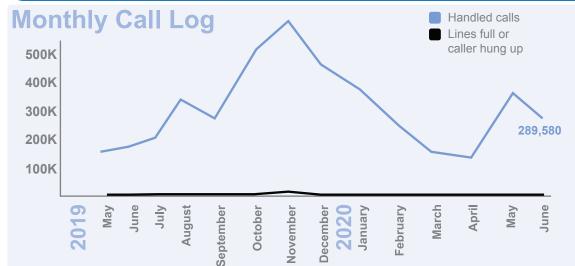


## The UNHCR Helpline Service Jordan June 2020

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 9 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.



## Helpline This Month Total handled calls 289,580 Average call duration 01'29" Average speed of answer 00'05" Calls abandoned after waiting 552 Calls handled by agents vs. by IVR 14,495 | 275,085 Handled calls since 2008 (cumulative) 9,628,703



