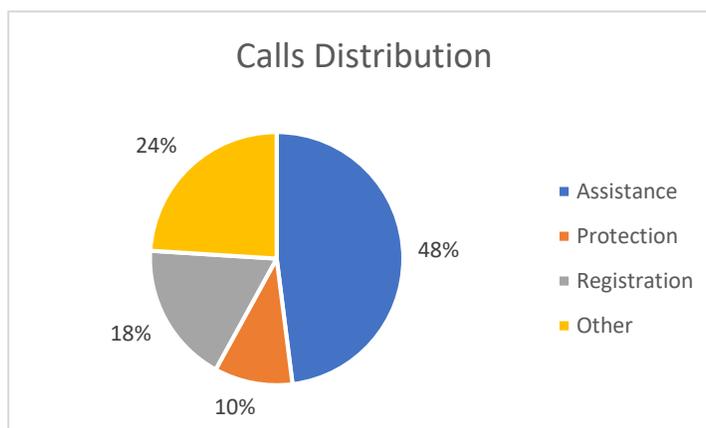


Helpline Daily Report – 14 May 2020

Beginning March 19 2020, in response to the suspension of work activities at UNHCR Jordan, the Helpline Call Center adapted its platform to create a fully automated system of general messaging and all referrals for critical cases. During the period between April 15 to May 13, the Helpline received 233,342 calls. Daily call numbers have varied significantly.

Distribution of calls by unit:

- 48% of the calls are related to assistance.
- 10% of the calls are related to protection/emergency.
- 18% of the calls are related to registration (the increase is due to the primary phone number campaign).
- 24% of the calls are related to other services (Health, Education, WFP, etc.).
- Abandoned calls refer to refugees who end the call (hang-up) prior to the completion of the transaction. A call can be abandoned at any point beginning with the 'general welcome and information' message, or after selecting a particular topic. Often callers hang up when realizing they will not be able to talk to an agent.

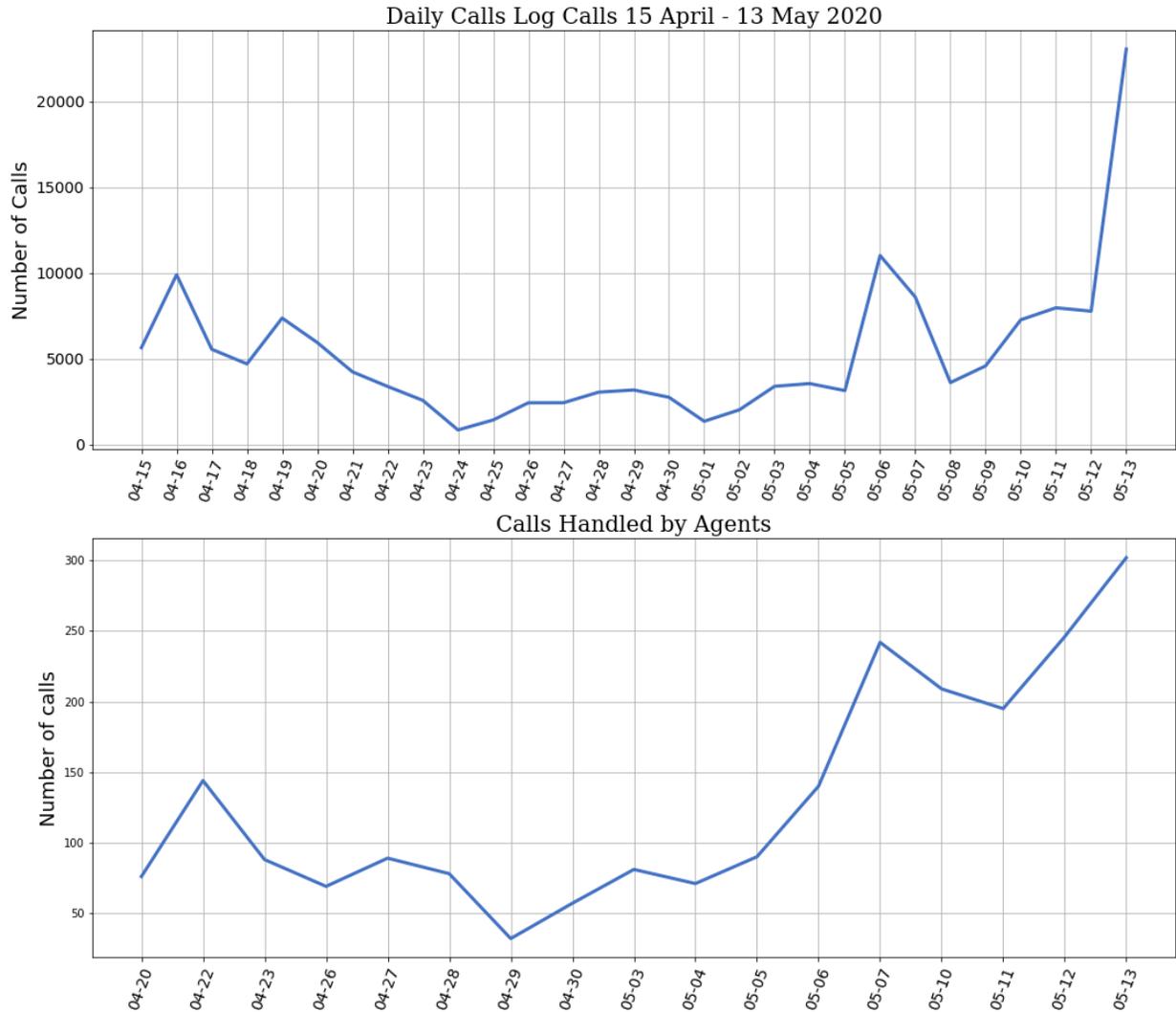


Type/Unit	Handled	Abandoned	Total Calls	Unit Percentage
Assistance	73,099	1,098	74,197	48.5%
CBP	9,237	-	9,237	6.0%
Education	647	-	647	0.4%
Health	3,649	3,848	7,497	4.9%
Livelihoods	4,274	-	4,274	2.8%
Protection	7,166	7,474	14,640	9.6%
RSD	773	-	773	0.5%
RST	9,789	-	9,789	6.4%
Registration	26,784	1,471	28,255	18.5%
Repatriation	3,687	1	3,688	2.4%
WFP	73,099	1,098	74,197	48.5%

Overview of all Helpline Calls: April 15 – May 13 2020

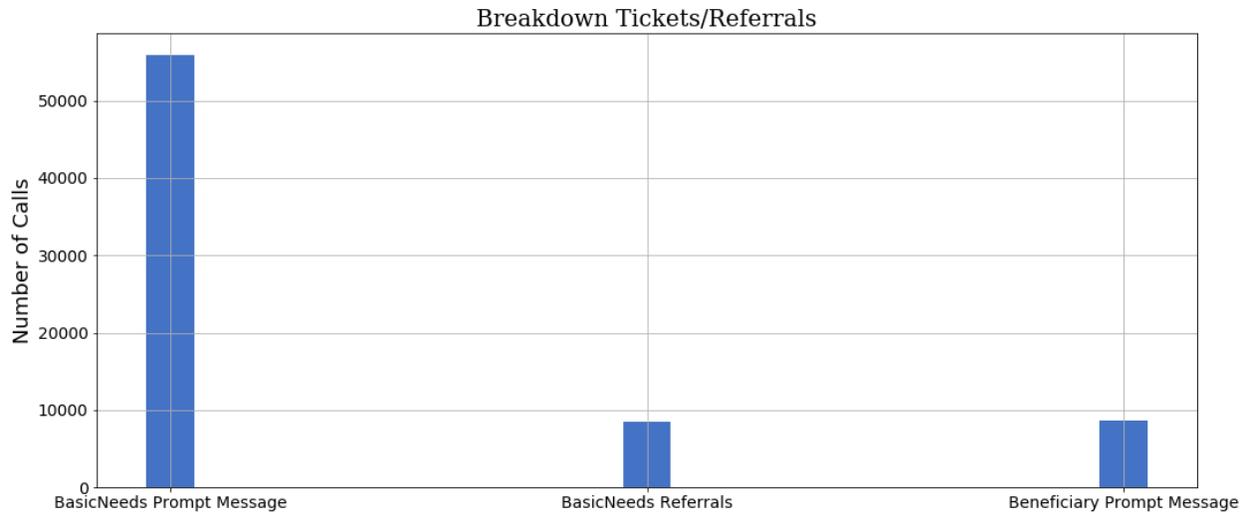
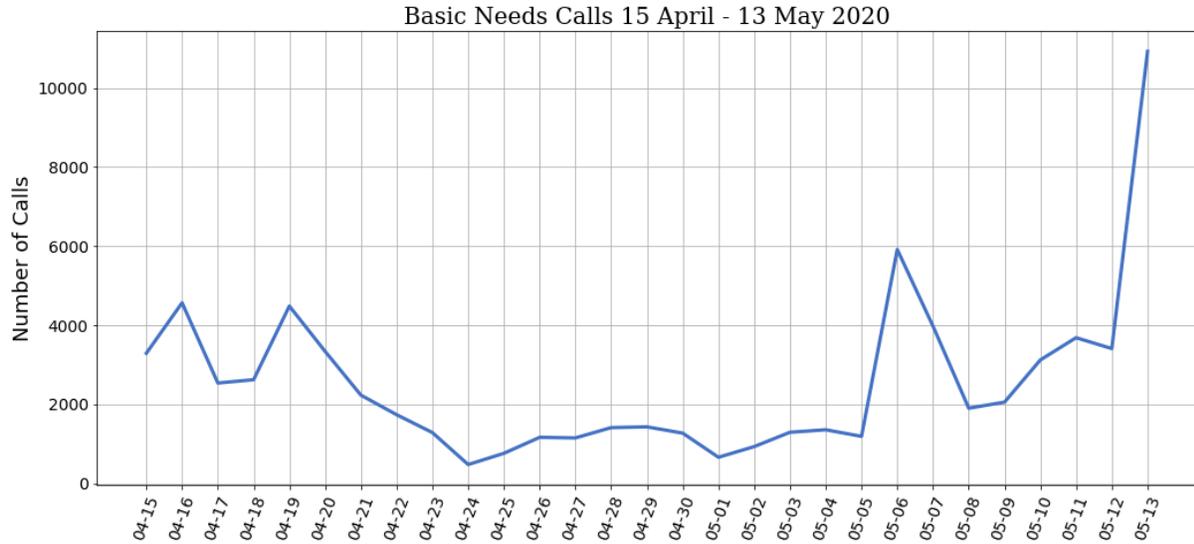
Each unit updates its own information regularly for the HelpLine IVR messaging. Messages to callers can be adapted swiftly for the changing environment.

- Beginning of 20 April 2020, UNHCR HelpLine agents returned back to handle calls from PoCs. During the reporting period, the HelpLine agents received 2,209 calls relating to protection and registration.



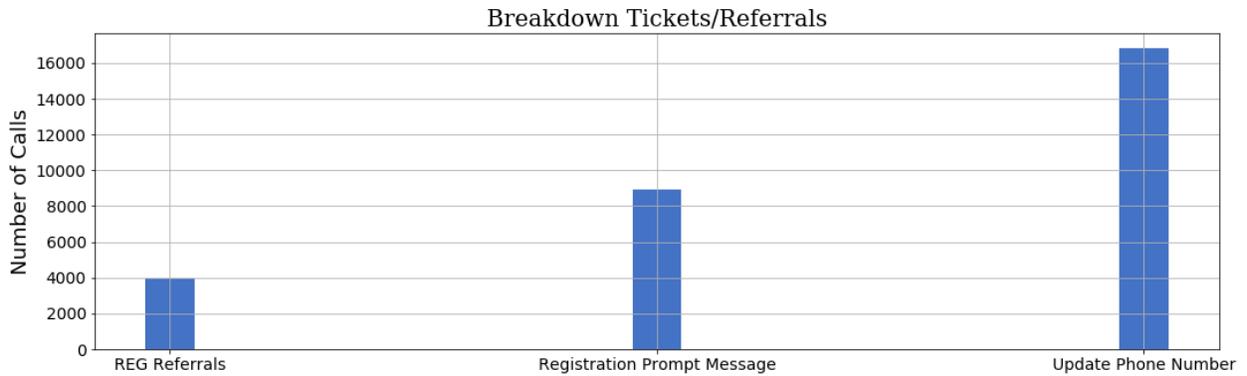
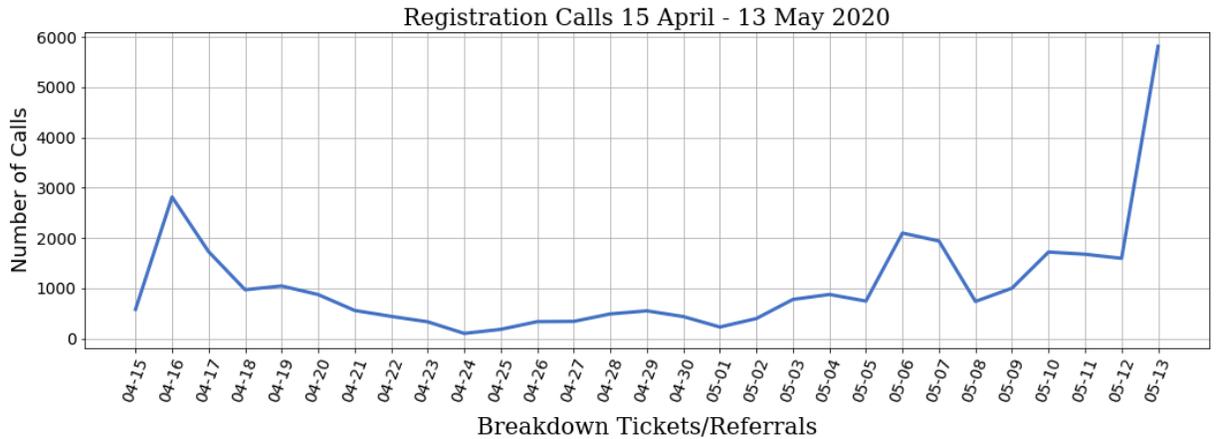
- Assistance Calls:**

73,099 cases listened to the information on cash assistance provided by the Basic Needs Unit. 11% of calls registered a 'ticket' for a follow-up call from the Cash Distribution Office.

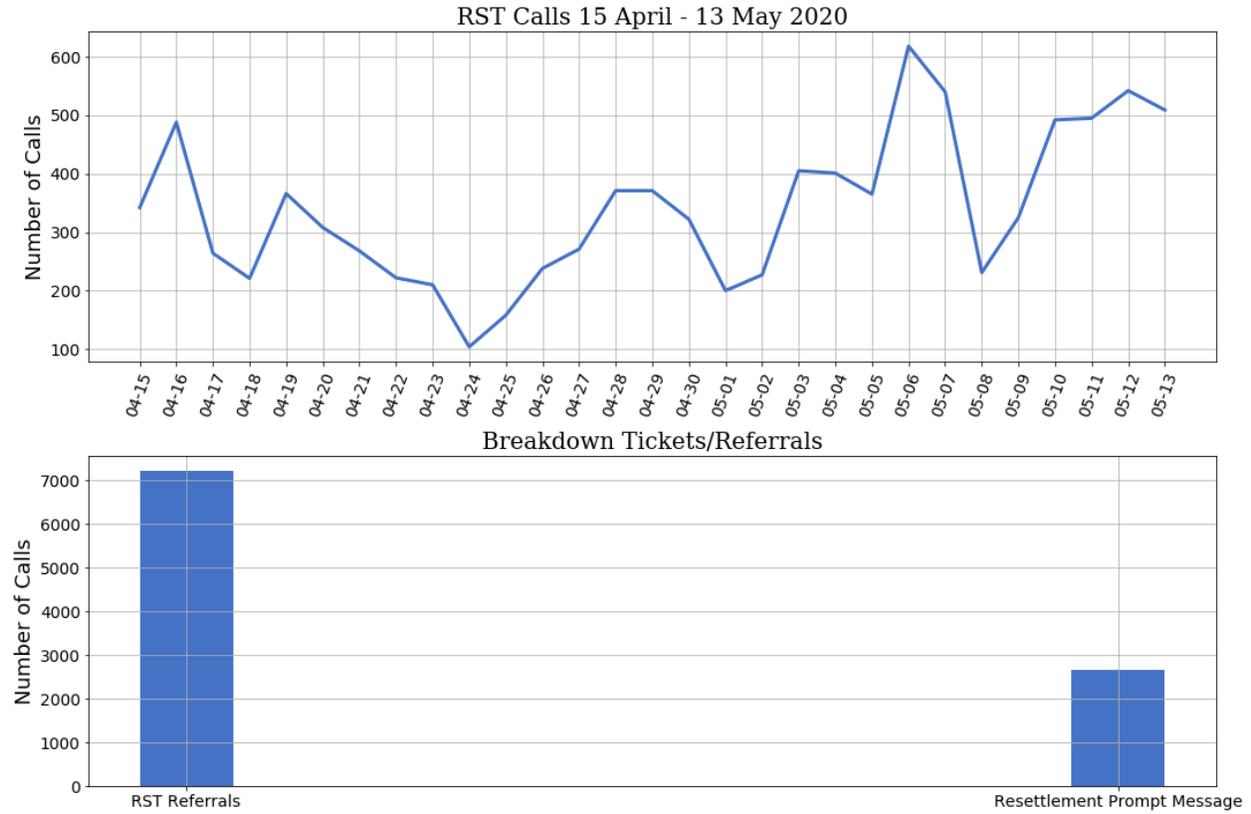


Beginning April 5th , three additional units began accepting referrals from callers (Registration, Resettlement, CBP). These referrals are recorded on RAIS and extracted by the Unit. Registration has successfully extracted tickets and is responding accordingly.

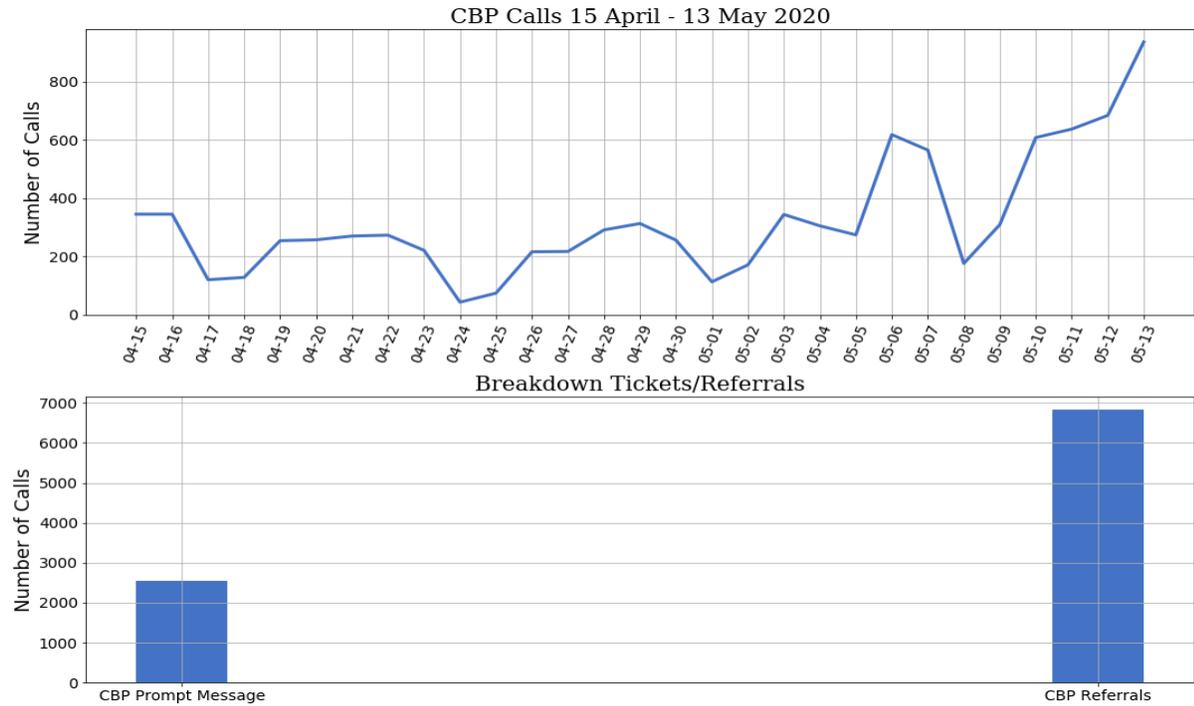
Registration Calls:



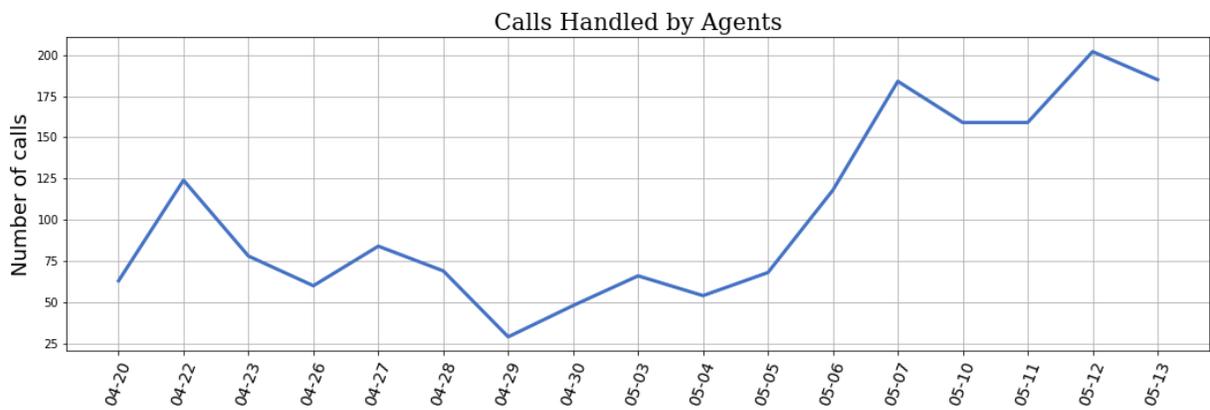
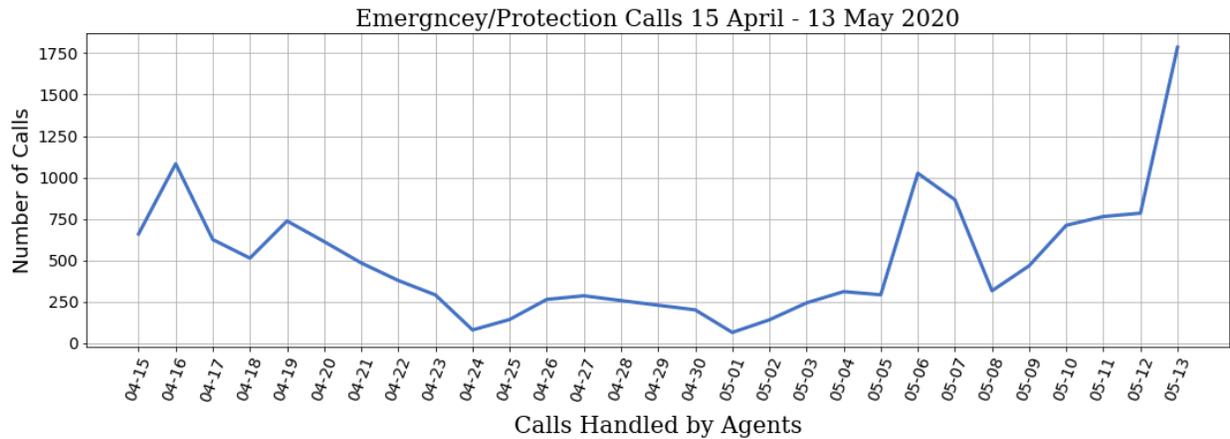
Resettlement Calls:



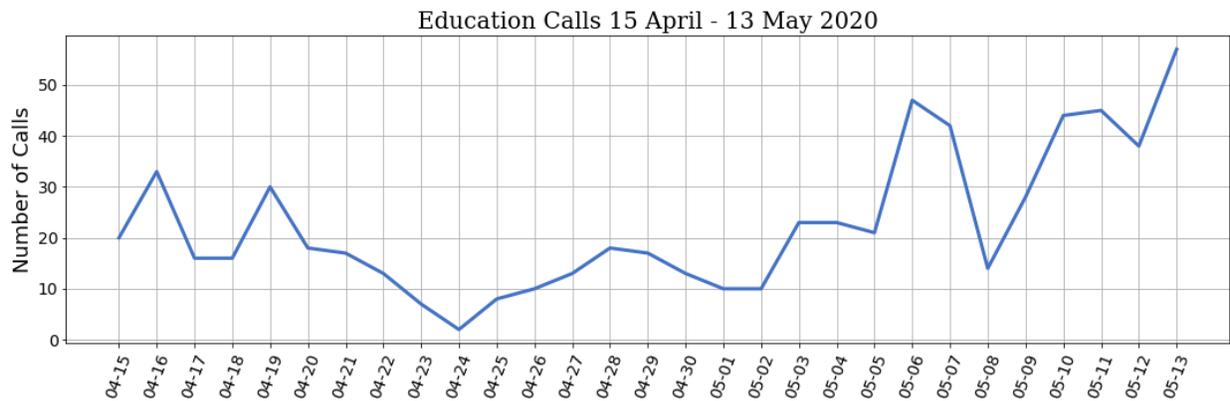
CBP Calls:



Protection Calls:



Education Calls:



Refugee Status Determination (RSD) Calls:

