UNHCR
The UN Refugee Agency

HELPLINE
UNHCR JORDAN
January 2025

UNHCR Jordan has one of the largest refugee helplines in the world, answering over 130,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 21 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.

128,000
total responded calls*

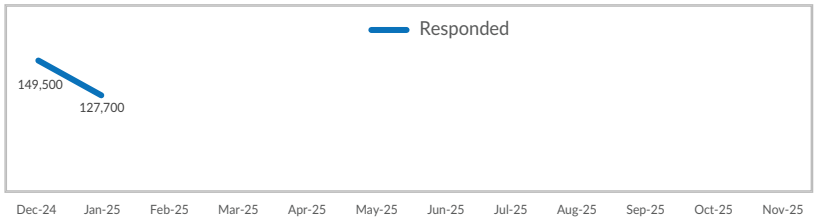
33,000
unique phone numbers

97%
of responded calls were resolved

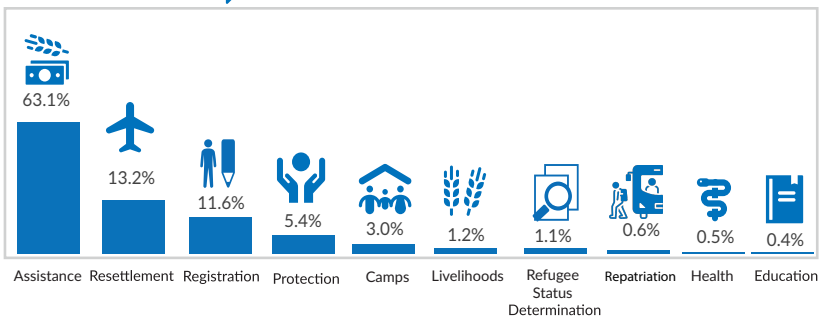
1:51 min
average call duration

28%
of callers have specific needs

Monthly Call Log



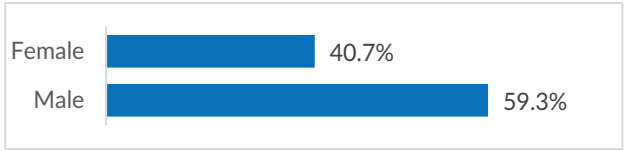
Reasons of Calls



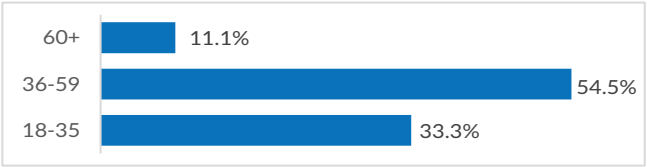
Profile of Callers

Country of origin

Gender

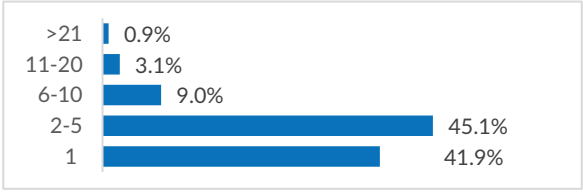


Age

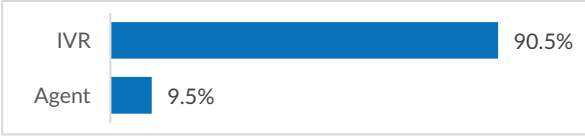


Profile of Responded Calls

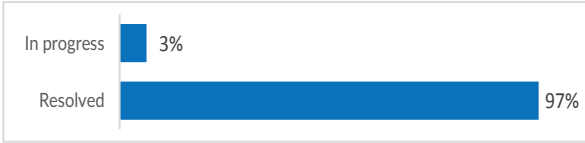
Frequency



Responder



Status



UNHCR's Helpline received around 183,000 calls in January, including 56,000 abandonded calls where the caller decided to hang up or the IVR disconnected the caller after waiting for several minutes.

With funding from
Australian Aid
in partnership with Canada
German Humanitarian Assistance
Irish Aid
Rialtas na hÉireann
Government of Ireland
LUXEMBOURG AID & DEVELOPMENT
PRIVATE DONORS TO UNHCR
QATAR CHARITY
Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra
Swiss Agency for Development and Cooperation SDC
UKaid