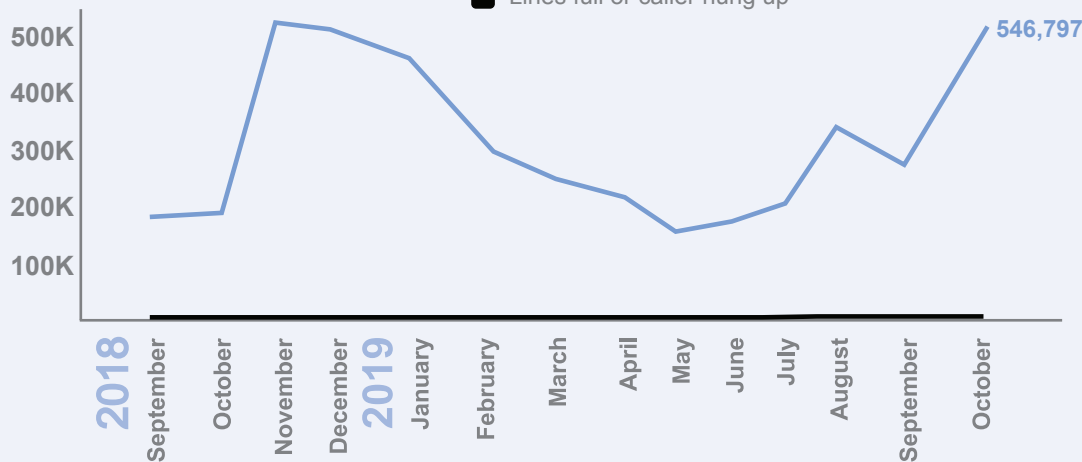


UNHCR Jordan has one of the largest refugee helplines in the world, answering over 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 6 million calls, to date. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 11 dedicated staff are available for more complex and emergency calls.

## Monthly Call Log

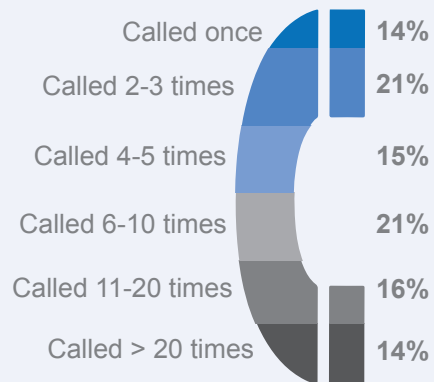
■ Handled calls  
■ Lines full or caller hung up



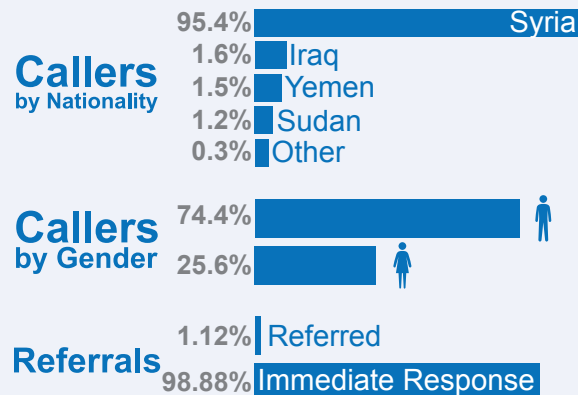
## Helpline This Month

<b>Total handled calls</b> 546,797	<b>Average call duration</b> 01'15"	<b>Average speed of answer</b> 02'53"
<b>Calls abandoned after waiting</b> 2,506	<b>Calls handled by agents vs. by IVR</b> 29,144   517,653	<b>Handled calls since 2008 (cumulative)</b> 6,842,477

## Unique Calls vs. Duplicate



## Overview



## Reasons of Calls

