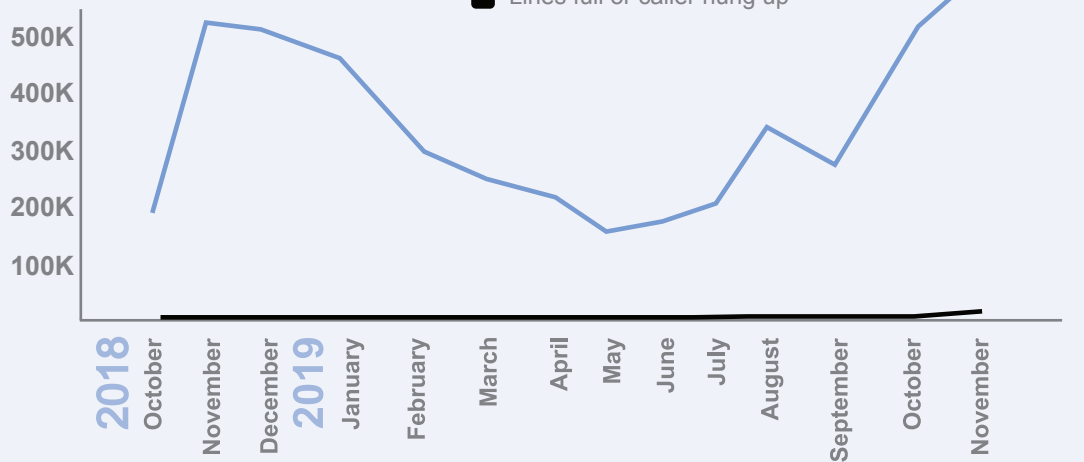


UNHCR Jordan has one of the largest refugee helplines in the world, answering over 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 7 million calls, to date. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 11 dedicated staff are available for more complex and emergency calls.

Monthly Call Log

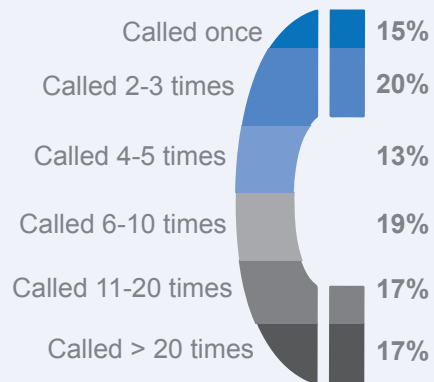
■ Handled calls
■ Lines full or caller hung up



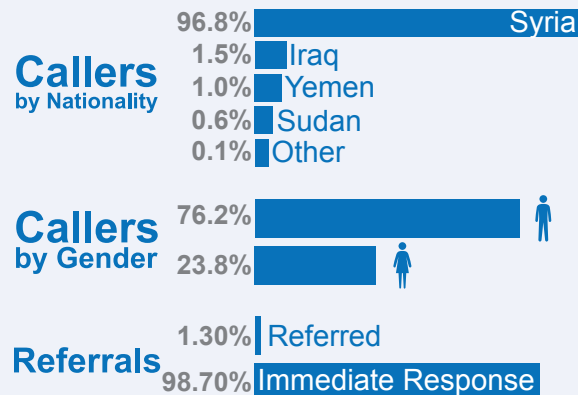
Helpline This Month

Total handled calls 742,928	Average call duration 01'16"	Average speed of answer 02'58"
Calls abandoned after waiting 4,043	Calls handled by agents vs. by IVR 32,011 710,917	Handled calls since 2008 (cumulative) 7,585,405

Unique Calls vs. Duplicate Calls



Overview



Reasons of Calls

