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 6 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.

### Unique vs. Duplicate Calls
- Called once: 14%
- Called 2-3 times: 21%
- Called 4-5 times: 15%
- Called 6-10 times: 21%
- Called 11-20 times: 16%
- Called > 20 times: 14%

### Callers by Nationality
- Syria: 95.4%
- Iraq: 1.6%
- Yemen: 1.5%
- Sudan: 1.2%
- Other: 0.3%

### Callers by Gender
- Women: 74.4%
- Men: 25.6%

### Referrals
- Immediate Response: 98.88%
- Referred: 1.12%

### Overview
- Total handled calls: 546,797
- Average call duration: 01'15"
- Average speed of answer: 02'53"
- Calls abandoned after waiting: 2,506
- Calls handled by agents vs. by IVR: 29,144 | 517,653
- Handled calls since 2008 (cumulative): 6,842,477

### Reasons of Calls
- Assistance: 64.1%
- Registration: 17.5%
- Resettlement: 9.8%
- Protection: 2.9%
- Community Services: 2.1%
- Health: 1.9%
- Livelihoods: 1.2%
- Education: 0.5%

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