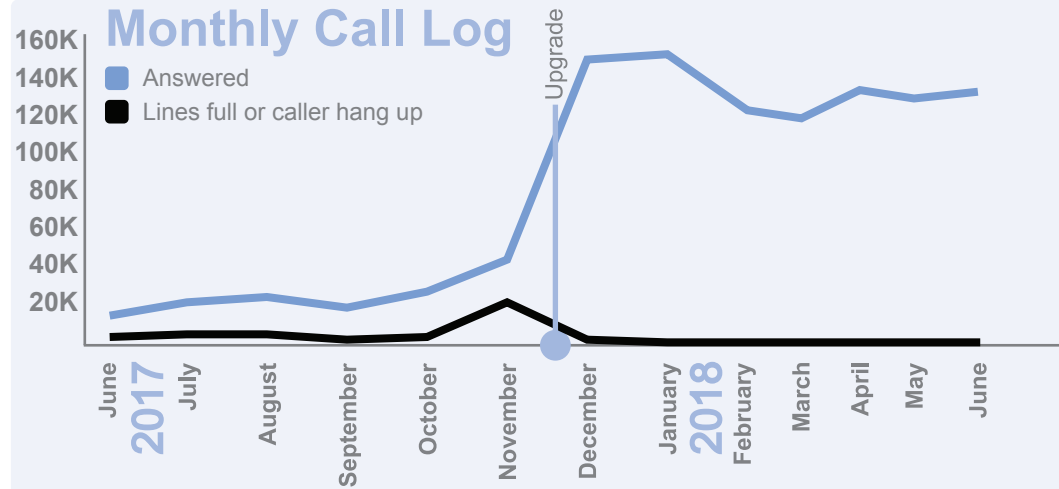


UNHCR Jordan has one of the largest refugee helplines in the world, answering nearly 150,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 1.7 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for more complex and emergency calls.

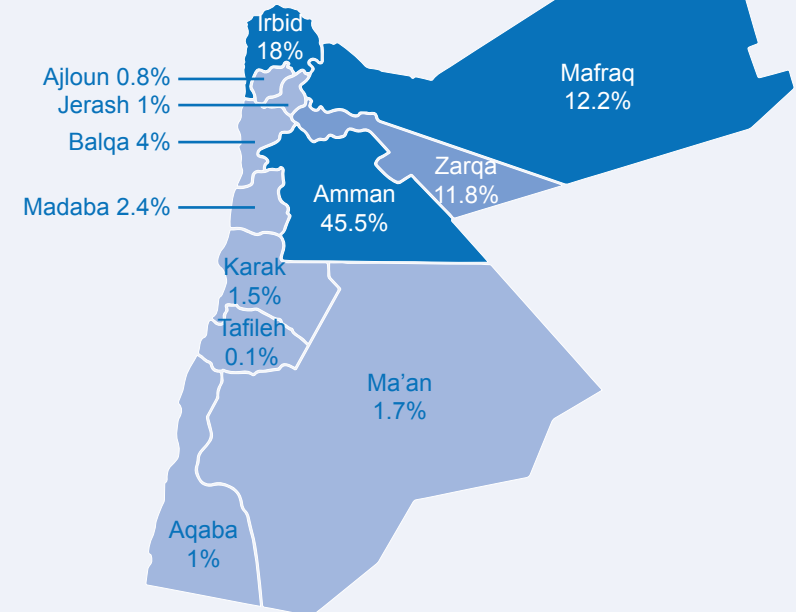
After the end of Ramadan, the UNHCR Helpline is functioning throughout the regular working hours (8AM to 4PM). Additionally, the IVR system is also utilized 24 hours a day, 7 days a week. Overall, the Helpline saw a slight increase of 3,005 calls (or 2%) in June compared to the previous month.



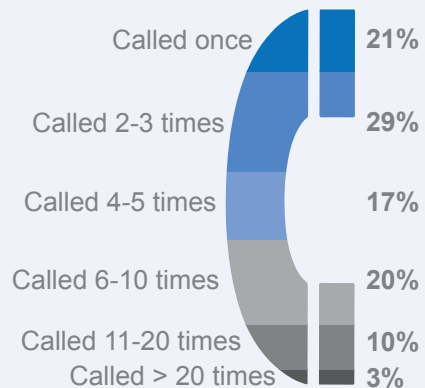
Average call duration
01:02

Total calls in June
135,656
Answered calls
78%

Distribution of Calls by Governorate



Unique Calls vs. Duplicate Calls



OVERVIEW

