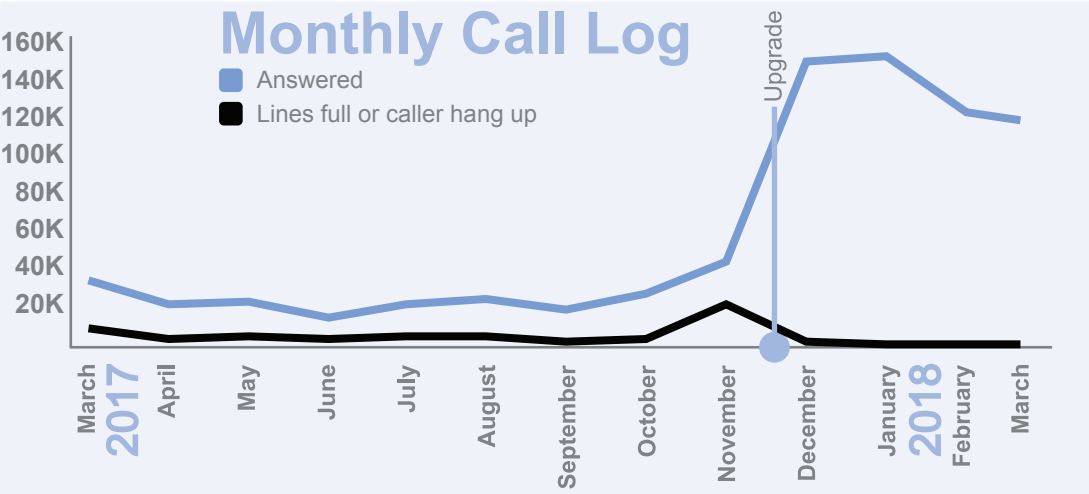


UNHCR Jordan has one of the largest refugee helplines in the world, answering nearly 150,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 1.7 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for more complex and emergency calls.

The Rectification of Status campaign for regularising the status of informal and unregistered Syrian nationals in Jordan began on 4 March. A large number of calls to the Helpline in March were related to the campaign, with staff spending proportionately longer explaining the process; thus the total number of calls answered in March were slightly lower than the previous month.



Average call duration
01:06

Total calls in February
124,252
Answered calls
69%

