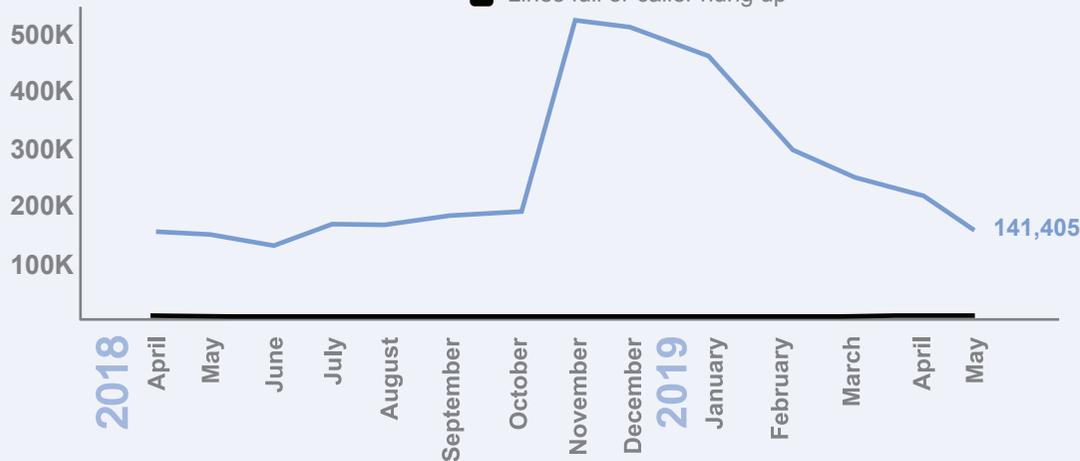


UNHCR Jordan has one of the largest refugee helplines in the world, answering around 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for more complex and emergency calls.

Monthly Call Log

■ Calls made to Helpline
■ Lines full or caller hung up



Average call duration
01:11

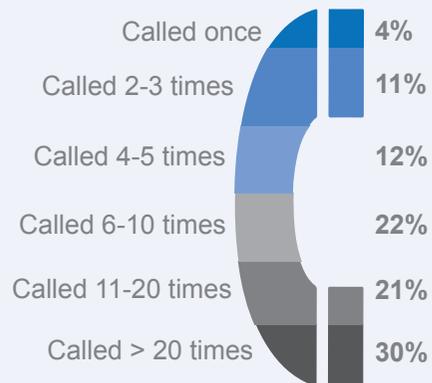
Total answered calls in May
141,405

Calls abandoned after waiting
683

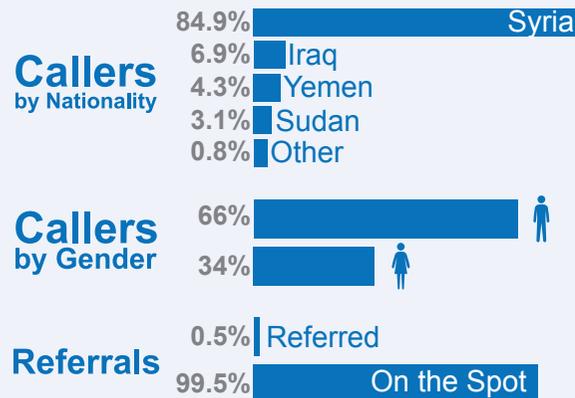
Helpline this month

- Helpline provided support regarding the new ATM cards distribution exercise;
- Helpline continued to support Cash Delivery Team in the outbound calls for the new beneficiaries who did not withdraw their assistance;
- The Helpline team also provided support to the RSD unit in the campaign of rescheduling the interviews;
- Helpline team continued during this month to provide PoCs with over the phone appointments handling between 500 - 800 appointment's calls per day.

Unique vs. Duplicate Calls



Overview



Reasons of Calls

