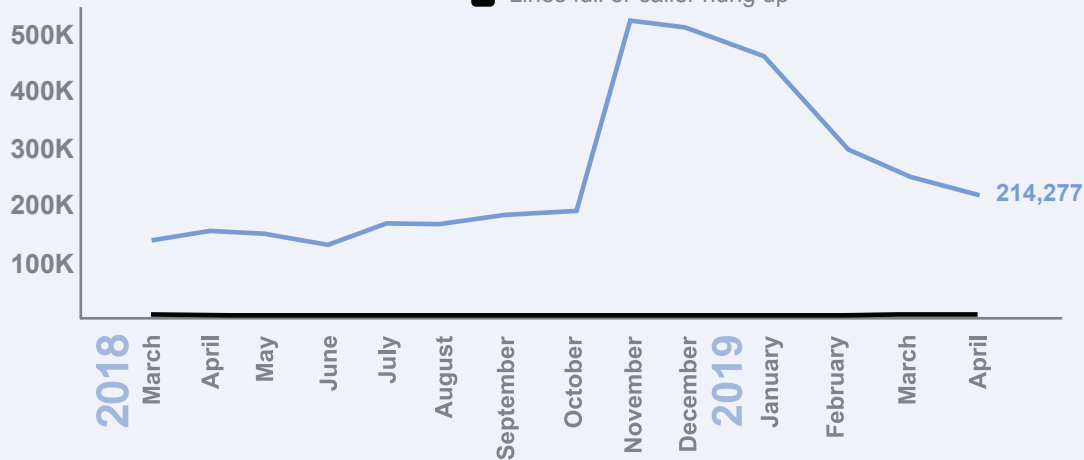


UNHCR Jordan has one of the largest refugee helplines in the world, answering around 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered 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
01:17

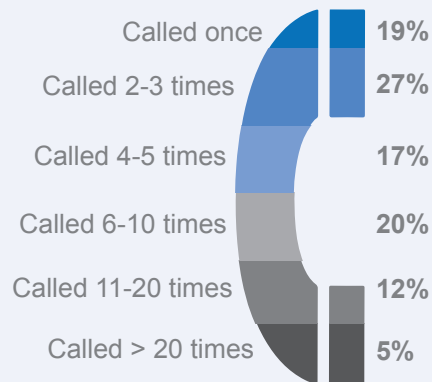
Total answered calls in April
214,277

Calls abandoned after waiting
1,763

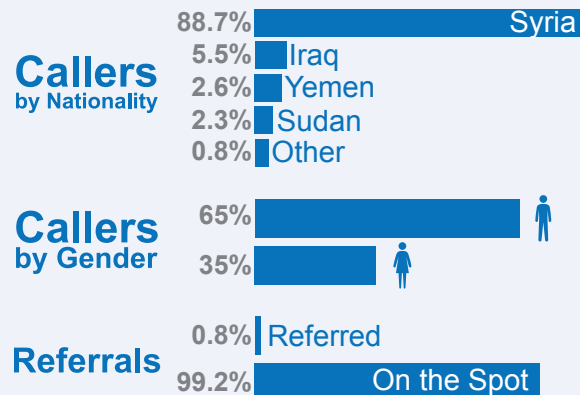
Helpline this month

- Helpline provided support in distribution of the new ATM cards to cash beneficiaries;
- The team also supported the RSD unit in the campaign for rescheduling interviews;
- Helpline team continued during this month to provide PoCs with over-the-phone appointments handling between 500 - 800 appointments per day;
- Support was provided to the assessment team in sending out the SMS to collect UNHCR SIM Cards (issued by Zain);
- Provide counselling to refugees regarding the UNHCR SIM Cards (issued by Zain) verification and distribution exercise.
- Support in direct counselling to refugees regarding home visit results appeal in the filtering areas;
- One team member attended DAFI workshop coordinated by Education Unit to support in DAFI interviews in summer 2019.

Unique vs. Duplicate Calls



Overview



Reasons of Calls

