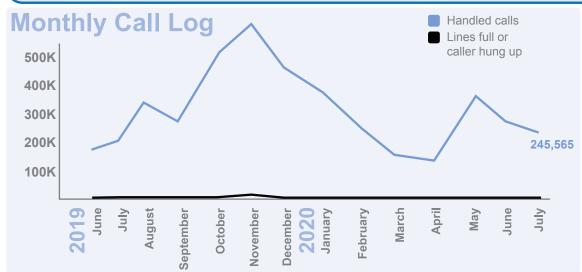


The UNHCR Helpline Service Jordan July 2020

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 245,565 Average call duration 01'40" Average speed of answer 01'19" Calls abandoned after waiting 140 Calls handled by agents vs. by IVR 21,104 | 224,461 Page 140 Average speed of answer 01'19" Handled calls since 2008 (cumulative) 9,874,268

