

UNHCR Jordan has one of the largest refugee helplines in the world, answering over 200,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 18 million calls, to date. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 10 dedicated staff are available for more complex and emergency calls.

132,000
total responded calls*

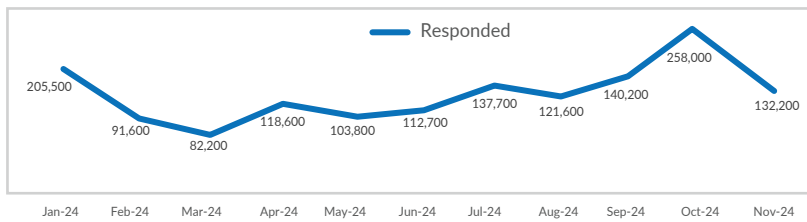
38,000
unique phone numbers

97%
of responded calls were resolved

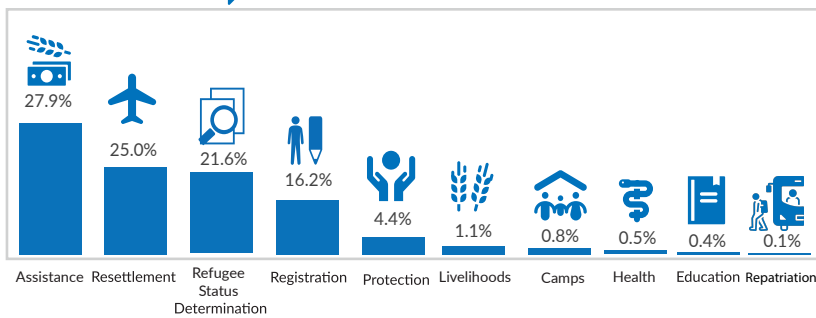
2:17 min
average call duration

40%
of callers have specific needs

Monthly Call Log

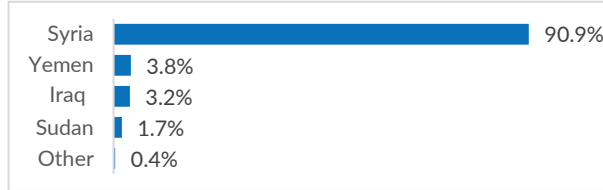


Reasons of Calls

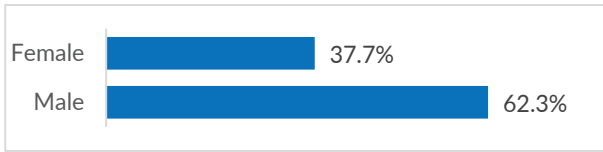


Profile of Callers

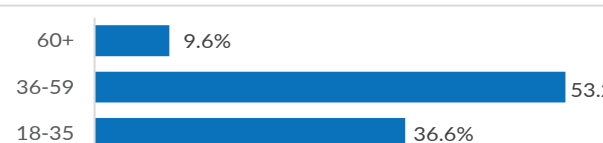
Country of origin



Gender

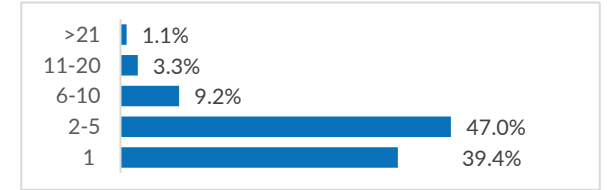


Age

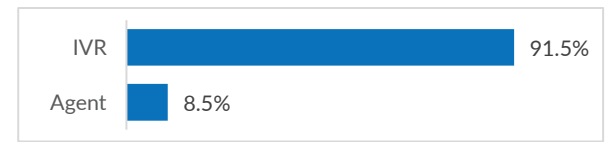


Profile of Responded Calls

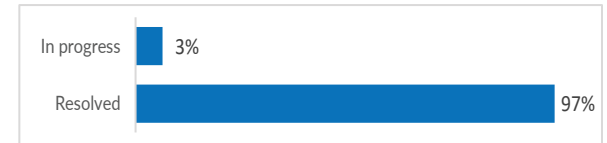
Frequency



Responder



Status



UNHCR's Helpline received around 220,000 calls in November, including 87,000 abandoned calls where the caller decided to hang up or the IVR disconnected the caller after waiting for several minutes.

With funding from

