# UNHCR
The UN Refugee Agency

# HELPLINE
UNHCR JORDAN
March 2025

UNHCR Jordan has one of the largest refugee helplines in the world, answering over 130,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 21 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.

**91,000**
total responded calls*

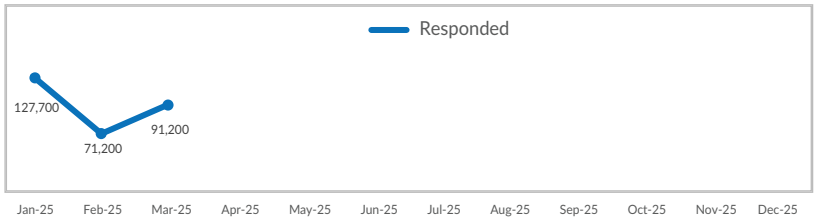
**22,000**
unique phone numbers

**96%**
of responded calls were resolved

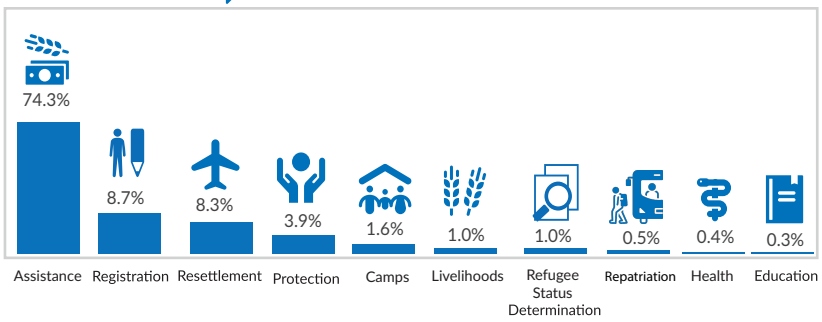
**1:35** min
average call duration

**34%**
of callers have specific needs

## Monthly Call Log



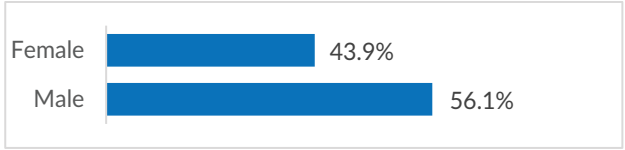

## Reasons of Calls



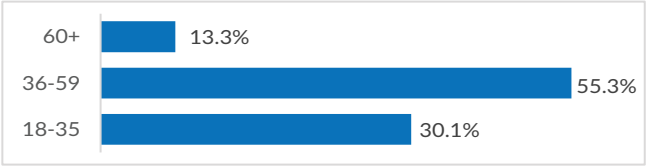

## Profile of Callers

### Country of origin

### Gender

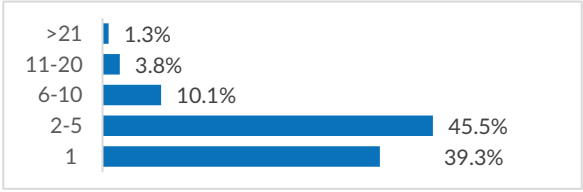



### Age

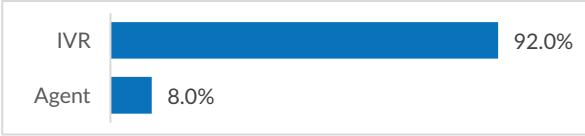



## Profile of Responded Calls

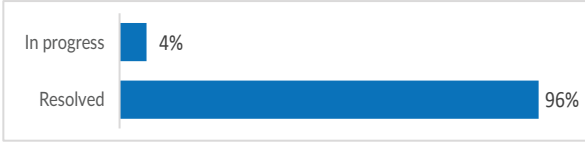
### Frequency




### Responder




### Status




*UNHCR's Helpline received around 117.000 calls in March, including 25,000 abandonded calls where the caller decided to hang up or the IVR disconnected the caller after waiting for several minutes.*

With funding from
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