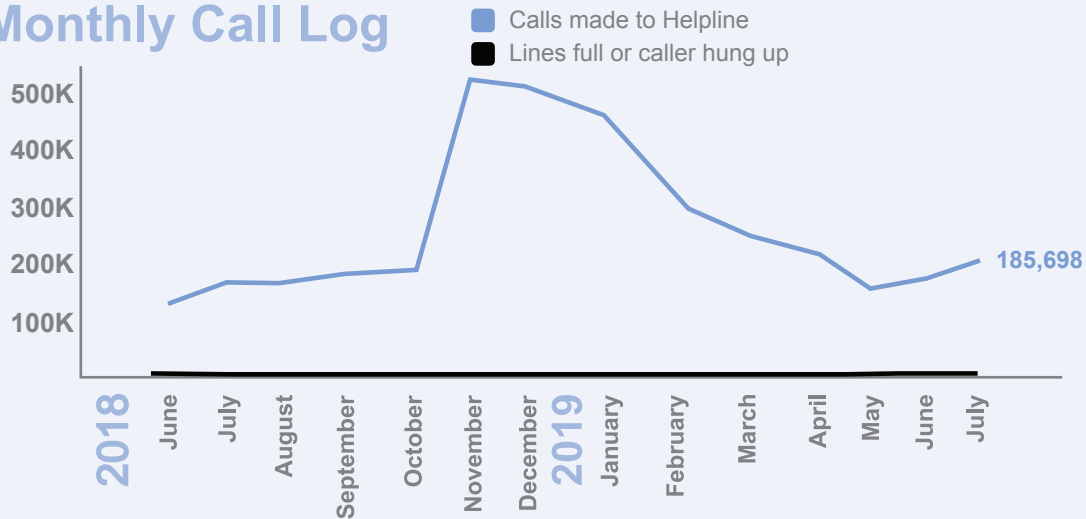


UNHCR Jordan has one of the largest refugee helplines in the world, answering around 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for more complex and emergency calls.

Monthly Call Log



Average call duration
01:01

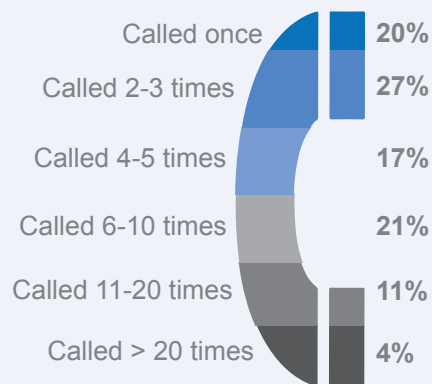
Total answered calls in July
185,698

Calls abandoned after waiting
2,622

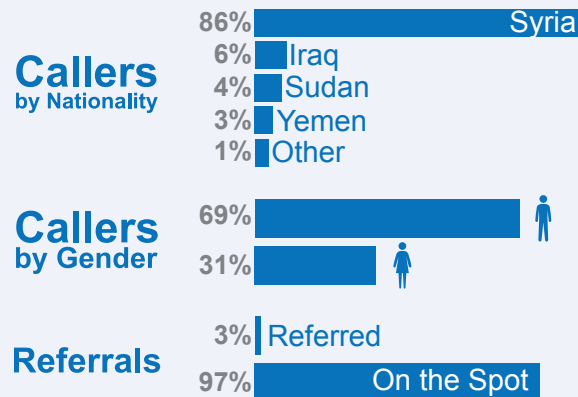
Helpline this month

- The Helpline team provided support to the RSD Unit to reschedule interviews with POCs;
- Helpline team continued to assist the Registration Unit by making renewal appointments by phone. Helpline was able to issue between 600 - 900 appointments per day;
- Helpline team provided support to Filtering/Counselling desk at Branch Office Amman, providing information on appeals for cash assistance;
- Helpline provided support to CBI's ATM card distribution;
- Helpline team provided support to the assessment team with filling process for 2019's Home visits;
- Helpline team provided support to the assessment team with inspecting the tablets used in conducting the home visits.

Unique vs. Duplicate Calls



Overview



Reasons of Calls

