

UNHCR Jordan, Country Office Amman

Standard Operating Procedures for Helpline

Effective as of August 2021, endorsed by Senior RSD Officer, Edina Dziho

Date of review, August 2021, endorsed by Assistant Representative for Protection, Igor Ivančić

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Introduction

The UNHCR Jordan Helpline (06-4008000) is a call center service provided by UNHCR which refugees can use to ask any questions or file complaints related to being a refugee in Jordan. It offers information on all UNHCR activities and recent updates on changes in procedures. Refugees of all nationalities can call the UNHCR Helpline, offered in two languages: Arabic and English with the addition of Somali language in the second half of 2021. Callers will be connected to an Interactive Voice Response (IVR) or transferred to a Helpline agent who provides basic counselling, monitors trends in refugees' protection and provides public awareness to urban refugees. The Helpline team (10 agents) operates from Sunday to Thursday, 8AM to 4PM while the IVR functions 24/7. As of June 2021, the Helpline has been responding to more than 350,000 calls per month with more than 4 million calls answered in 2020 and more than 12.6 million calls responded to since its inception in 2008.

Background

UNHCR Helpline; previously called the Information Line; has been operating in Jordan since 2008. In March 2014 the system was upgraded to use the Cisco Call Centre Express (CUCCX). Between 2012 until 2014 the number of agents was increased from 6 to 14. In March 2016 the system was upgraded to version 11 from Cisco, which provides many features like: call recording system and the Interactive Voice Response (IVR) services. The IVR provided UNHCR Helpline with the option of using automated phone calls consisting of inhouse recorded voice messages that are outgoing to refugees and the ability to integrate intelligent IVR to accommodate the huge number of incoming phone calls.

As there were only 30 Primary Rate Interface (PRI) channels, the CUCCX could only take thirty calls at a time. Another PRI was launched in May 2016, which provided the Helpline with 30 channels dedicated to outbound calls.

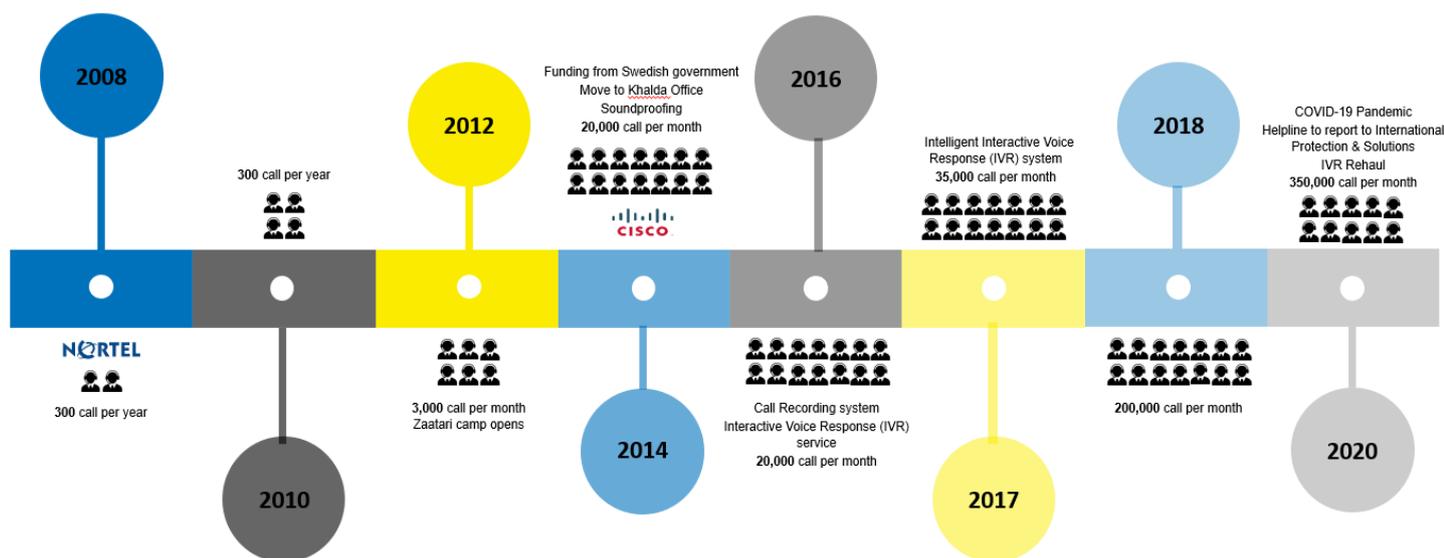
The Helpline uses the Refugee Assistance Information System (RAIS) as its main database and ticketing platform. The system is designed to create a ticket for each caller that helps to register the purpose of the call and how the complaint/request is further escalated. In December 2017 the IVR system was changed from the basic IVR to the intelligent IVR, which integrated RAIS and Cisco CUCCX together. This allowed refugees to enter their file number followed by two steps of security verification and get automated response according to their own bio data. In case of emergency and for any calls that require an agent to answer such as detention or complaints; calls will be transferred directly to an agent for proper escalation or counseling as needed. Refer to *Annex 1 – UNHCR IVR Tree*.

As the incoming phone calls to the helpline were hugely increased; in February 2018, another PRI was added to the helpline platform that provided additional 30 channels to the existing 30 inbound channels and allowed 52 calls to be handled at a time.

In 2020, the role of Helpline in UNHCR Jordan has significantly increased due to COVID-19. Since April 2020, the Helpline has in fact been the primary communication channel between UNHCR and refugees. Systems were developed and implemented to ensure that the operation is able to respond to refugees in the most efficient way. Since then, the International Protection and Solutions Unit at UNHCR directly manages the Helpline to go in line with the Accountability to Affected Population (AAP) framework¹ (September 2020). A review of the IVR started in last quarter of 2020 on the basis of a multifunctional team approach through close work with other units and Field offices who are in direct contact with refugees (CBP, External Relations, etc.). Hence, close coordination took place with the different functional units to design the IVR trees while ensuring that the new approach will enable the operation to better respond to refugees. Based on that, proposed improvements were rolled-out during the first half of 2021 and efforts were made to ensure that comprehensive Communication with Communities is continuously maintained and improved. On the other hand, a comprehensive technical overhaul of the Helpline has taken place in July 2021. This includes increasing the number of channels to receive 120 calls at the same time instead of 52.

In the second half of 2021, upon the implementation of the updated IVR, an assessment based on a customer satisfaction survey will be conducted to ensure that UNHCR meets refugees' needs, responds to their queries in a timely manner and is accountable to persons of concern. The below graph summarizes the development of UNHCR Jordan Helpline since 2008:

Graph 1: Development of Helpline



¹ Operational Guide on Accountability to Affected People (AAP)

<https://cms.emergency.unhcr.org/documents/11982/42450/OPERATIONAL+GUIDANCE+ON+ACCOUNTABILITY+TO+AFFECTED+PEOPLE+%28AAP%29+%282020%29/a0be43c7-e3f6-41b3-9430-cc22f9e5ec2c>

The Team

Managing the overall performance of the Helpline is the responsibility of the Associate CBI Officer who reports to the Senior RSD Officer. Refer to *Annex 2 – Helpline Organigram*

The Helpline team has ten agents. The team coach is responsible for the attendance, evaluation, coaching, etc. and the Senior CBI Assistant is responsible for primarily coordinating with units and reporting.

The Terms of Reference (ToRs) for all team members are detailed in *Annex 3 – Helpline Team ToRs*.

Helpline Working Schedule

- Helpline agents receive inbound calls 5 days a week, from Sunday to Thursday, from 8:00am – 4:00pm (8 hours per day).
- Helpline agents have fixed scheduled breaks; every agent has three of 15-minute breaks distributed throughout the day. Every interval (15 minutes), a maximum of two helpline agents can have a break at the same time. Breaks are scheduled from 9am to 3pm as the first and last hour are critical. Any unscheduled break should be taken after checking with the team coach.
- Each Helpline agent has to use the not ready/break status during breaks, which will be reflected on the real time dashboard.
- When the agent logs out from the system (technical error, meeting, supporting other units, etc.), he/she must submit the time he/she was out on the Log-Out sheet, after taking approval from the team leader. Refer to *Annex 4- Reasons for Logout*.
- Helpline agents as UNOPs contactors have to apply for all kind of leaves (annual, certified sick leaves and uncertified sick leaves) manually to the team coach to be confirmed and signed later by the Associate CBI Officer.

Technical Infrastructure

As of 2021, the Data Analysis Group (DAG) is responsible for the Helpline's technical infrastructure, development and maintenance. To specify, DAG is in charge for the software part that includes API, data analysis, programming, etc. whereas the hardware components, ICT should take lead. This is done through the coordination with the ICT Unit and a CISCO gold partner. A frame agreement is signed with a CISCO gold partner, **Data Consult**. Data Consult is responsible for providing technical and maintenance support for the CUCCX. Refer to *Annex 5 – CISCO Partner Terms of Reference*.

Below are the main specifications for the Helpline infrastructure:

- As of 6 July 2021, the Helpline has 120 PRIs (Primary Rate Interface) provided through Zain Telecom Company for inbound purposes. The Senior CBI Assistant is designated to contact DAG focal for technical issues.
- The helpline has 120 PRIs (Primary Rate Interface) provided through Zain Telecom Company for outbound phone calls and IVR automated phone calls, Senior CBI Assistant is designated to contact DAG focal point for technical issues.
- The Refugee Assistance Information System (RAIS) is the platform that is being used since 2015. The Senior CBI Assistant is responsible to contact DAG focal point for related technical issues and generate reports of Helpline tickets.

For full details on the technical component, refer to Annex 6 – Helpline Technical Infrastructure and IVR Script.

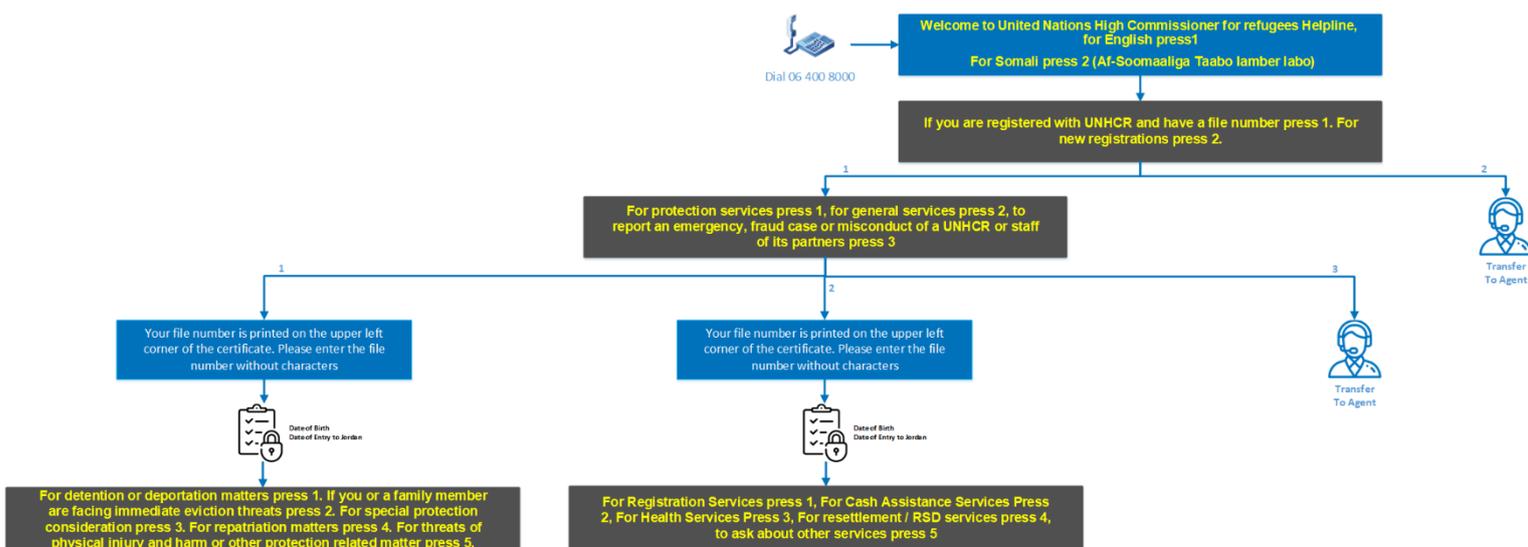
IVR retrieves data from staging database to RAIS database through API that is connected with RAIS data as well. This process will work automatically without human access required. RAIS does not store any helpline information, it only gets the case or individual number, agent information, trigger ticket type and grab rest of the information from the RAIS database (i.e. bio data information).

The source code of IVR script is highly confidential and thus in custody of Head of DAG Unit.

Process for Inbound Calls

When refugees call the Helpline (064008000) they will go through the below steps as per Graph 2 and the description.

Graph 2: IVR Main Menu



1. The refugee will hear the welcome message in Arabic [*Welcome to UNHCR's Helpline in Jordan. For English press 1, for Somali press 2 (Af-Soomaaliga Taabo lambar labo)*]. If you are registered with UNHCR and have a file number press 1. For new registrations press 2.

2. If he/she presses 1, he/she will hear a menu of three options:

1. Protection.
2. General Services.
3. Emergency, fraud case or misconduct of a UNHCR or staff of its partners.

If he/she presses 1 or 2, the refugee will be asked to enter his/her file number followed by two security questions:

- Date of Birth
- Date of entry to Jordan

The caller will then move through the tree and select the service that he/she requires. After that, the caller will be asked to select one of the required services listed below. Each option has then a separate tree and various options as per *Annex 1 – UNHCR IVR Tree*

- Protection (Legal/outreach)
- Registration
- Basic needs
- Cash distribution
- Community based protection
- Child Protection/Gender Based Violence
- Education
- Health
- Livelihoods
- Refugee Status Determination
- Resettlement
- WFP

If he/she presses 3, the caller will be transferred to an agent.

As of August 2021, the tree has 211 recorded messages. Out of them, there are 183 responses to the refugee's query with 37 (17%) scenarios that are being referred to an agent.

Refer to *Annex 6 – Prompt Messages Manual*

3. If he/she presses 2 (new registration), the caller will be transferred to an agent.

4. **Creating a ticket (closed/referral) on RAIS:** For each prompt message/counselling, a ticket is being created either automatically by the IVR or by the agent. The units advise on the categories and subcategories whether the ticket should be closed or referred to the respective unit for their action and follow up. For the tickets being referred, each unit is accountable to close the referrals within a set timeframe that the unit set. If the referral is

not closed, there is an escalation process where it is being flagged to the supervisor(s) that the referrals are not being closed.

Refer to *Annex 7 – Tickets Categories and Subcategories & Annex 8 – Timeframe for Closing Referral*

5. After working hours, during weekends and holidays, urgent and emergency cases are advised in the voice greeting message that they can contact UNHCR's partner Legal Aid on their 24/7 emergency line on 0777387221, and then Legal Aid will follow up on all cases in coordination with Protection unit at UNHCR. The message states the following:

[We apologize. The UNHCR Helpline will not be answering your transferred calls to an agent at the moment. Enquiries that could be handled through the interactive voice response are still active, while those that require follow up will be referred to the respective units when needed. Please listen carefully to the instructions to reach the service you're looking for.

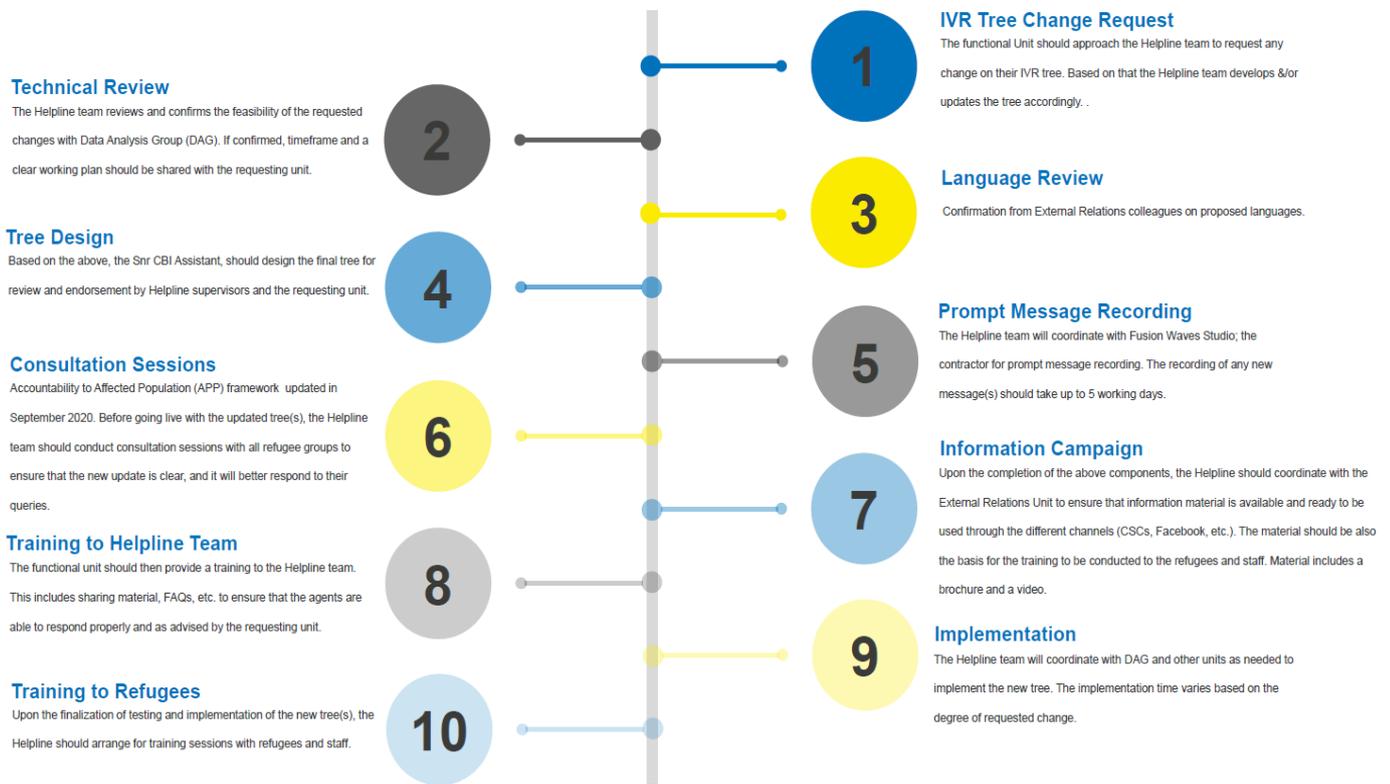
If you or any of your family members are at risk of detention or deportation, please call the emergency hotline of the Legal Aid on 0777387221 or call the UNHCR emergency hotline on 0796742200, knowing that the emergency numbers are available 24/7. Please only call these numbers to report cases of detention and deportation.]

Process for IVR Tree Update

As mentioned above, in 2020; there has been a holistic review for the Helpline. For any IVR tree update, the following steps should be followed:

Graph 3: Process for IVR Tree Update

Process for IVR Tree Update



1. **IVR Tree Change Request:** The functional unit should approach the Helpline team to request any change on their IVR tree. Based on that the Helpline team develops &/or updates the tree accordingly.
2. **Technical Review:** The Helpline and DAG teams review the business and technical possibilities and confirm the feasibility of the requested changes. If confirmed, timeframe and a clear working plan should be shared with the requesting unit.
3. **Language Review:** confirmation from External Relations unit on proposed languages.
4. **Tree Design:** Based on the above, the Senior CBI Assistant, should design the final tree for review and endorsement by Helpline supervisors and the requesting unit. Refer to *Annex 1 – UNHCR IVR Tree*
5. **Prompt Message Recording:** The Helpline team will coordinate with Fusion Waves Studio; the contractor for prompt message recording as of 2021. The recording of any new message(s) should take up to 5 working days. Refer to *Annex 9 – Fusion Waves Terms of Reference*.

- 6. Consultation Sessions:** As per the Accountability to Affected Population (APP) framework before going live with the updated tree(s), the Helpline team should conduct consultation sessions with all refugee groups to ensure that the new update is clear, and it will better respond to their queries.

- 7. Information Campaign:** Upon the completion of the above components, the Helpline should coordinate with the External Relations Unit to ensure that information material is available and ready to be used through the different channels (CSCs, Facebook, etc.). The material should be also the basis for the training to be conducted to the refugees and UNHCR staff. Material includes a brochure and a video. For the brochure, *Refer to Annex 10 – Helpline IVR tree Brochure (Arabic, ENG & Somali) and for the video, follow this link. <https://fb.watch/4hFKQetGt/>*

- 8. Training to Helpline Team:** The functional unit should then provide a training to the Helpline team. This includes sharing material, FAQs, etc. to ensure that the agents are able to respond properly and as advised by the requesting unit. Refer to *Annex 11 – Training material.*

- 9. Implementation:** The Helpline team will coordinate with DAG and other units as needed to implement the new tree. The implementation time varies based on the degree of requested change.

- 10. Training/education of Refugees:** Upon the finalization of testing and implementation of the new tree(s), the Helpline should arrange for training/education sessions with refugees and UNHCR staff, supported with ER materials (videos, printed and e-materials).

- 11. Monitoring and Evaluation:** after the implementation of the updated tree, the Helpline team should monitor the performance and provide continuous feedback to the units. Additionally, the Helpline team should conduct a customer satisfaction survey and coordinate with the different units on what should be improved. The satisfaction survey should include qualitative and quantitative approaches to data collection. A minimum of one satisfaction survey should be conducted once a year. Refer to *Annex 12 – Customer Satisfaction Survey 2020.*

Steps for Calls Handling by Agents

- 1.** Each agent should log into the CISCO telephone system by:
 - The user ID and PIN code
 - Making sure that s/he is in the log-in status

2. Each agent should log into the CISCO platform “*Finesse*” by:
 - The user ID, password, and extension number
 - Making sure that s/he is in the log-in status and ready for handling calls.
3. Each agent should log into (RAIS) the ticketing system through their own credentials provided. As mentioned before, RAIS is the main platform that helpline team relies on.
4. Each agent should log into the Eye Cloud System. This is essential to be able to counsel the cash assistance beneficiaries that receive their assistance through the iris scan. This is done by:
 - Using their own credentials
 - Verifying each login through the authenticator application
5. Each staff should log into ProGres V4 by their own credentials. This platform is used to:
 - Check the validation of the Asylum Seeker Certificate.
 - Check the primary phone number of PoCs.
 - Check the iris enrolment of PoCs by registration facilities. This is essential to be able to counsel the cash assistance beneficiaries that receive their assistance through the iris scan.
 - Check file numbers that still in the synchronization phase with RAIS.
 - Check RSD & RST status for the cases to provide correct counselling.

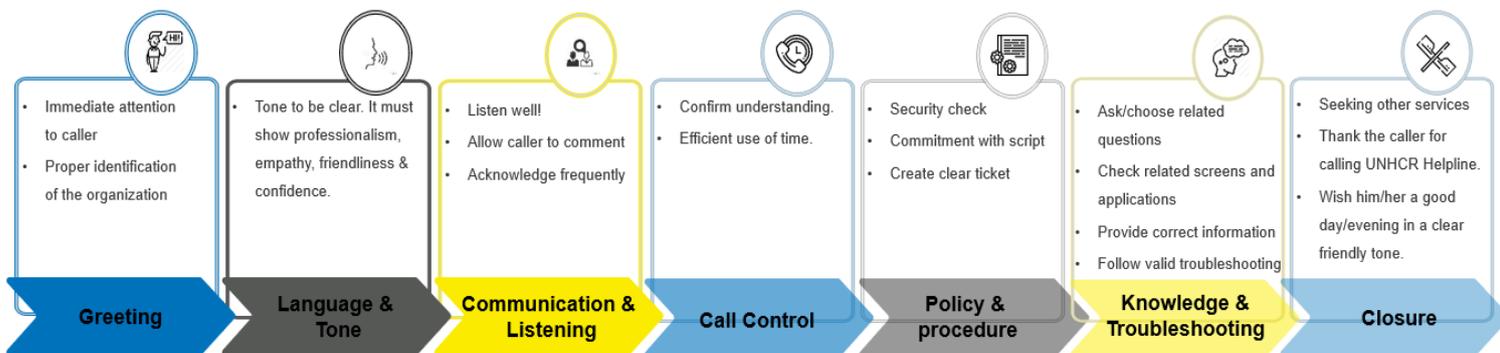
What happens if any of the above does not check.

6. The agent responds to each call using a standard script, “*Hello, UNHCR's Helpline, how can I help you?*” and ends the call with “*anything else I can help you with? Thank you for calling and have a nice day.*”
7. Before responding to questions about an individual’s case, the agent asks two security questions: mother’s name and any other individual’s date of birth. If the person answers one of these questions incorrectly, then an additional security question is asked. Examples include assistance information, individual number for the principal applicant or the caller, registration date or arrival date. If the person answers two questions incorrectly, then the agent tells the person that his/her identity cannot be confirmed over phone and therefore it will not be possible to answer questions about the individual’s case. However, general information about services like providing a phone number, can still be provided.
8. In accordance with the guidance in the Frequently Asked Questions (FAQs) document, (refer to *Annex 21 – FAQs*) the agent responds to all possible questions on the spot, offering information about services and standard procedures. For such calls, the agent creates the corresponding ticket and writes a clear comment in the comment box.

9. In case the agent could not provide the answer for the query on the spot, a referral is made on the Ticketing System, s/he informs the caller that the query will be forwarded to the concerned unit who in return will follow up on the case as per their SOPs.
10. Before completing the call, the agent verifies the accuracy of the phone number and adds an active phone number to the “phone number” box in ticketing system (RAIS) and deletes the available ones if they are invalid.
11. Answering calls should be within the below flow with the main elements that should be considered.

Graph 4: Call Flow Diagram

Call Flow Diagram



Key Performance Indicators – Operational

Since the Helpline rehaul will be implemented in the second half of 2021 and with the assessment that will be conducted, the operational KPIs like waiting time for refugees among many other will be reviewed.

Key Performance Indicators - Helpline Agents

The performance of Helpline agents is reported on a monthly basis to the Associate CBI Officer and Senior RSD Officer. The staff performance is measured based on three components. These are Performance Quality, Agent Efficiency and Productivity. The three components are

measured against a well-defined set of KPIs that are reviewed regularly and based on the operational needs.

Agents will attend a minimum one coaching session on monthly basis. The sessions are conducted during the second and third week of each month. The session aims at assessing the agent's performance (Performance Quality, Agent Efficiency and Productivity). At any time during the month and if needed exceptional coaching sessions could be conducted.

At the end of each month and based on the results of the sessions, a report is prepared to reflect the agents' performance. (Performance Quality, Agent Efficiency and Productivity).

Refer to Annex 13 – Performance Dashboard template and Annex 14 – Agent KPIs

1. Performance Quality

All the incoming calls that are transferred to agents are voice recorded with screen capturing for the actions that are done throughout the call. The voice recordings and the screen capturing data are saved on CICSCO's Active Quality Management (AQM) system. The voice recordings are available for two years while the screen capturing data can be available for two months.

The team coach (Senior Helpline Assistant) is responsible to conduct the coaching sessions and call evaluations that will assess the quality performance of the Helpline agents in compliance with the performance quality criteria.

Refer to Annex 15 – Coaching Evaluation Criteria (April 2021) and Annex 16 – Coaching Evaluation Form (April 2021).

The performance quality is comprised of five (5) calls that are being evaluated by the team coach based on the coaching evaluation criteria. Four of the five calls are being evaluated prior to the coaching session while one call is being evaluated during the session.

The five calls are selected from the previous month and based on different criteria that include:

- Different skills.
- Different calls duration.
- Different times and dates.
- With and without silence and hold.
- Trends.

Comments should then be added to the evaluated calls to clarify the reason for the score and mentioning the weaknesses of the call if any. These are added to the form on the quality management system and can be reviewed by the helpline agents easily. Every agent has his/her own credentials to access the quality management system so they can hear their

own evaluated calls within five working days from sharing the evaluated call result to the agents. The agents have the right to request to review the scores with the team coach who will then discuss with the agent and edit if needed. If the agent was still unsatisfied with the score, the case must be escalated to the supervisor.

2. Agent Efficiency

All of Helpline agents sign into the Cisco platform Finesse, which calculates the efficiency use of the time for each agent during working hours. Each time slot is calculated individually for each agent based on fixed calculations and formulas on the system. Refer to *Annex 14 – Agent KPIs*. These include:

- log-in and log-out.
- Breaks.
- Morning late.
- Missing hours (log out without a record).

3. Productivity

Productivity is a measurement of the amount of work accomplished during a specified time frame, it also measures how effectively the agents achieves the Helpline objectives. These include:

- The average of handled calls per hour.
- The average handled time (AHT).

Information and Knowledge Sharing

The Senior CBI Assistant is responsible for sharing the knowledge and information from the different units and shares them with the Team coach who then is in charge to share them with the team. These include Frequently Asked Questions (FAQs), training material, major updates, etc.

On the other hand, the team coach is expected to compile trends and frequent questions received from the team and forward them to the Senior CBI Assistant who in return will coordinate with the focal points in the concerned units and focal points from other agencies when needed.

The Helpline team is currently working on developing an information page using the PHP² language, this page will have all updated information needed for the agents to respond to the callers. This include:

- Frequently Asked Questions (FAQs).

PHP is a server side scripting language that is embedded in HTML. It is used to manage dynamic content, databases, ² session tracking, even build entire e-commerce sites

- Call procedures (questions to be asked, required actions and platforms to be checked).
- Important contact information (Legal Aid, Caritas, IMC, etc)
- Cash lists (monthly basic needs list, urgent cash assistance, Health, etc.)

Outbound Calls

1. Call back

Helpline Agents can make a “call back” phone call for cases that might need to be provided with answers on specific questions and after the proper follow up with other units within the same day. Helpline agent has to use call back as a Not Ready/Call Back status and make the phone call from their station. Each agent must use his/her personal pin code to make the phone call.

2. Outbound Automated Messages

Helpline platforms have another communication channel that allows for outbound automated (IVR) messages through phone calls. This means that any script could be recorded and sent to refugees as a phone call from the UNHCR number (064007000). Any unit can request sending a unified voice message to a list of cases, by filling the request form and send it to the Helpline focal point. Report of failed calls could be extracted from CISCO reporter (CCX).

Refer to *Annex 17 – Request form for Outbound Automated Messages*

3. Outbound Campaigns

When needed, the Helpline team supports other units in conducting mass information campaigns, surveys, large scale follow up calls after working hours, etc. The Helpline facilities also are available for all units to be used by other units. Such campaigns need to be scheduled and approved by the Associate CBI Officer before at least one week so the team coach can accommodate the facilities to serve this campaign.

Reporting

The below reports are being prepared and shared with the head of unit:

1. Dashboard

The Senior CBI Assistant is responsible to extract all the required reports from CISCO reporter (CCX) and the RAIS on monthly basis, compile the data and send it to the External Relations Unit to be able to generate the Helpline Monthly Dashboard. Refer to *Annex 18 – Helpline Monthly Dashboard*.

1.1 CISCO Reports: The monthly extracted reports from CISCO reporter (CCX) are:

A) Application Summary Report. This report shows:

- Presented Calls.
- Total handled Calls.
- Purpose of the call
- Total abandoned calls.
- Average speed of answer.

- Average talk time.
- Average abandoned time.
- Month on trends analysis

- B) Application Performance Analysis Report: this report shows the average call duration.
- C) Contact Service Queue Call Distribution Summary Report: this report is used to figure out the numbers of handled calls and abandoned calls by agents on each skill on the IVR.
- D) Call Custom Variables Report: this report is used to trigger out the automated responses, where each call goes through the IVR tree.

1.2 Refugee Assistance Information System (RAIS) Report: A detailed report is extracted each month from RAIS to identify:

- Total number of the created tickets.
- Total number of referred tickets for each unit.
- Distribution of beneficiaries in the governorates.
- Callers by gender.
- Callers by nationality.

Analysis of ticket escalation to supervisors

2. Agents Performance Report

The Senior CBI Assistant is responsible to prepare the monthly Performance Report for the Helpline agents based on the data provided by the team coach each month. Refer to *Annex 13 – Performance Dashboard template*.

The team coach is using the CISCO reporter (CCX) to extract all the required reports to be able to generate the Adherence Report which is used to calculate the Agents Efficiency and Productivity. These reports are:

- A) Agent Not Ready Code Summary Report. This report shows:
- Hours of login and logout to the system by each agent.
 - Time on each Not Ready status (break, detention, coaching, call back).
- B) Agent All Fields Report. This report shows:
- Total numbers of calls that have been handled by the agents.
 - The average of talk time.
 - The average of handled time.
 - The average of hold time.

The team coach extracts another report from the CISCO reporter (CCX), which helps in choosing the calls to be evaluated each month based on specific criteria.

- C) Agent Detailed Report: this report is used to go through all the calls that have been handled by the agents (calling number, skill selected, duration, talk time, hold time, after work time).

3. Situation Report (SitRep)

The Senior CBI Assistant is responsible to prepare the monthly SitRep and send it to the Associate CBI Officer by the 5th of each month. This report includes:

A) Highlights: is a summary of Helpline achievements during the month. This includes:

- Total handled calls (IVR system & agents).
- Total abandoned calls.
- Call duration.
- Average speed of answer (ASA).
- Handled calls through Helpline agents.
- Percentage of handled calls for each unit.

B) Activities: The Helpline activities that have been done during the month.

C) Plans: The Helpline plans of the incoming months.

4. Weekly Referrals Report

The Senior CBI Assistant is responsible to issue the referrals report on weekly basis and share it with all units' supervisors for their action. The report should include the closed/open tickets for each unit along a summary table. DAG provides training and guidance to the Senior CBI Assistant in writing queries for reports issuance.

5. Frequent Callers Report

The Senior CBI Assistant is responsible to generate a report for the frequent callers who contacted the Helpline more than 50 times per month. The report is generated by doing some analysis on a report that is extracted from the CISCO reporter (CCX) "Call Custom Variables Report". This report should be shared with all the units for their actions. Refer to *Annex 19 – Frequent Callers*

Special Considerations

1. Emergency Cases

An emergency case is when a refugee faces a significant risk of serious and immediate harm which requires attention on the same day. Examples of emergency cases include GBV, unaccompanied children, emergency medical conditions, evictions, detention, and serious psychological distress.

The agent should escalate the case to the team coach or the focal point from the team (focal points for GBV/CP cases) who will follow up with the focal points from each unit as needed. Urgent cases should be flagged as well in RAIS except GBV/CP and antifraud cases

2. Angry Callers

If a caller becomes abusive, the agent should acknowledge the caller's anger, listen and give the caller time to explain. If the caller is still upset, then the agent shall transfer the call to the team coach.

UNHCR ZAIN SIM Card

Since 2014, UNHCR Jordan has been distributing SIM cards to refugees, mainly living outside of camps. As of June 2021, 76,627 SIM cards have been distributed.

The main features of the SIM card are:

- Free calls to the Helpline.
- The SIM card does not expire, i.e. the line does not get disconnected regardless of whether it holds credit or not.
- Allows for free in-network calling.
- UNHCR provided with 150,000 free Mass-SMS to UNHCR SIM card holders.
- Users can purchase a pay-as-you-go internet bundles, cheap rates for out-of-network and international calls to certain countries (CoO and resettlement countries).

Refer to *Annex 20 – UNHCR ZAIN SIM Card*.

Hotline Partners Taskforce

A hotline task force was established in 2018 to serve the Common Cash Facility (CCF) partners (CCF Hotline Task Force) since the Helpline used to report to the CBI unit. However, in 2020 the group was renamed (Hotline Taskforce) and has included other partners who have hotlines, planning to have one or interested to attend to observe and learn from other agencies. On quarterly basis, a meeting is conducted to keep all the partners updated with the general situation, share different experiences and techniques. A list of focal points and backups is being updated regularly and when needed. The taskforce has also a WhatsApp group where updates are being shared by partners.

Humanitarian partners who are regularly attending are UNHCR, UNICEF, WFP, DRC, Medair, among others.

END

UNHCR Jordan Protection
Helpine Unit

July 2021