HELPLINE
UNHCR JORDAN
May 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.

72,000 total responded calls*

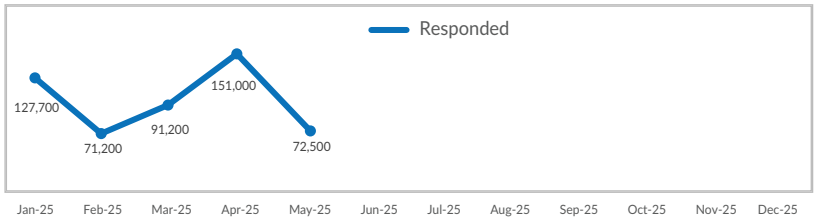
20,000 unique phone numbers

96% of responded calls were resolved

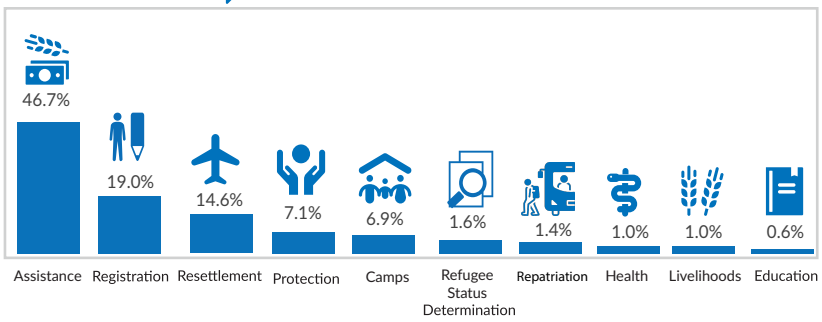
1:58 min average call duration

30% of callers have specific needs

Monthly Call Log



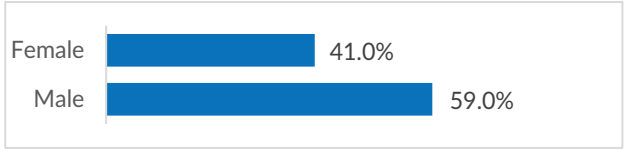
Reasons of Calls



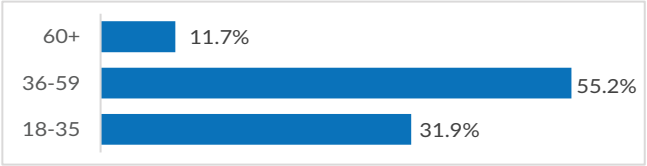
Profile of Callers

Country of origin

Gender

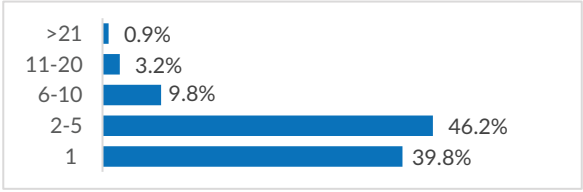


Age

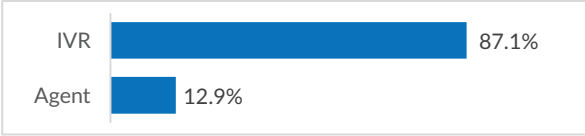


Profile of Responded Calls

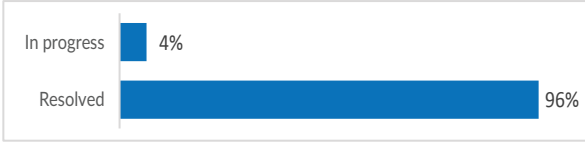
Frequency



Responder



Status



UNHCR's Helpline received around 95.000 calls in May, including 22.000 abandonded calls where the caller decided to hang up or the IVR disconnected the caller after waiting for several minutes.

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