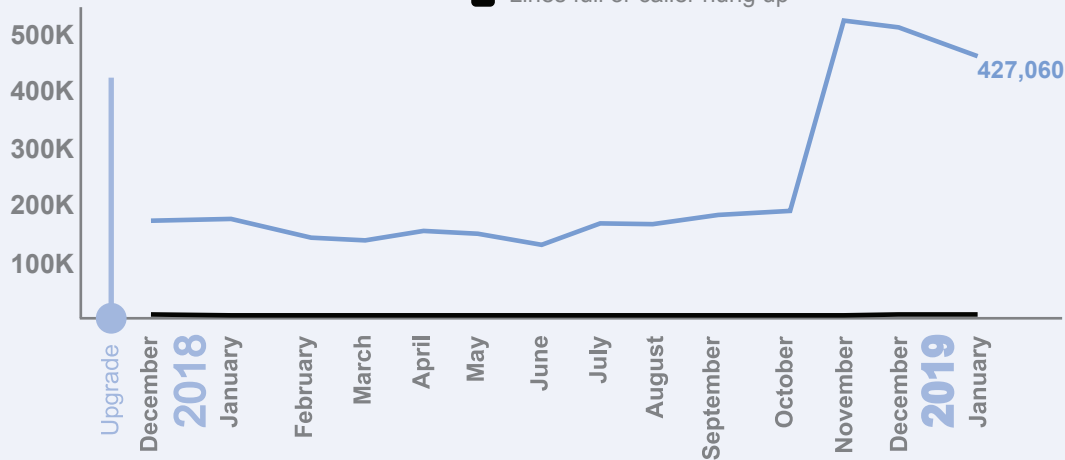


UNHCR Jordan has one of the largest refugee helplines in the world, answering around 500,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for more complex and emergency calls.

## Monthly Call Log

■ Calls made to Helpline  
■ Lines full or caller hung up



**Average call duration**  
01:10

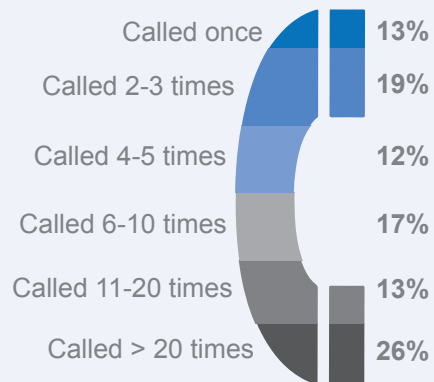
**Total answered calls in January**  
424,513

**Calls abandoned after waiting**  
2,547

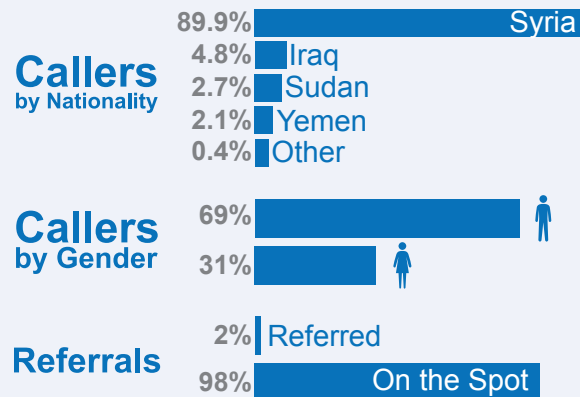
## Helpline this month

- Support to Cash Delivery Team through conducting 1,080 outbound calls for the beneficiaries who didn't withdraw their assistance;
- Support to Assessment Team twice with face-to-face counselling for appeals in Branch Office Amman & accompanied Assessment Team for 4 visits to homeless cases;
- Provide Persons of Concern with over-the-phone appointments; an average of 650 appointments on a daily basis;
- Continued support to Education Unit in performing 52 Post-Distribution Monitoring surveys over the phone with one-time-cash for education grants that were provided during the month of December;
- Support to Registration Unit to last minute change of appointments to 33 Persons of Concern whose appointments were changed due to urgent circumstances;

## Unique vs. Duplicate Calls



## Overview



## Reasons of Calls

