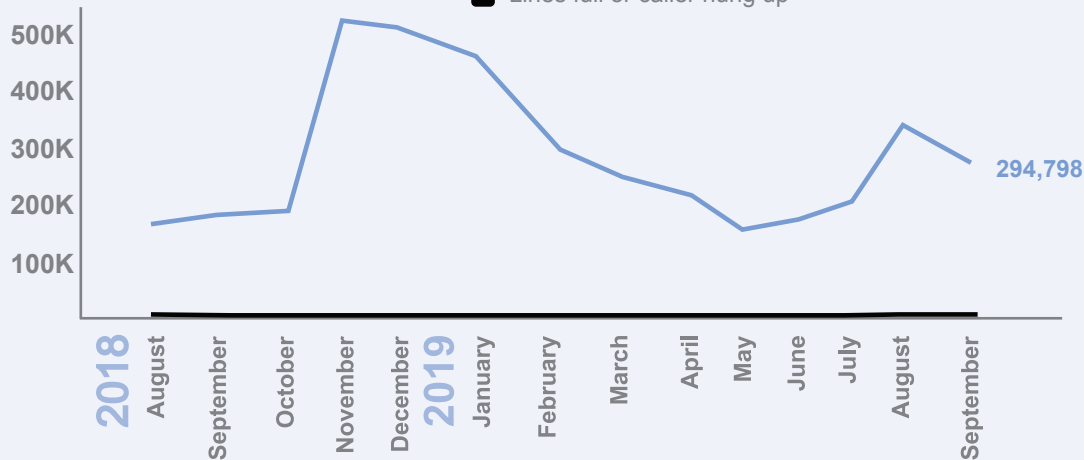


UNHCR Jordan has one of the largest refugee helplines in the world, answering over 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 6 million calls, to date. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered 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

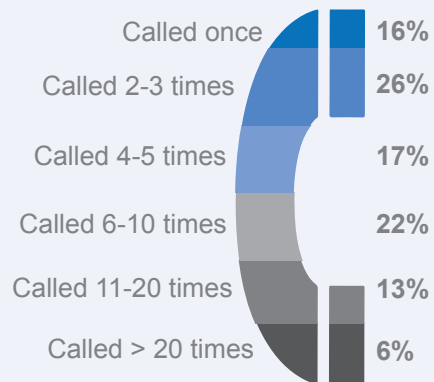
Total answered calls in September
294,798

Calls abandoned after waiting
2,386

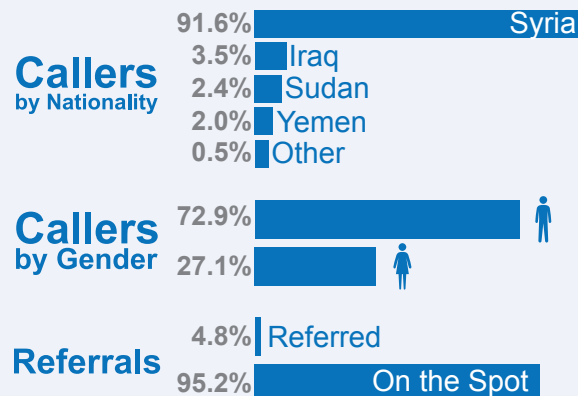
Helpline this month

- The Helpline team provided support to the RSD unit in the campaign of rescheduling the interviews;
- Provided PoCs with over-the-phone appointments for registration, handling between 600-900 appointments calls per day;
- A colleague from the team shadowed with External Relations unit for a week;
- Supported the Assessment team with calls for cases from the UNHCR SIM card project;
- A colleague from the team attended the CP Safe Referral Training at Jordan River Foundation;
- A colleague from the team attended the launch of GBV application at Queen Rania Family and Child Centre;
- Two colleagues from the team attended the Advanced MS Excel skills training.

Unique vs. Duplicate Calls



Overview



Reasons of Calls

