# HELPLINE
UNHCR JORDAN
April 2024

UNHCR Jordan has one of the largest refugee helplines in the world, answering over 200,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 18 million calls, to date. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 10 dedicated staff are available for more complex and emergency calls.

**118, 600**
total responded calls*

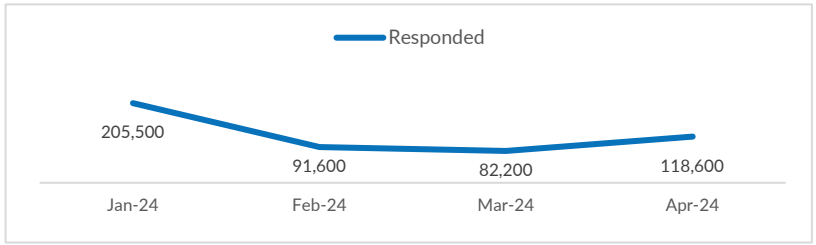
**39,000**
unique phone numbers

**91%**
of responded calls were resolved

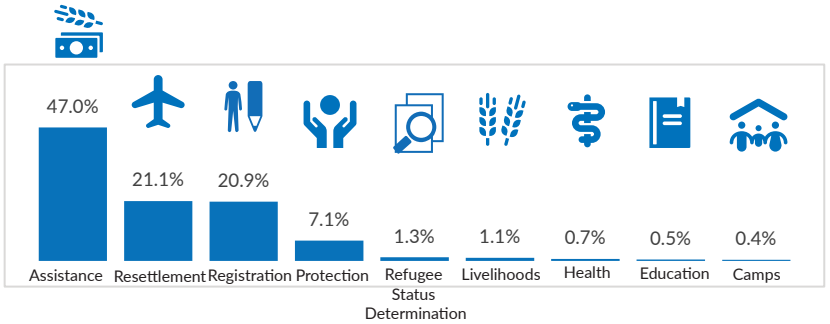
**1:53** min
average call duration

**24%**
of callers have specific needs

## Monthly Call Log



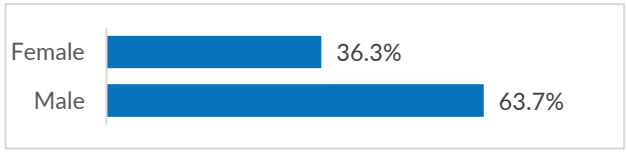

## Reasons of Calls



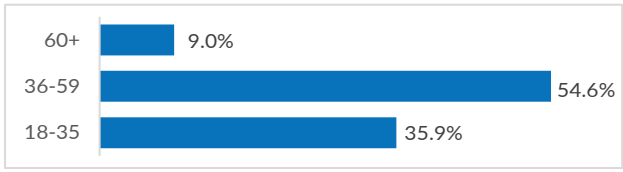

## Profile of Callers

### Country of origin

### Gender

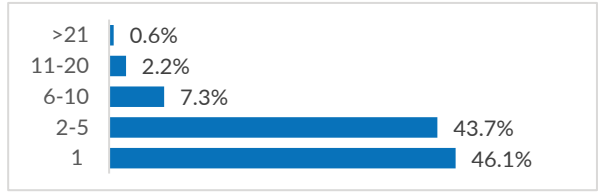



### Age

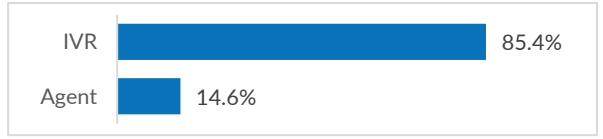



## Profile of Responded Calls

### Frequency




### Responder




### Status

** UNHCR's Helpline received around 218,600 calls in April, including 100,000 abandonded calls where the caller decided to hang up or the IVR disconnected the caller after waiting for several minutes.*

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