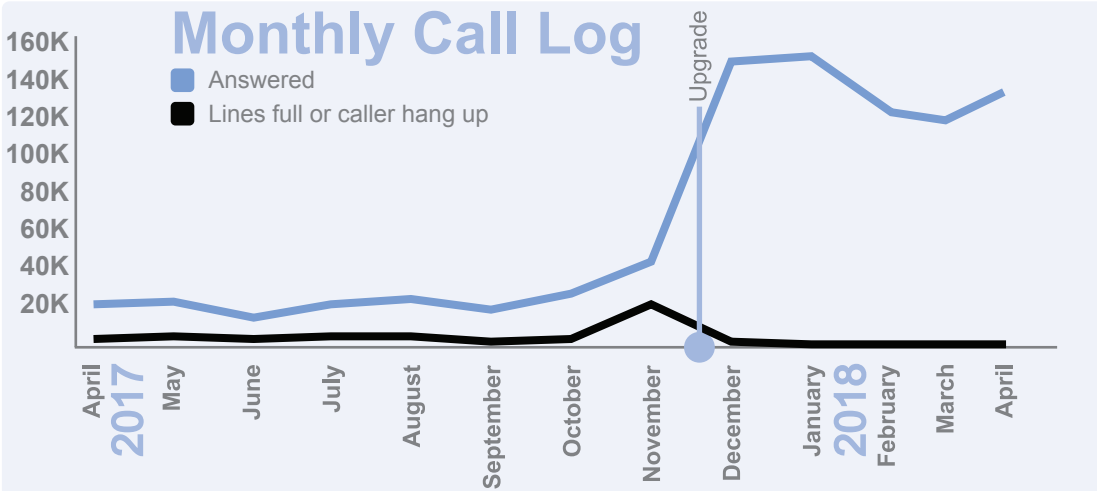


UNHCR Jordan has one of the largest refugee helplines in the world, answering nearly 150,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 1.7 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for more complex and emergency calls.

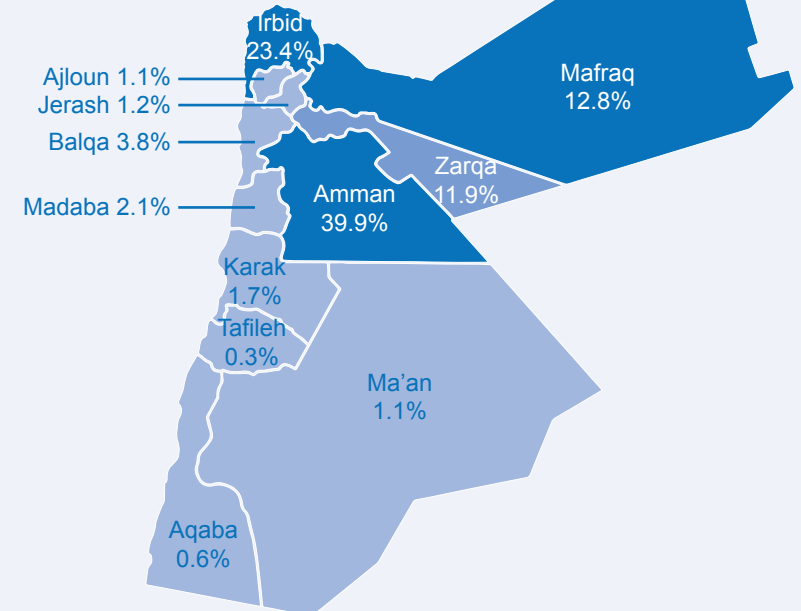
The increase in number of calls for the month of April is related to cash assistance, following new inclusions, mirroring the number of first-time users at the ATMs. Additionally, a large number of calls consisted of appeals to decisions of cases being rotated off the cash list for the month of June. Overall, the Helpline saw an increase of 14,158 calls (or 10%) in April compared to the previous month.



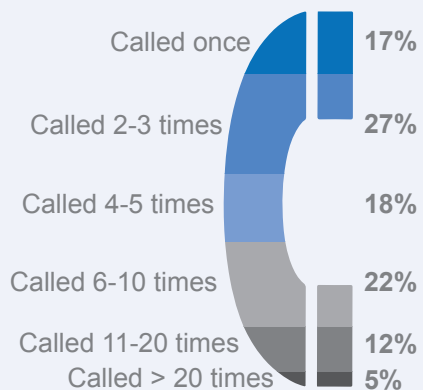
**Average call duration**  
01:01

**Total calls in February**  
138,410  
**Answered calls**  
71%

### Distribution of Calls by Governorate



### Unique Calls vs. Duplicate Calls



### OVERVIEW

