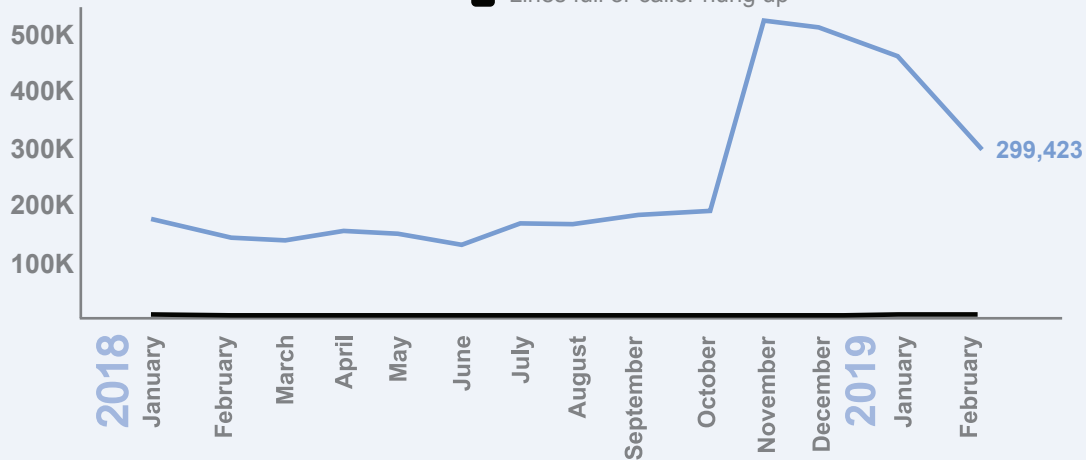


UNHCR Jordan has one of the largest refugee helplines in the world, answering around 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for more complex and emergency calls.

Monthly Call Log

■ Calls made to Helpline
■ Lines full or caller hung up



Average call duration
01:10

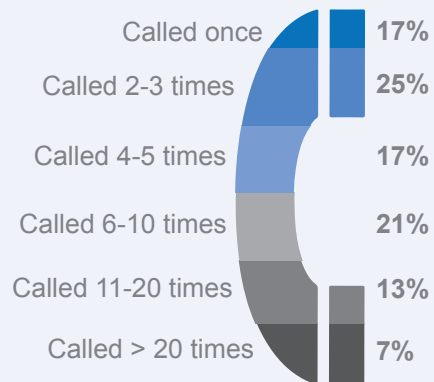
Total answered calls in February
299,423

Calls abandoned after waiting
1,561

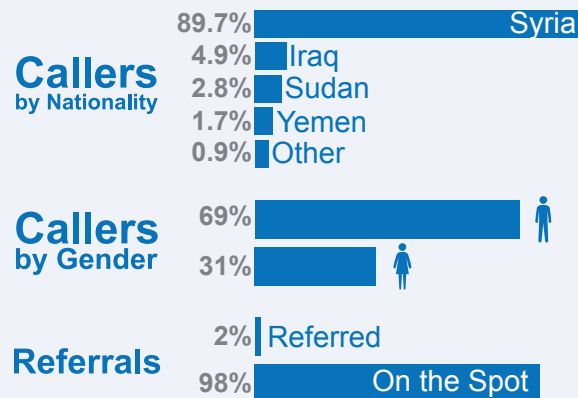
Helpline this month

- On 28 February, during the harsh weather conditions, the Helpline team ensured reporting and escalation of calls from families who had flooding in their homes or other emergency needs due to weather. Close cooperation between Helpline and Community-Based Protection unit allowed swift action as needed;
- Helpline continued to support Registration by creating renewal appointments over the phone. An average of 500 - 800 appointments were created daily;
- Support to the Cash Delivery Team continues through conducting outbound calls for the beneficiaries who did not withdraw their assistance;
- Support was provided to the assessment team by counselling refugees regarding the UNHCR Sim Card (issued by Zain) verification and distribution exercise that will take place during the upcoming months.

Unique vs. Duplicate Calls



Overview



Reasons of Calls

