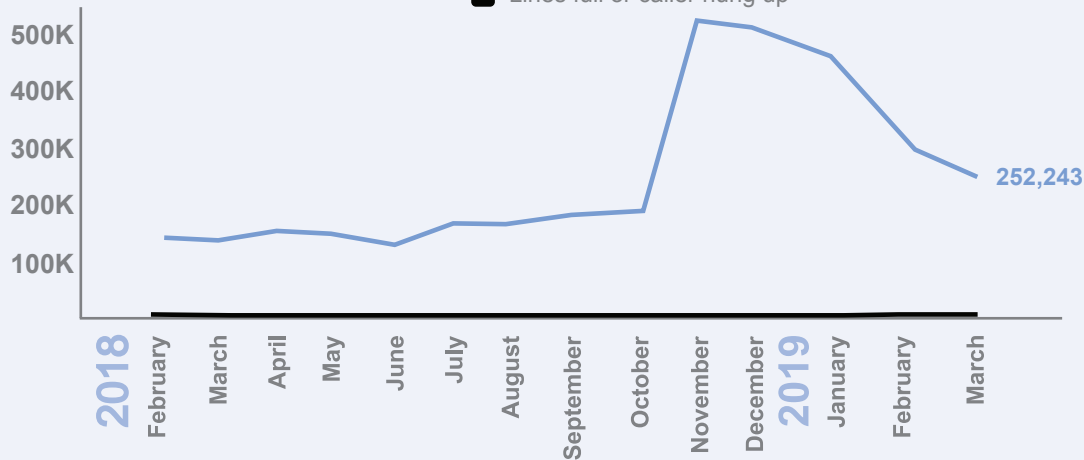


UNHCR Jordan has one of the largest refugee helplines in the world, answering around 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered 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**  
01:13

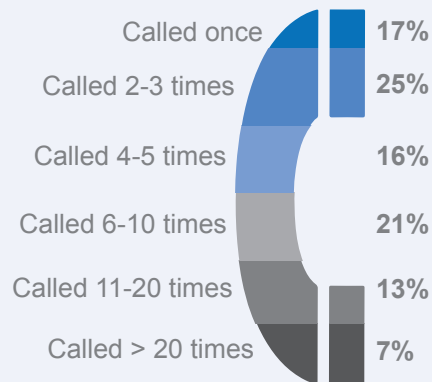
**Total answered calls in March**  
252,243

**Calls abandoned after waiting**  
726

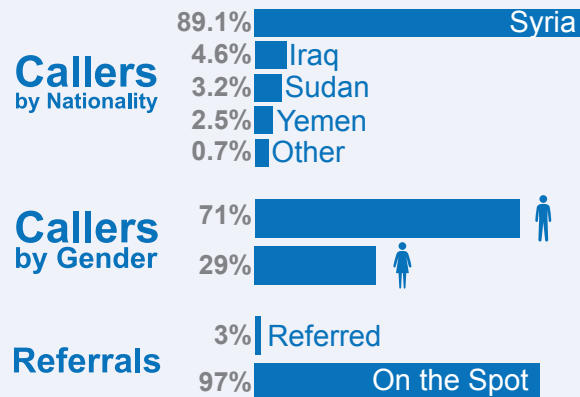
## Helpline this month

- Provided support to the RSD unit in re-scheduling interviews;
- Continued to support Registration with providing phone appointments to refugees - handling between 500-800 appointments calls per day;
- Providing support to the Assessment/CBI team in conducting visits to homeless cases;
- Counseled refugees regarding the UNHCR Sim Card (issued by Zain) distribution exercise;
- Filled empty spots in Filtering/Registration to counsel refugees regarding the home visit results and appeals;
- Conducted outbound calls for cash beneficiaries who had not withdrawn assistance;
- Supported the new ATM cards distributions exercise.

## Unique Calls vs. Duplicate



## Overview



## Reasons of Calls

