local and scalable engagement and accountability by facilitating multi-channel communication between humanitarian actors and people affected by disasters and crises. We've designed, configured and built a standardized technological solution that is replicable and supported across the IFRC network and that provides actionable insights into feedback from people affected.

## Key features

**1** / Omni-channel connectivity

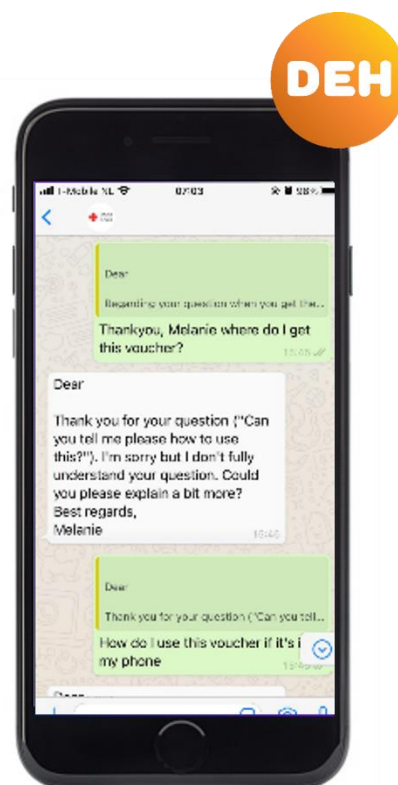
**4** / Bulk messaging

**2** / Two-way messaging

**5** / Message log

**3** / Two-way calls

**6** / Insight-driven collaboration



## Implemented with 8 National Societies

This helpdesk is currently operated by National Societies including Armenia, Azerbaijan, Georgia and Hungary, with support from the Netherlands Red Cross.

To learn more visit [www.510.global/DEH](http://www.510.global/DEH)  
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