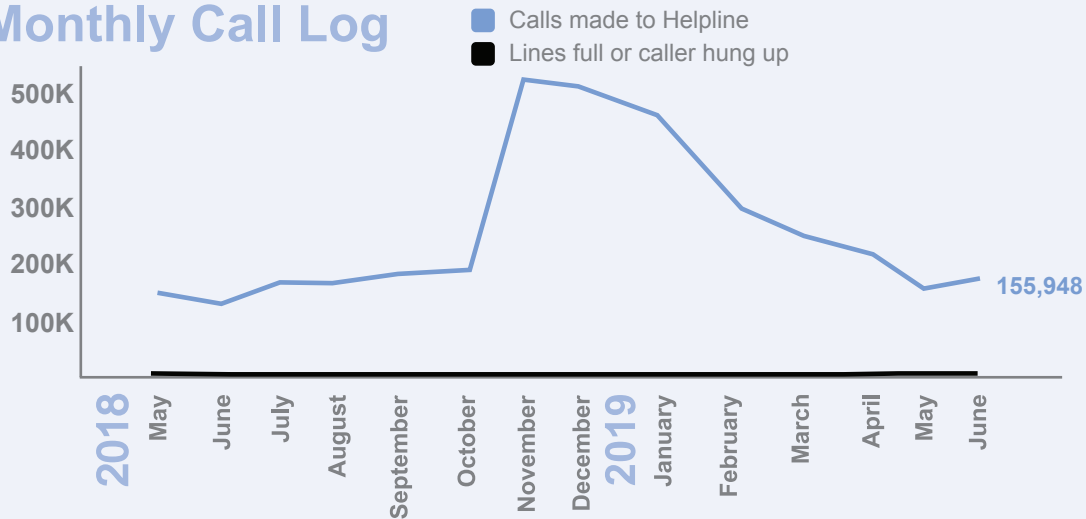


UNHCR Jordan has one of the largest refugee helplines in the world, answering around 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered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

Monthly Call Log



Average call duration
01:24

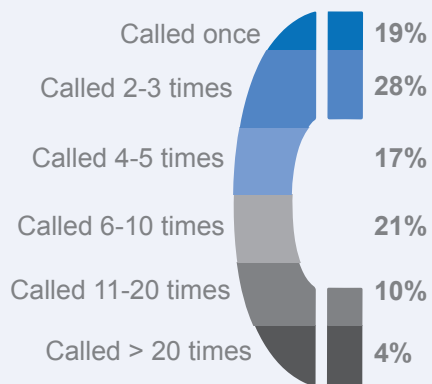
Total answered calls in June
155,948

Calls abandoned after waiting
2,109

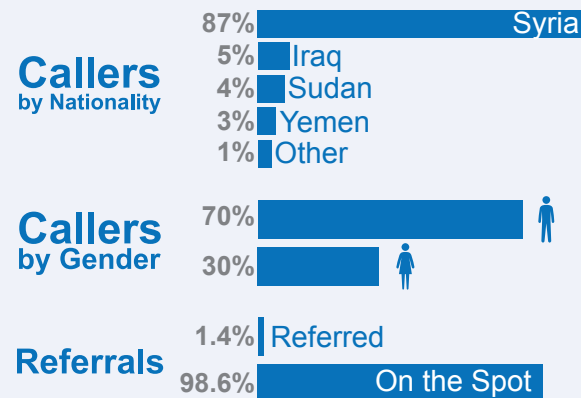
Helpline this month

- The Helpline team provided support to the RSD Unit to reschedule interviews with POCs;
- Helpline team continued to assist the Registration Unit by making ASC renewal appointments by phone. HelpLine was able to make between 500 - 800 appointments per day;
- Helpline team provide support to Filtering/Counselling desk at Branch Office Amman, providing information on appeals for cash assistance;
- Helpline provide to CBI's ATM card distribution;
- Helpline continued to support the Cash Delivery Team in the outbound calls to first time beneficiaries who did not withdraw their assistance;
- Helpline team participated in Focus Group Discussions (FGD) with POCs.

Unique vs. Duplicate Calls



Overview



Reasons of Calls

