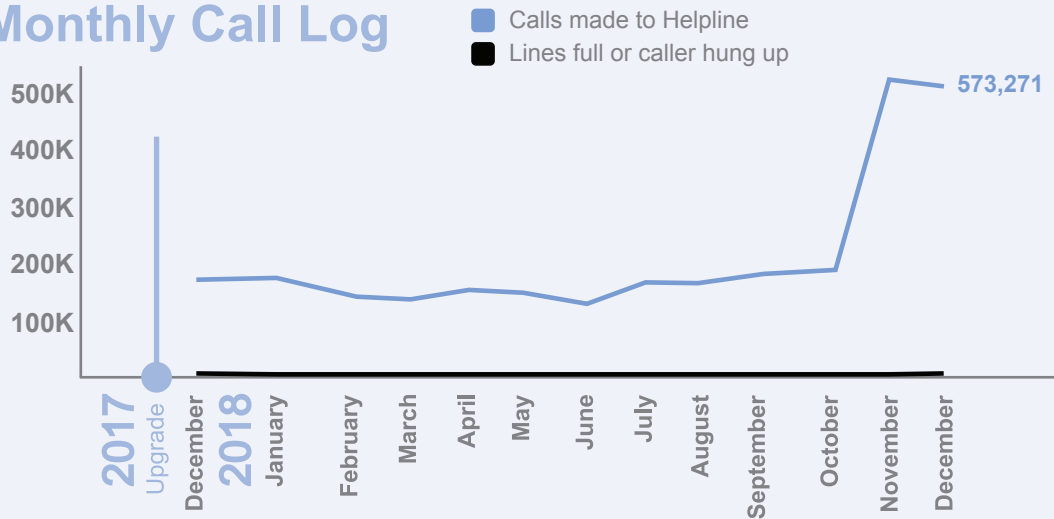


UNHCR Jordan has one of the largest refugee helplines in the world, answering over 150,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for more complex and emergency calls.

Monthly Call Log



Average call duration
01:19

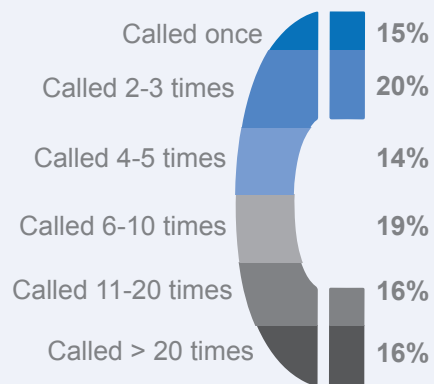
Total answered calls in December
569,578

Calls abandoned after waiting
3,693

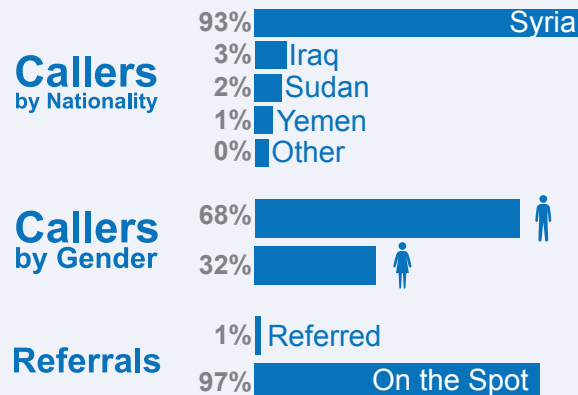
Helpline this month

- The number of calls quadrupled in November and December;
- Nearly 80% of the calls were about Winter Cash Assistance;
- Helpline created an automated 'check' for families to see if they would receive winter funds from UNHCR or another humanitarian organization.

Unique vs. Duplicate Calls



Overview



Reasons of Calls

