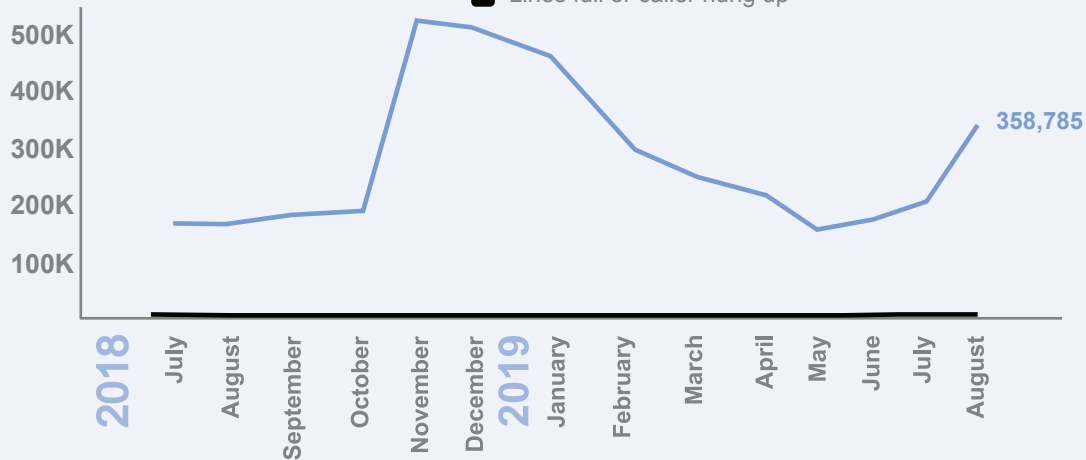


UNHCR Jordan has one of the largest refugee helplines in the world, answering around 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered 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
01:23

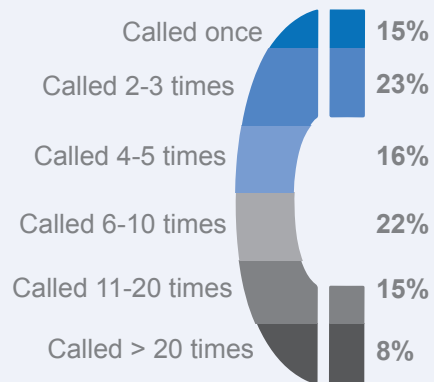
Total answered calls in August
358,785

Calls abandoned after waiting
4,793

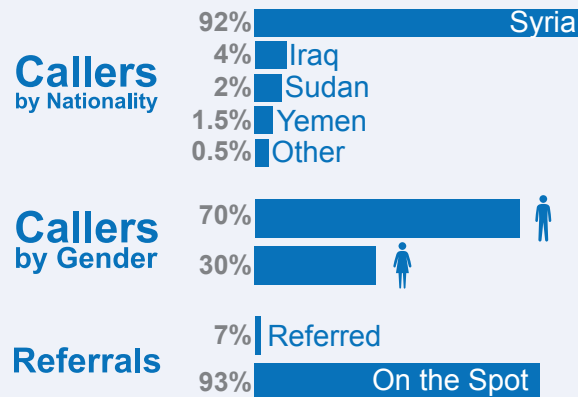
Helpline this month

- The Helpline updated the IVR system on 4 August. The new version includes newly added services and features such as: English language version, primary phone number campaign and other additional options under the same previous menus;
- Helpline team 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 600 - 900 appointment calls per day;
- Helpline team provided support to the assessment team with filling process for Home visits;
- Helpline team provided support to the Education unit with DAFI scholarship interviews for a week;
- The average of actual appointments recorded on the system were 327 on a daily basis.

Unique vs. Duplicate Calls



Overview



Reasons of Calls

