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

- Calls made to Helpline
- Lines full or caller hung up

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls made</th>
<th>Lines full</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>100K</td>
<td>10K</td>
</tr>
<tr>
<td>February</td>
<td>200K</td>
<td>20K</td>
</tr>
<tr>
<td>March</td>
<td>300K</td>
<td>30K</td>
</tr>
</tbody>
</table>

### Overview

- **Calls made to Helpline**: 299,423
- **Lines full or caller hung up**: 1,561
- **Total answered calls in February**: 299,423
- **Average call duration**: 01:10
- **Calls abandoned after waiting**: 1,561

### Reasons of Calls

- **81.4%** - Assistance
- **9.8%** - Registration
- **5.2%** - Resettlement
- **1.1%** - Protection
- **1.0%** - Community Services
- **0.7%** - Health
- **0.5%** - Livelihoods
- **0.2%** - Education
- **2%** - Referred
- **98%** - On the Spot

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