



UNHCR
The UN Refugee Agency

The UNHCR Helpline Service Jordan November 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 11 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.

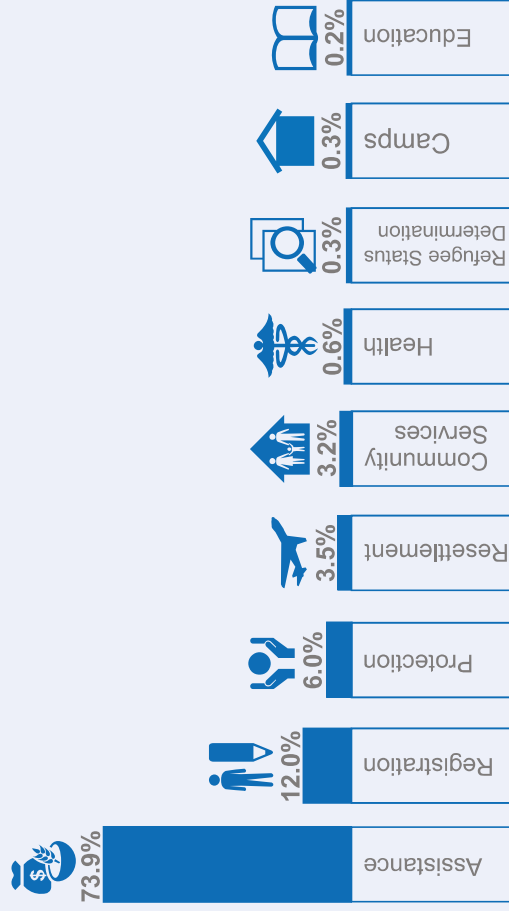
Monthly Call Log



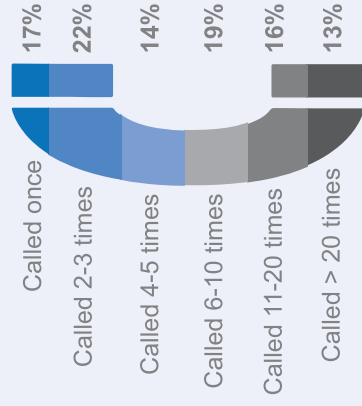
Helpline This Month

Total handled calls 566,305	Average call duration 01'34"	Average speed of answer 03'07"
Calls abandoned after waiting 111	Calls handled by agents vs. by IVR 23,407 542,898	Handled calls since 2008 (cumulative) 11,741,566

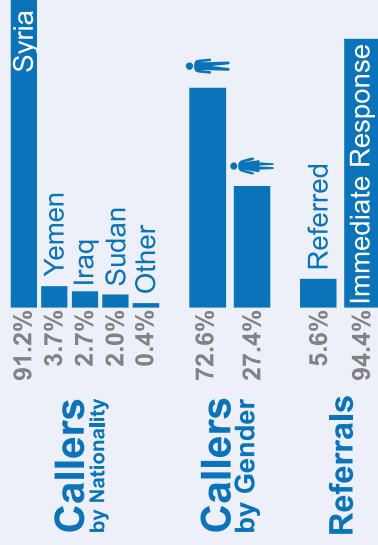
Reasons of Calls



Unique Calls vs. Duplicate



Overview



Source: UNHCR | For more information, please contact JORAMDAT@unhcr.org | www.unhcr.org/jo | Thank you for the generous donations from:



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