



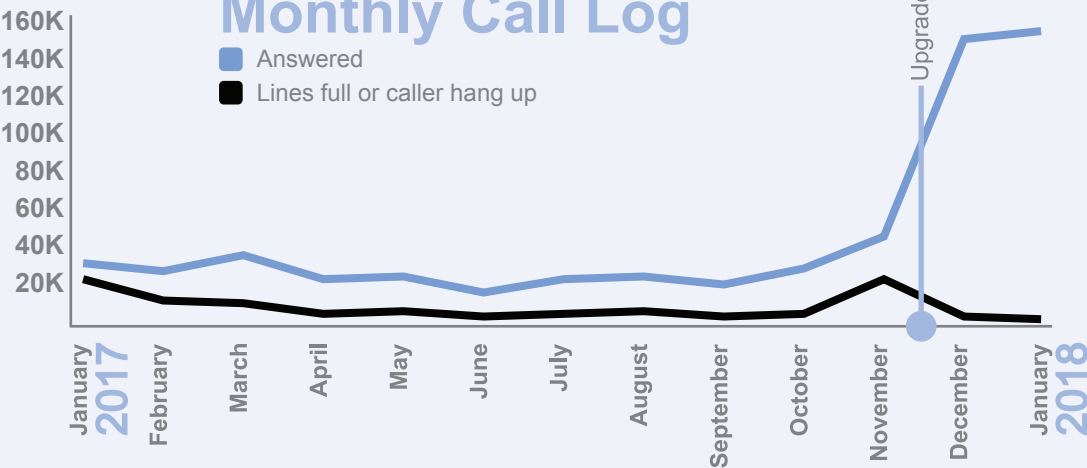
**UNHCR**  
The UN Refugee Agency

# January 2018 Helpline Dashboard UNHCR Jordan

UNHCR Jordan has one of the largest refugee helplines in the world. Since its inception in 2008, staff on the helpline have responded to over 1.7 million calls. In January, UNHCR conducted an information campaign with SMS and leaflets disseminated on use of the new IVR system.

The system uses Interactive Voice Response (IVR) technology. Automated information is delivered on key topics, and 14 dedicated staff are available for more complex and emergency calls. The helpline system responds to eight critical topics: registration, resettlement, protection, livelihoods, health services, community services, education and assistance.

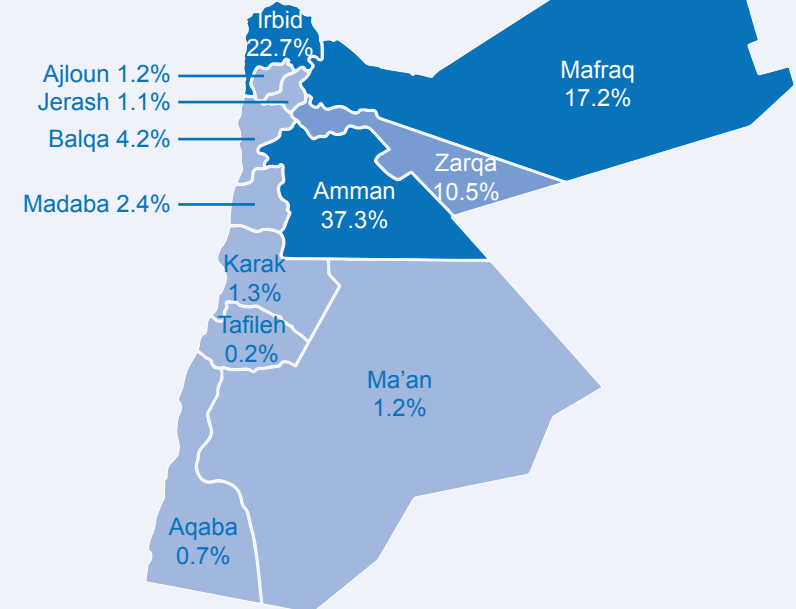
## Monthly Call Log



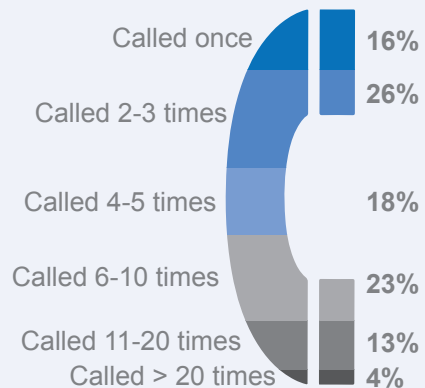
**Average call duration**  
01:15

**Total calls in January**  
207,631  
**Answered calls**  
77%

## Distribution of Calls by Governorate



## Unique vs. Duplicate Calls



## OVERVIEW

### Callers by Nationality



### Callers by Gender



### Referrals

