Project Name: Bridge. Outsource. Transform (B.O.T)

Organization(s): Digital Opportunity Trust (DOT Lebanon)

Dates of Implementation: 2018 ongoing

Country: Lebanon

Partner(s): UNICEF

Funder(s): Embassy of the Kingdom of the Netherlands and the Embassy of Germany in Lebanon through UNICEF

Website: http://letsbot.io/

Project description: Bridge. Outsource. Transform (B.O.T) is an impact sourcing platform providing high quality digital services executed by trained and skilled youth from untapped communities. B.O.T developed the platform where its workforce can be connected to digital jobs such as Data Management, E-commerce, Translation, On-site Surveys, Call Center, Archiving and AI Training. Major components of B.O.T are (1) Sales by adopting a CRM with a pipeline on defining every stage until successfully delivering a project; (2) Detailed workforce database that is based on location, education, trainings and skills with an appraisal system to detect highly qualified youth; (3) Cloud technology to monitor youth work with live tracking; (4) Data collection tools.

> **Interesting Features & Innovations:**
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> -B.O.T is currently developing an online learning platform to ensure in-need training for the freelancers working on the platform to ensure quality pre and post-delivery of the jobs of the clients.
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> -B.O.T's training courses are developed based on a market assessment study on market demand of digital workforce.
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> -B.O.T is focused on supporting youth in untapped communities including people with special needs (PWSNs).

Target Population:

Vulnerable youth (above 18 years old) from marginalized communities that are equipped medium to advanced digital skills (including both genders and people with special needs).

Results to-Date and/or Target Results:

Since March 2018, B.O.T has managed to create opportunities for 160 youth (75% Remotely - 61% Women and 2% were people with special needs) by working with 25+ clients on 50+ projects within main service categories that include: Data Management, E-commerce Listing, Transcribing, Translation, On-site Surveys, Call Center Support Scanning and Archiving and AI Training Data Services while generating collectively an amount of USD$ 67,000

Key indicators are:

- Number of youth trained
- Number of youth included in the workforce database
- Number of youth accessing income generating opportunities
- Amount (USD) generated per person
- Gender disaggregation
- Number of Persons with special needs accessing income generating opportunities