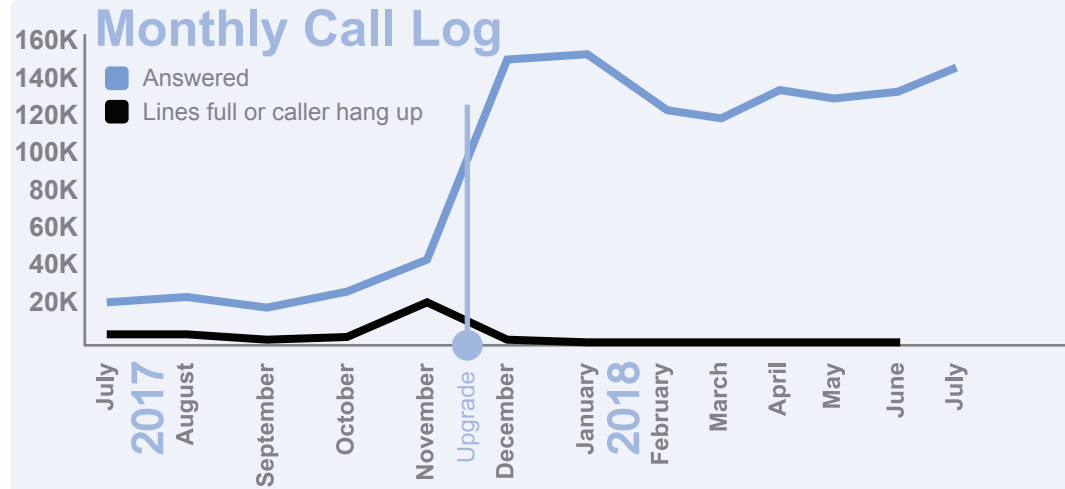


UNHCR Jordan has one of the largest refugee helplines in the world, answering nearly 150,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 1.7 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered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

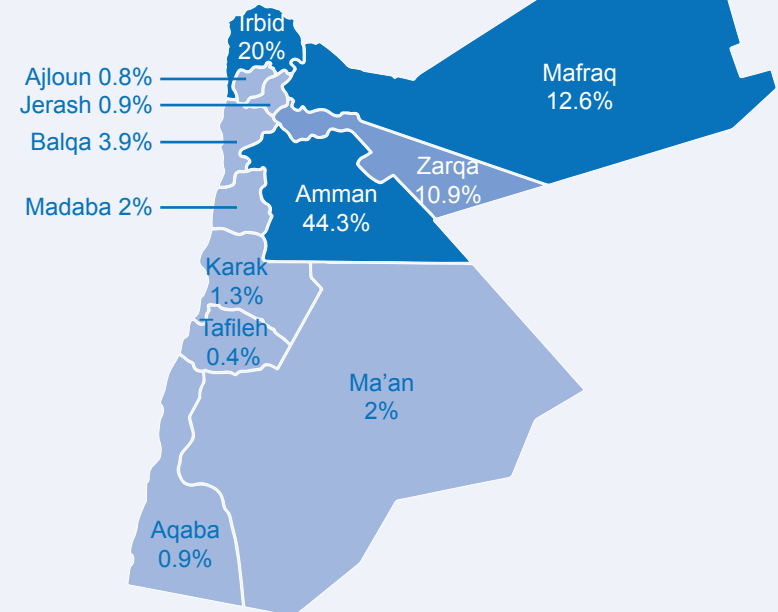
During the month of July, focus group discussions (FGD) have taken place, covering multiple governorates around the Kingdom. The exercise was monitoring the persons of concern's satisfaction of the UNHCR Helpline service, covering different aspects, such as accessibility of the smart IVR system. Overall, the Helpline saw an increase of 17,073 calls (or 12%) in July compared to the previous month.



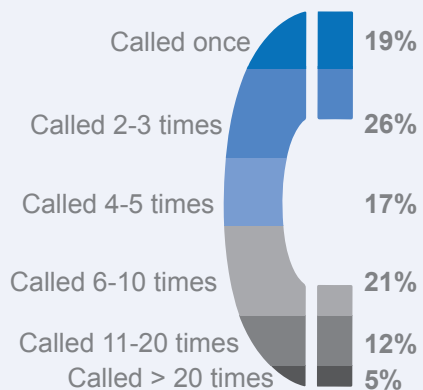
Average call duration
01:03

Total calls in July
152,729
Answered calls
76%

Distribution of Calls by Governorate



Unique Calls vs. Duplicate Calls



OVERVIEW

