

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.

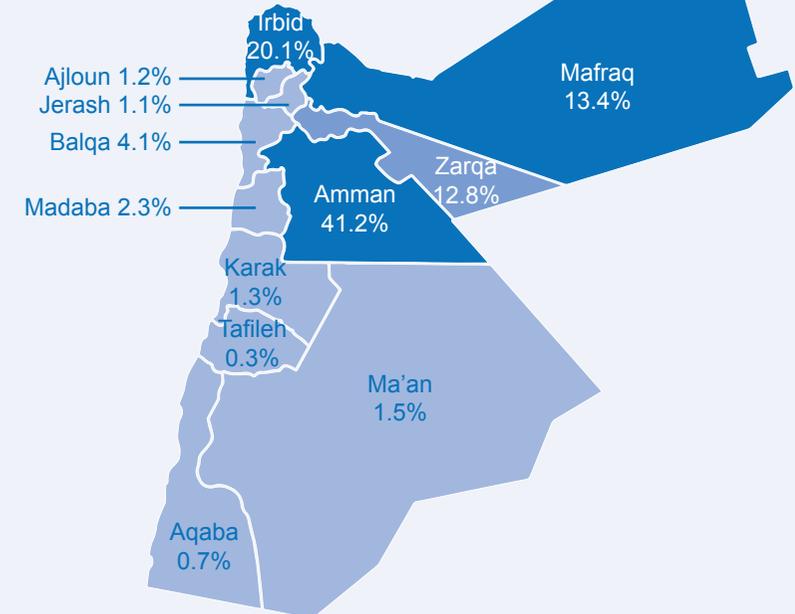
Total calls to the helpline decreased by 12% due to the shorter month of February. The helpline system responded to eight areas of interest: registration, resettlement, protection, livelihoods, health services, community services, education and cash assistance.



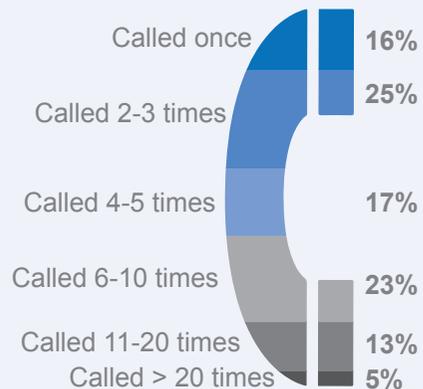
**Average call duration**  
01:06

**Total calls in February**  
183,163  
**Answered calls**  
70%

## Distribution of Calls by Governorate



## Unique Calls vs. Duplicate Calls



## OVERVIEW

