

#IVR

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TOLL - FREE

PoweredBy
codename:Act

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Introduction

Since the NGO 'Codename:Act' has been established in August 2015, there have been many accounts reaching its team members of the denial to the right to file for asylum, unlawful detention and other mistreatment of refugees.

The Idea of an IVR (Interactive Voice Response) system started out as an attempt to provide information to refugees to help forestall negative outcomes in the Turkish legal system. The aim of #IVR is to improve the access to information and legal aid for refugees by empowering them with the knowledge needed to change their own situation. Apart from providing up-to-date information on the website, it is also important to reach those who have no internet connection and can only rely on their phone or public phones as a means of communication. For example, in detention centers they are often the only means of communication. Codename:Act has developed an Interactive Voice Recording (IVR) hotline to provide refugees with crucial information about their rights and the procedures, By calling the hotline, refugees can navigate through the system themselves using the keypad to reach the relevant information for their situation. The IVR enables Codename:Act to link refugees to those organizations and services that can provide further assistance.

Features

- ☐ Automated response
- ☐ Easy navigation
- ☐ Available in several languages
- ☐ Secure and anonymous database
- ☐ One phone number to access
 - ☐ Legal advice
 - ☐ Medical consultation / appointment
 - ☐ Practical information for typical situations
- ☐ Call forwarding to pro-bono lawyers, specialized NGOs, volunteers, etc.

- ❑ Balanced matching of refugees to NGOs

FAQ

The Problem

- NGOs and volunteer don't have access to a reliable refugee database
- Refugees don't know who can help
- Language barrier prevents communication
- Discriminative regulations

No reliable database (for NGOs and volunteers)

NGOs and volunteers have a hard time finding who exactly and with what to help. Situations are fluid requiring up to date information

Who would hear refugees?

The lack of an accurate accessible database, means refugees have difficulty finding volunteers and NGOs.

Language barrier

How can someone communicate with people who don't speak the same language? The situation only gets worse in cases of emergency, or when people are in need in another country with a different language.

The nature of this problem is double-sided.

On one side, most of the refugees (or people in need) rarely speak the native language of the given region they have fled to. The inability to communicate with others poses a great challenge in not only integrating into local society, but also in getting access to life-saving medical and legal services. This language barrier isolates those in need from services requiring spoken communication.

On the other side, volunteers and NGOs must refer to translators to communicate with refugees. Often these translators are poorly qualified, with limited vocabulary and elementary speaking skills. It is not uncommon to have translators change the meaning of the message due to poor understanding or cultural bias. Consequently, translations often are inaccurate.

Our solution

Our hotline application is designed to match volunteers and refugees based on need and location. We want to provide an easy way for refugees to access vital information and services in their native language. Our application will also allow volunteers and NGOs access to a tailored database of refugees in need of services.

How do we achieve the goal?

- On the database side, we obtain information from refugees by using all means of communication:
 - Mobile phones
 - Landline phones
 - Email
 - Website form
 - Typical mail
 - In-person request
- Scalable and secure server to store obtained information
- Software algorithms to match refugees and NGOs / volunteers
- Constant information update (reference library)

What resources does it take?

- Database server
- International toll-free number
- Support hotline emergency staff

How do I reach #IVR?

Call us at +1 855 622 6765

The application can be accessed by a toll free number

Additional Information

Apart from these fundamental functions, the #IVR application provides yet another function which has grown even more important since the March 2016 EU-Turkey deal. As we have seen, there have been many [mainly] individual cases of harsh mistreatment of refugees in Turkey. When taken together, they give a good indication of the insecurities and dangers refugees are facing. However, in order to understand the scope of this mistreatment, a more systematic collection of the individual stories needs to be put in place. The #IVR application provides the individual refugees with the option to record a voice message and describe their individual situation and the problems they are facing safely. This will enable Codename:Act and other organizations to give a voice to refugees. The Information refugees provide can then be presented to the agencies who can best ensure these voices are heard by Turkish and European decision makers.