The UNHCR Helpline Service
Jordan
April 2019

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

![Monthly Call Log Chart](chart.png)

214,277 calls in April 2019

### Overview

- **Average call duration:** 01:17
- **Total answered calls in April:** 214,277
- **Calls abandoned after waiting:** 1,763

### Reasons of Calls

- **Assistance:** 46.9%
- **Registration:** 27.7%
- **Resettlement:** 10.6%
- **Protection:** 8.0%
- **Community services:** 2.8%
- **Health:** 2.1%
- **Livelihoods:** 1.4%
- **Education:** 0.5%

### Unique vs. Duplicate Calls

- Called once: 19%
- Called 2-3 times: 27%
- Called 4-5 times: 17%
- Called 6-10 times: 20%
- Called 11-20 times: 12%
- Called > 20 times: 5%

### Callers by Nationality

- **Syria:** 88.7%
- **Iraq:** 5.5%
- **Yemen:** 2.6%
- **Sudan:** 2.3%
- **Other:** 0.8%

### Callers by Gender

- **Male:** 65%
- **Female:** 35%

### Referrals

- **Referred:** 99.2%
- **On the Spot:** 0.8%