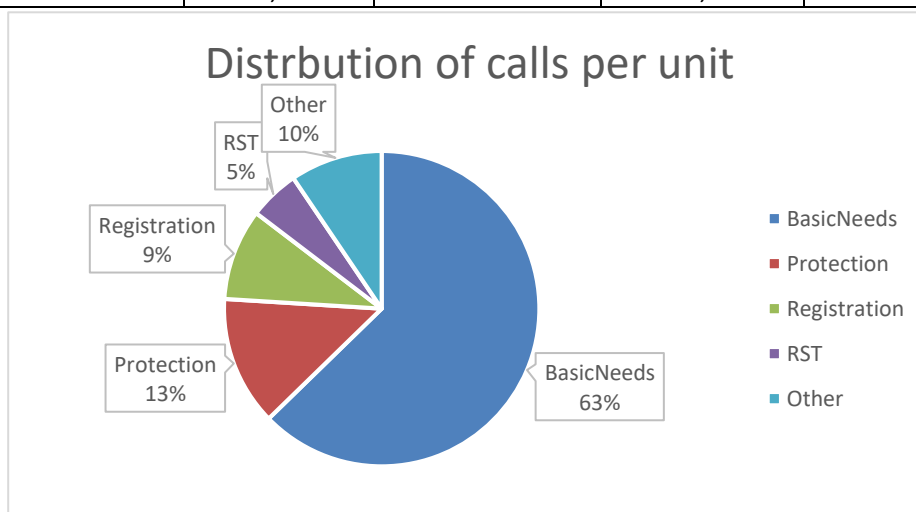# Helpline Daily Report

Beginning March 19 2020, in response to the suspension of work activities at UNHCR Jordan, the HelpLine Call Center adapted its platform to create a fully automated system of general messaging and call referrals for critical cases. During the period between March 19 – April 19, HELPLINE received 205,938 calls. Daily call numbers have varied significantly.

Distribution of calls by unit:

- 62% Calling for financial assistance purposes.
- 13% Calling for Protection/Emergency purposes.
- 9% Calling for registration purposes (the increase amount in registration calls due to the primary phone number campaign).
- 15% Calling for Other purposes
- Abandoned calls refer to refugees who end the call (hang-up) prior to the completion of the transaction. A call can be abandoned at any point beginning with the 'general welcome and information' message, or after selecting a particular topic. Often callers hang up when realizing they will not be able to talk to an agent.
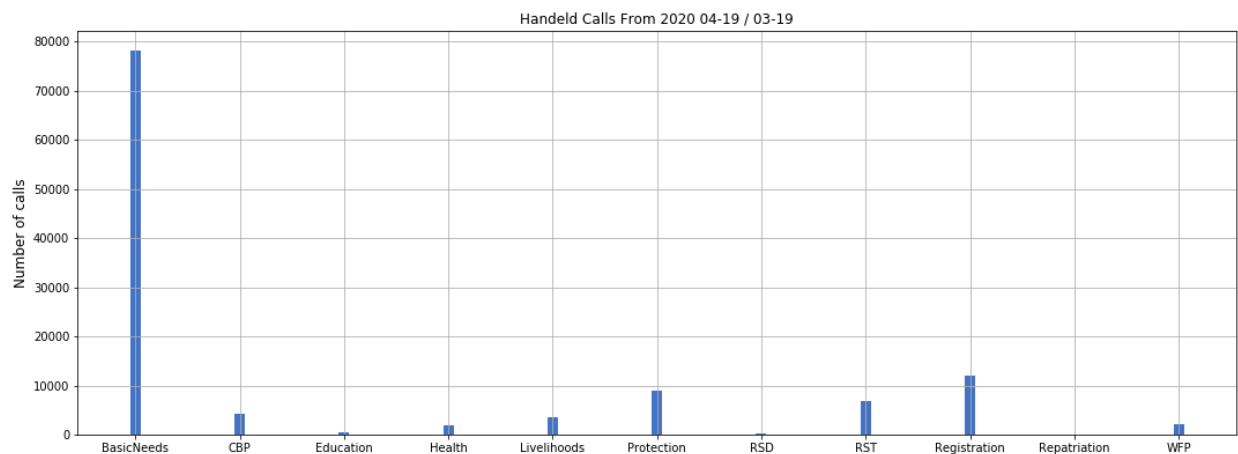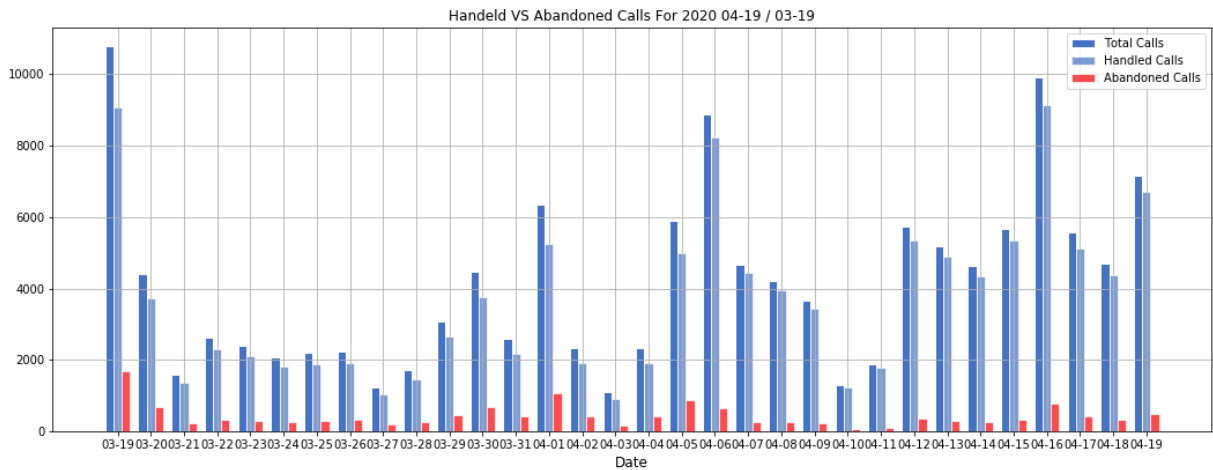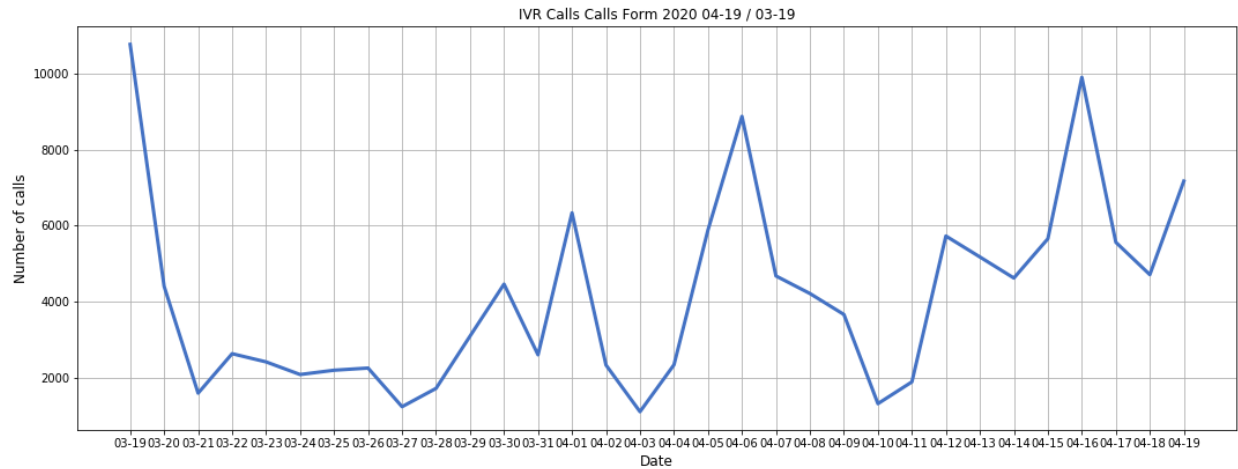
Type/Unit	Handled	Abandoned	Total Calls	Unit Percentage
Basic Needs	78,280.00	4,847.00	83,127.00	62.72%
CBP	4,240.00	-	4,240.00	3.20%
Education	411.00	-	411.00	0.31%
Health	1,928.00	-	1,928.00	1.45%
Livelihoods	3,478.00	-	3,478.00	2.62%
Protection	8,873.00	8,715.00	17,588.00	13.27%
RSD	312.00	-	312.00	0.24%
RST	6,858.00	-	6,858.00	5.17%
Registration	12,034.00	388.00	12,422.00	9.37%
Repatriation	51.00	-	51.00	0.04%
WFP	2,127.00	-	2,127.00	1.60%

Distrbution of calls per unit

- BasicNeeds 63%
- Protection 13%
- Registration 9%
- RST 5%
- Other 10%

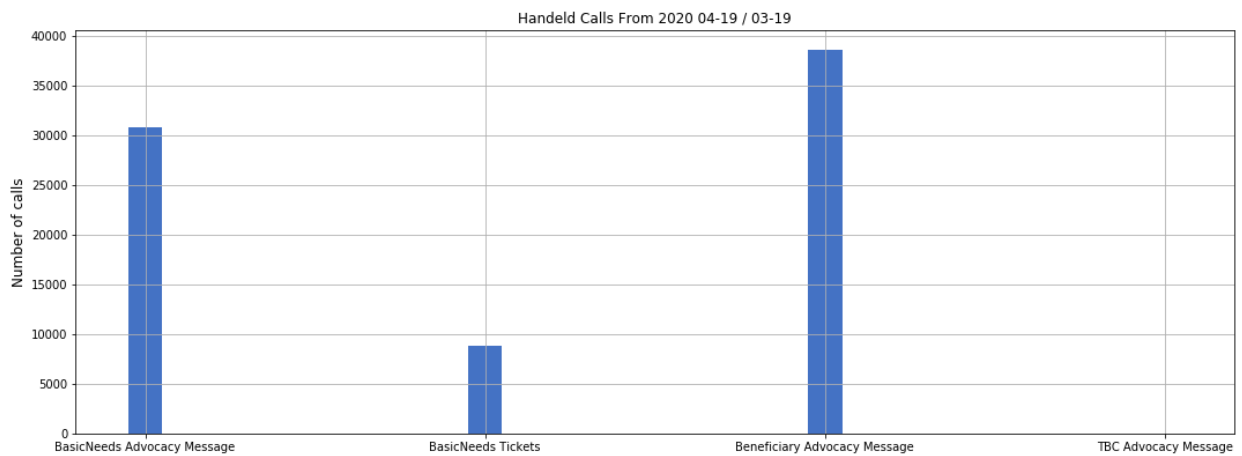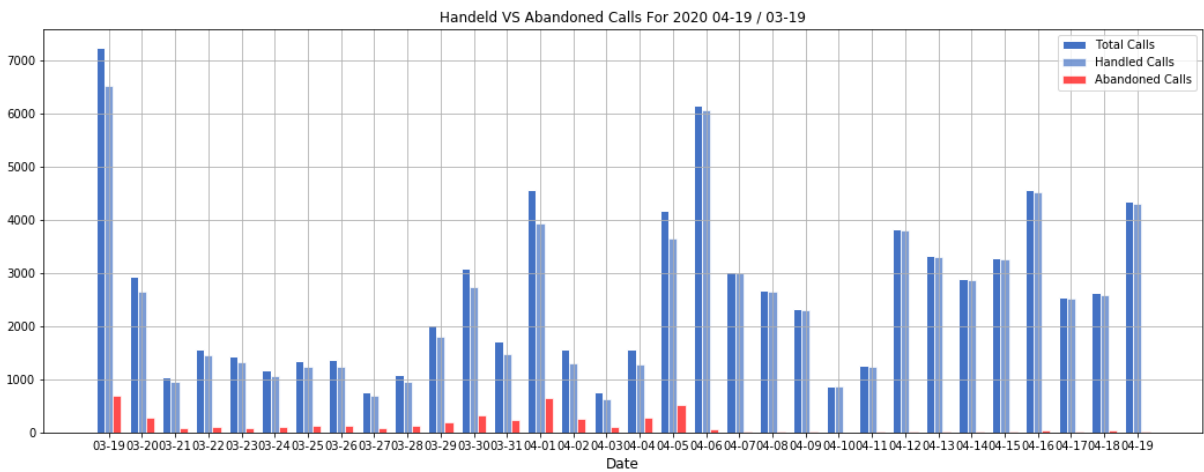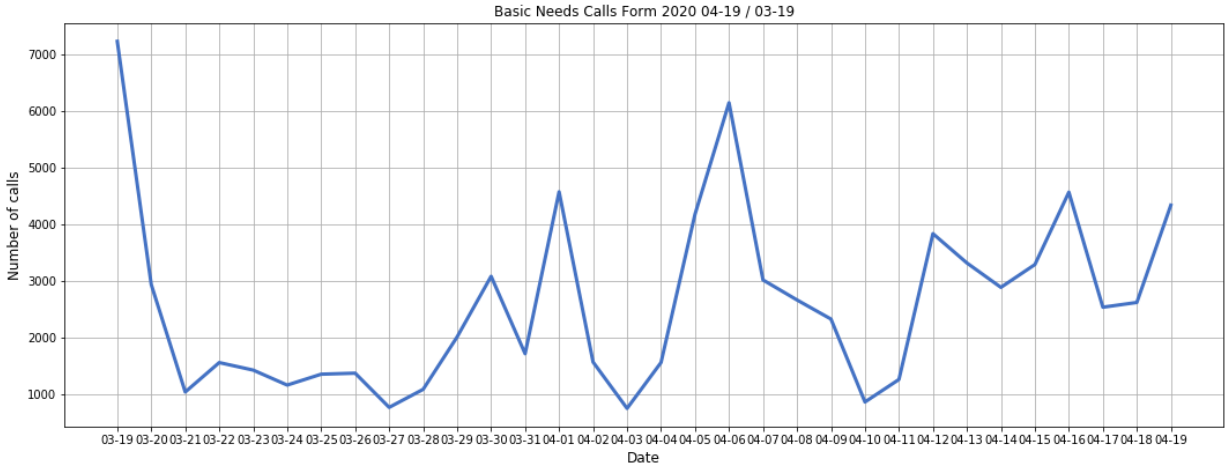# Overview of all Helpline calls: March 19- April 19 2020
Each unit updates its own information regularly for the HelpLine IVR messaging. Messages to callers can be adapted swiftly for the changing environment.

IVR Calls Calls Form 2020 04-19 / 03-19

Handeld VS Abandoned Calls For 2020 04-19 / 03-19

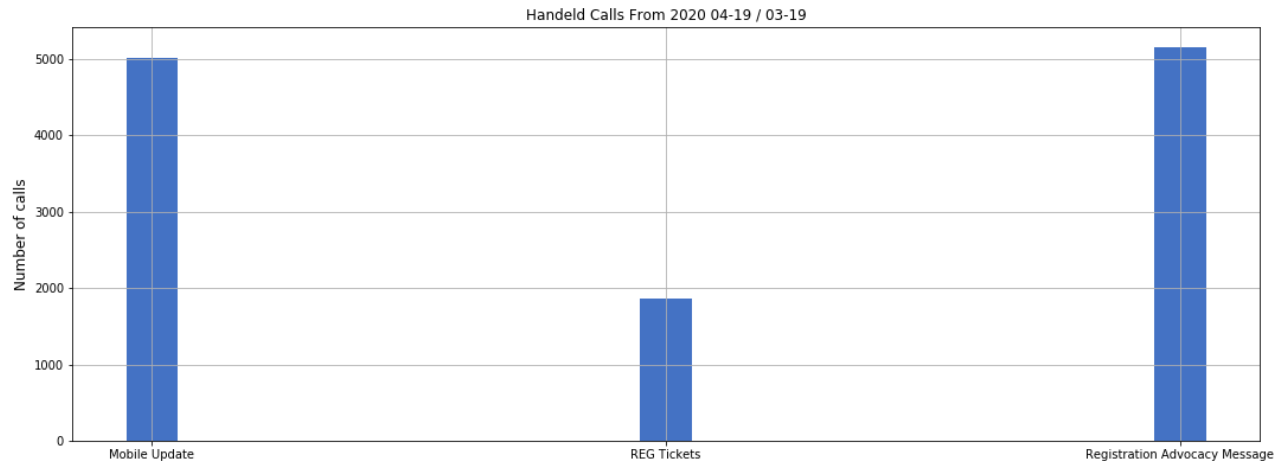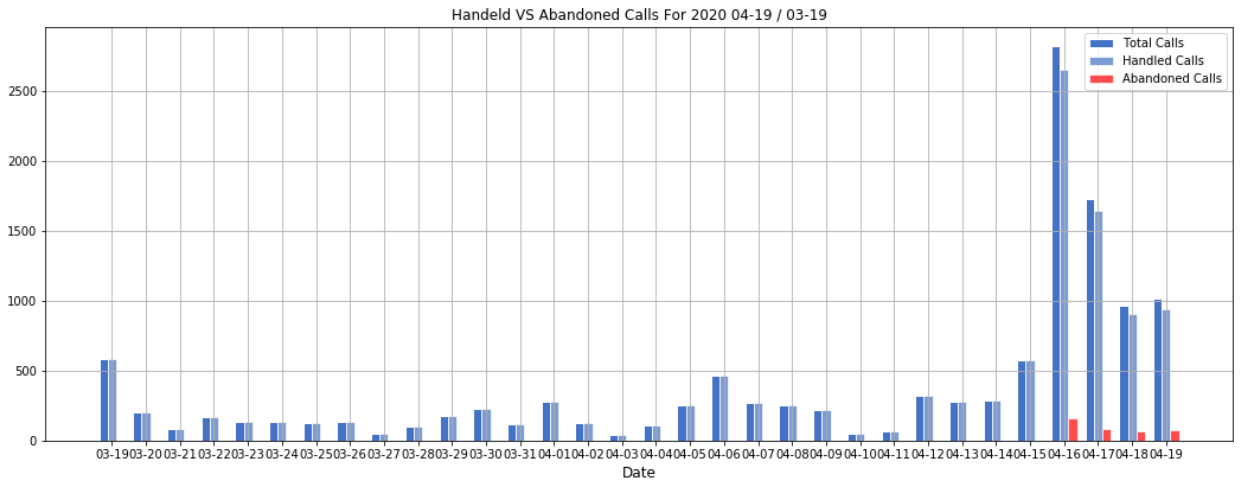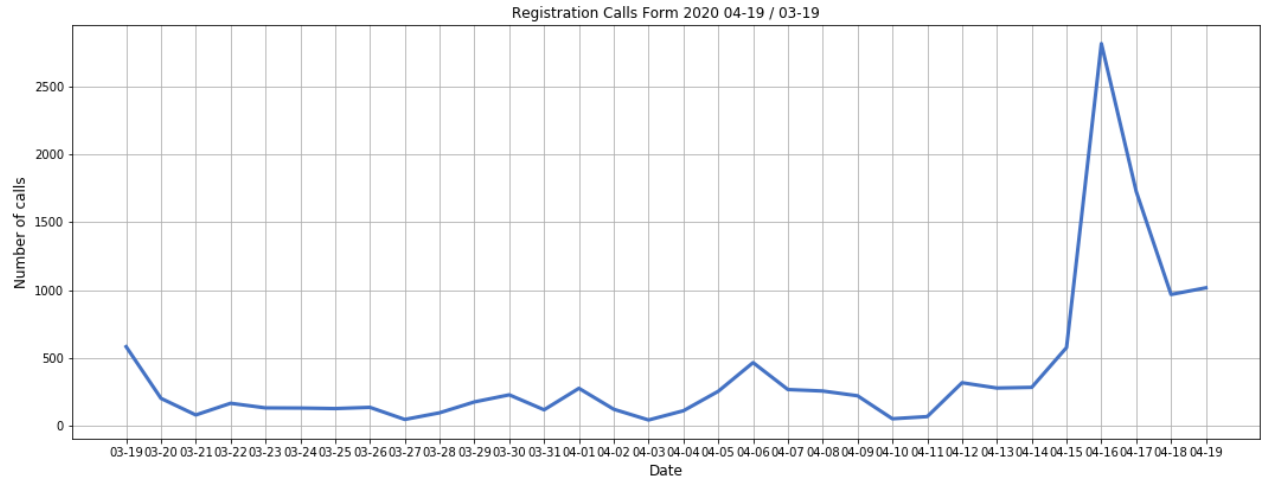Handeld Calls From 2020 04-19 / 03-19

Assistance Calls:

78,280 POCs listened to the information on cash assistance provided by the Basic Needs Unit. 11% of calls registered a 'ticket' for a follow-up call from the Cash Distribution Office.

Basic Needs Calls Form 2020 04-19 / 03-19

Handeld VS Abandoned Calls For 2020 04-19 / 03-19
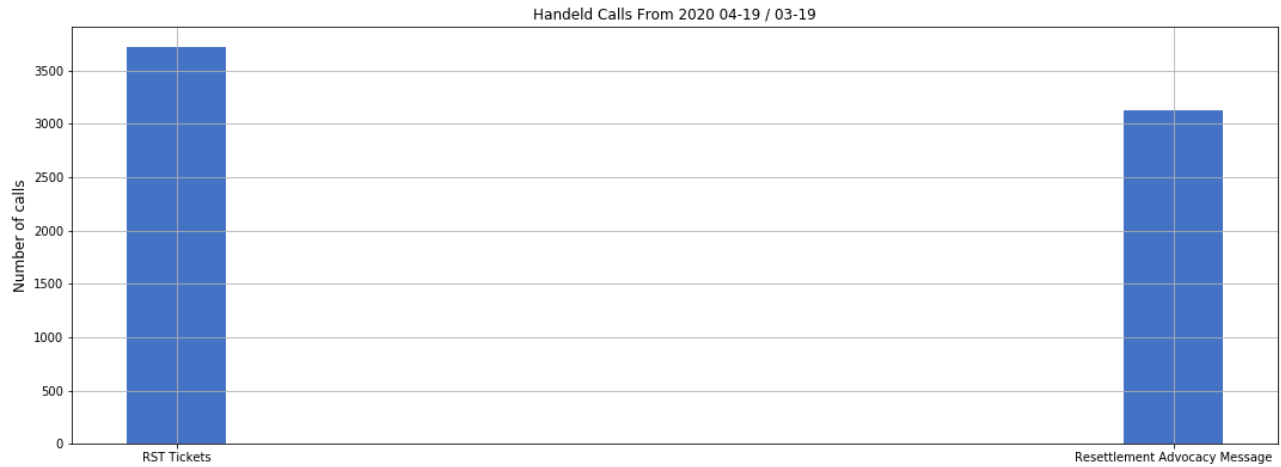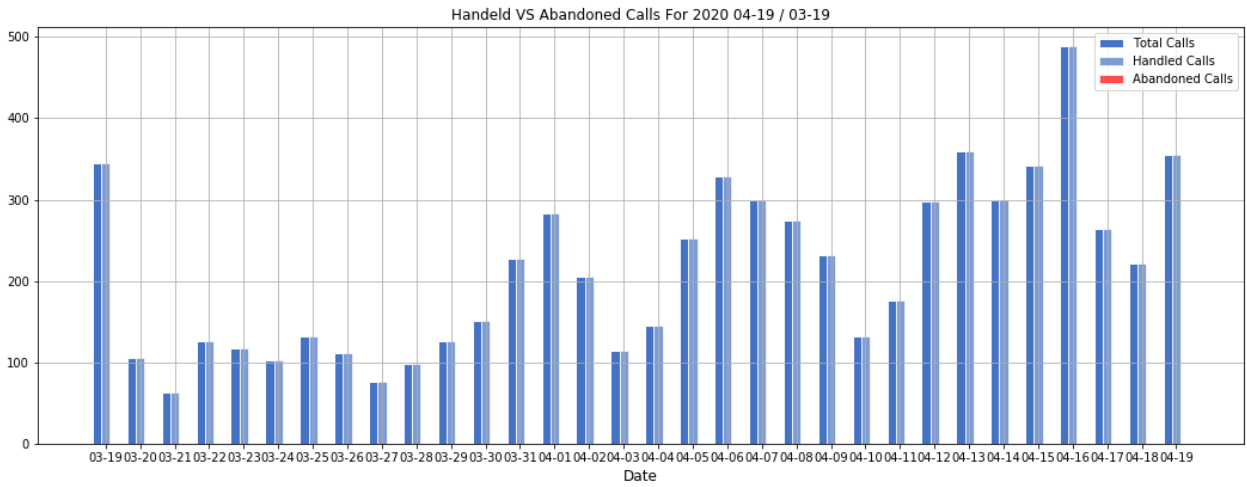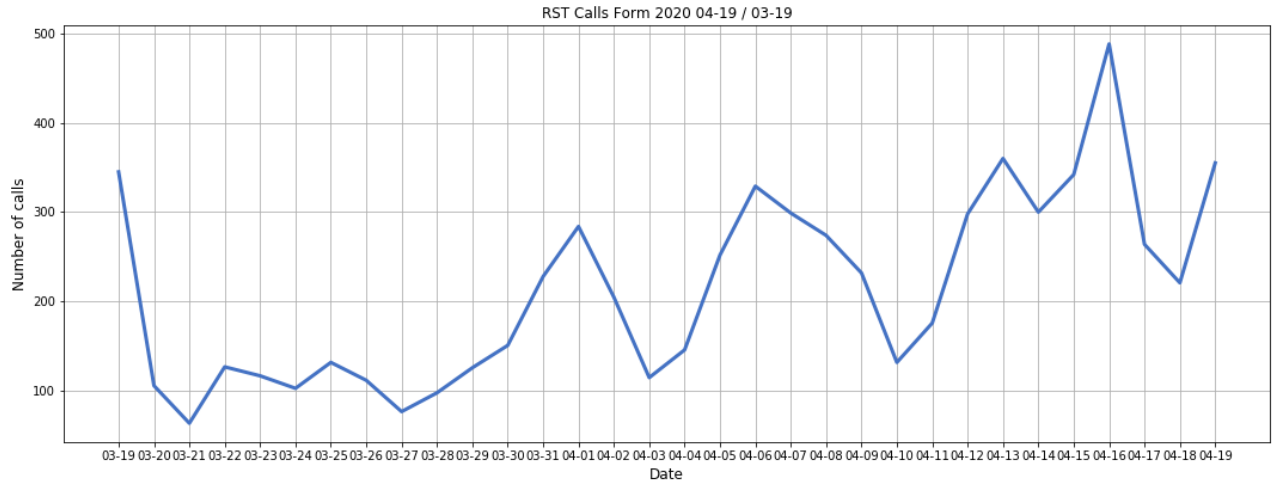

Handeld Calls From 2020 04-19 / 03-19

Beginning April 5th, three additional units began accepting referrals from callers (Registration, Resettlement, CBP). These referrals are recorded on RAIS and extracted by the Unit. Registration has successfully extracted tickets and is responding accordingly.
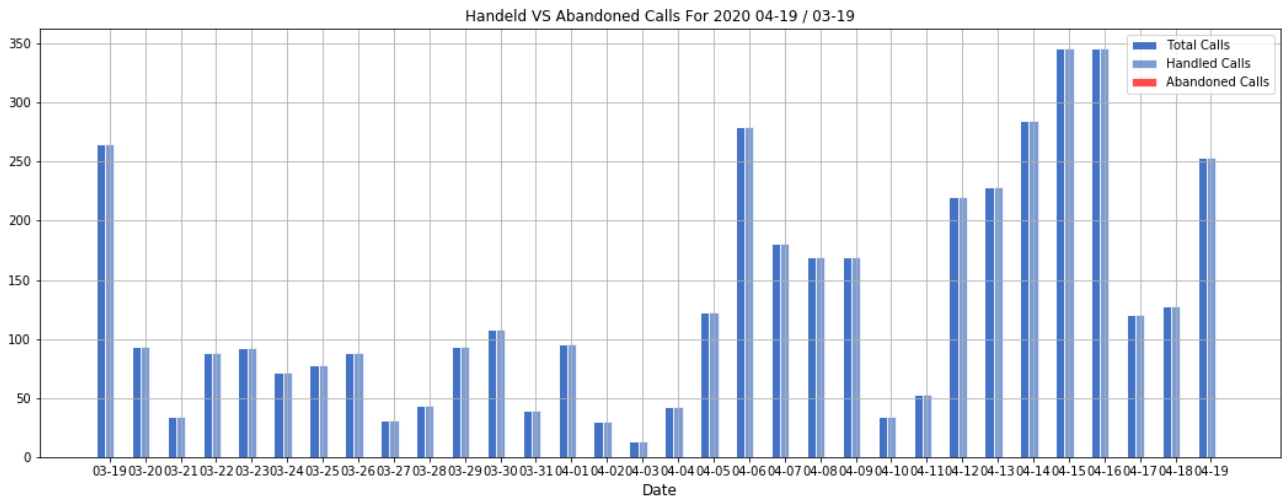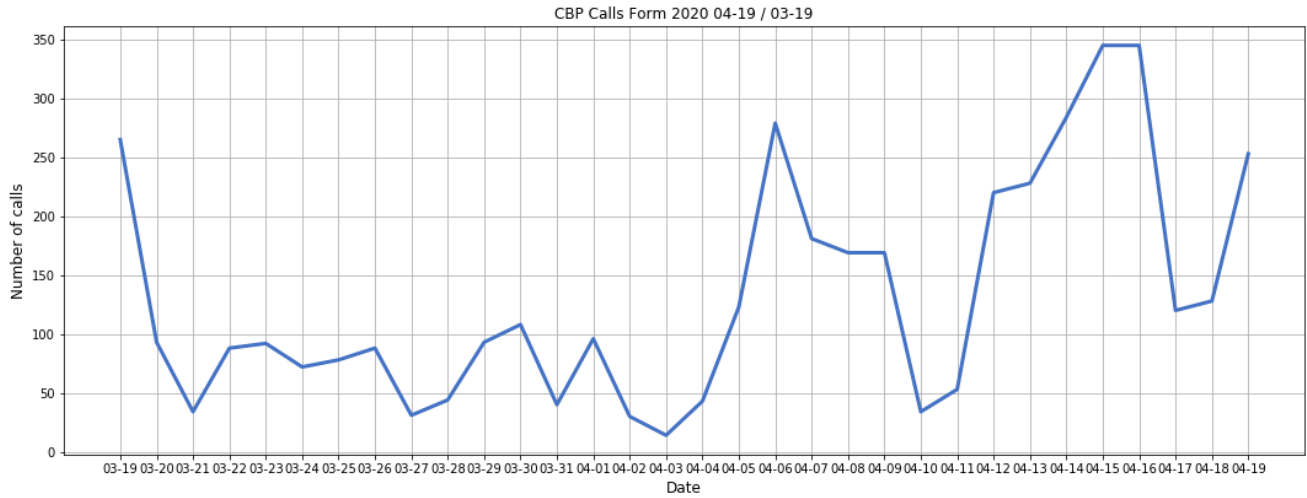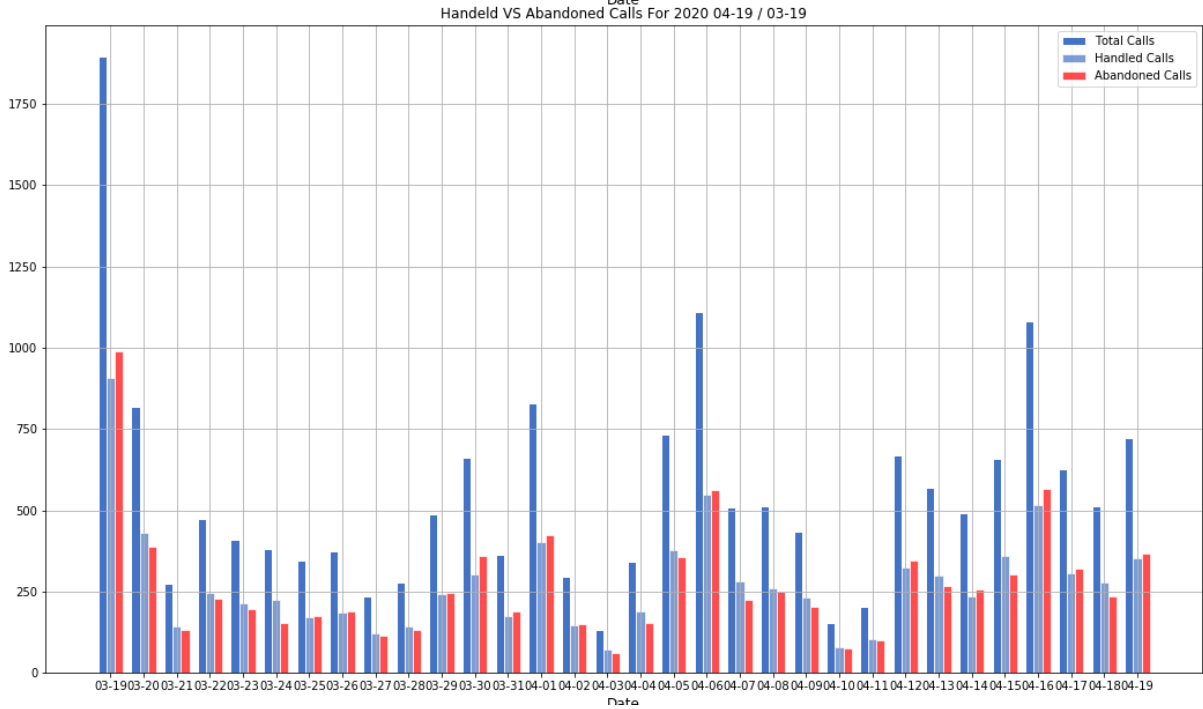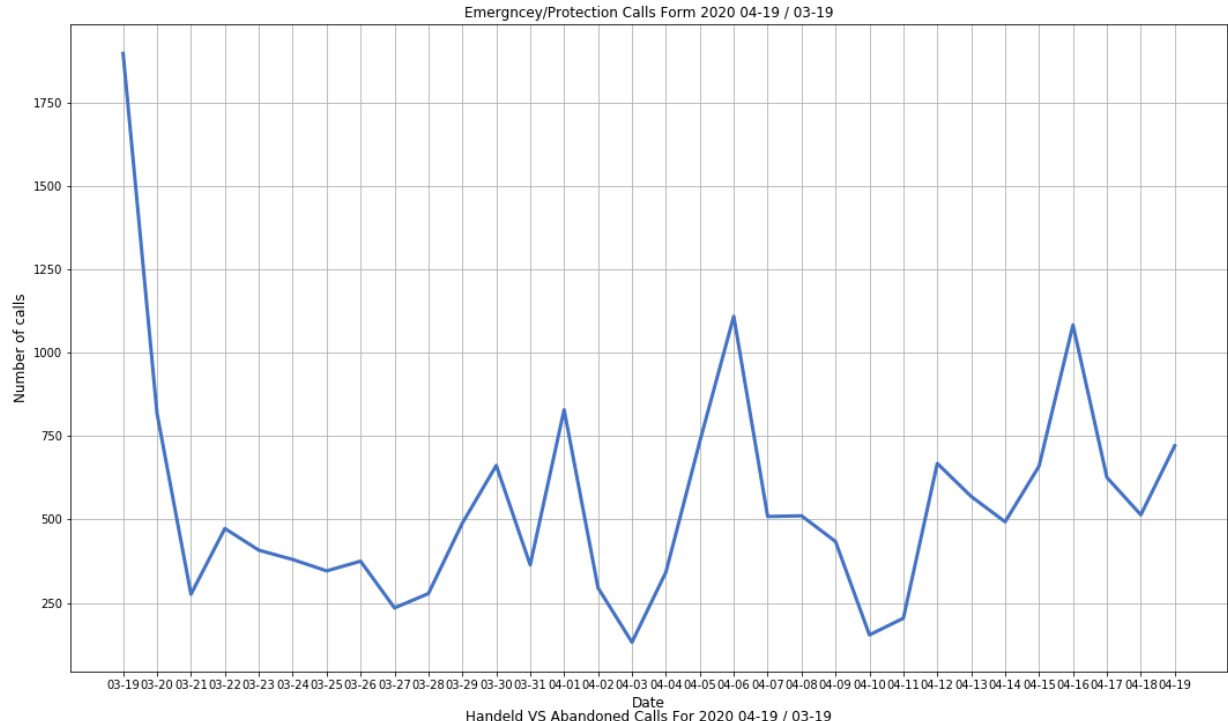
Registration calls

Registration Calls Form 2020 04-19 / 03-19

Handeld VS Abandoned Calls For 2020 04-19 / 03-19

Handeld Calls From 2020 04-19 / 03-19

Resettlement IVR calls:

RST Calls Form 2020 04-19 / 03-19

Handeld VS Abandoned Calls For 2020 04-19 / 03-19

Legend:
- Total Calls
- Handled Calls
- Abandoned Calls

Handeld Calls From 2020 04-19 / 03-19

CBP IVR calls:

CBP Calls Form 2020 04-19 / 03-19

Handeld VS Abandoned Calls For 2020 04-19 / 03-19

Handeld Calls From 2020 04-19 / 03-19

Protection IVR calls:

Health IVR calls:

Health Calls Form 2020 04-19 / 03-19

Handeld VS Abandoned Calls For 2020 04-19 / 03-19

Education IVR calls:

Education Calls Form 2020 04-19 / 03-19

Handeld VS Abandoned Calls For 2020 04-19 / 03-19
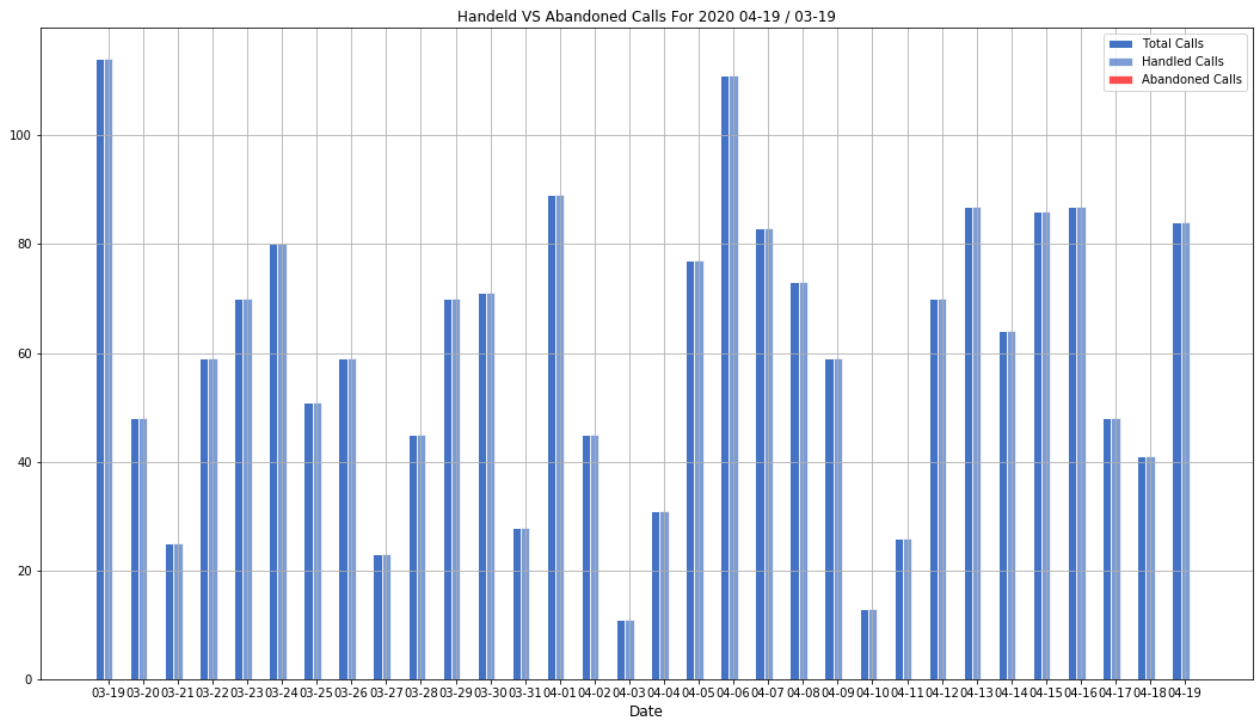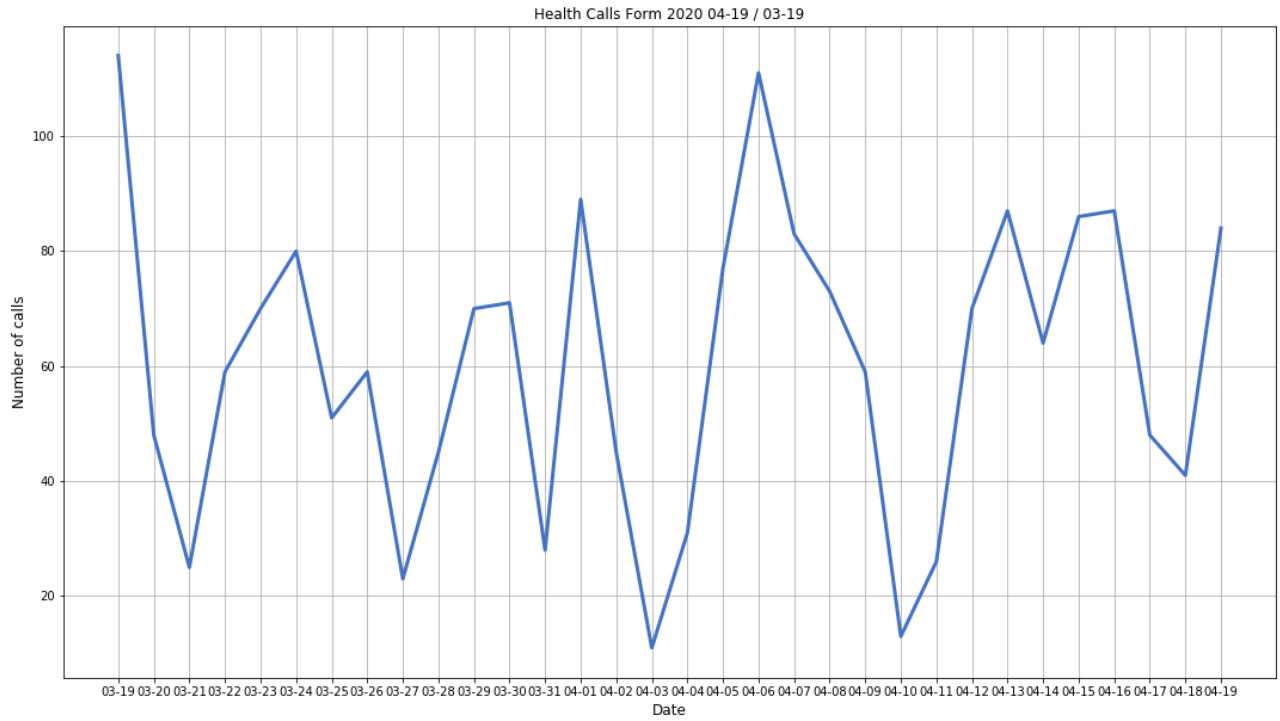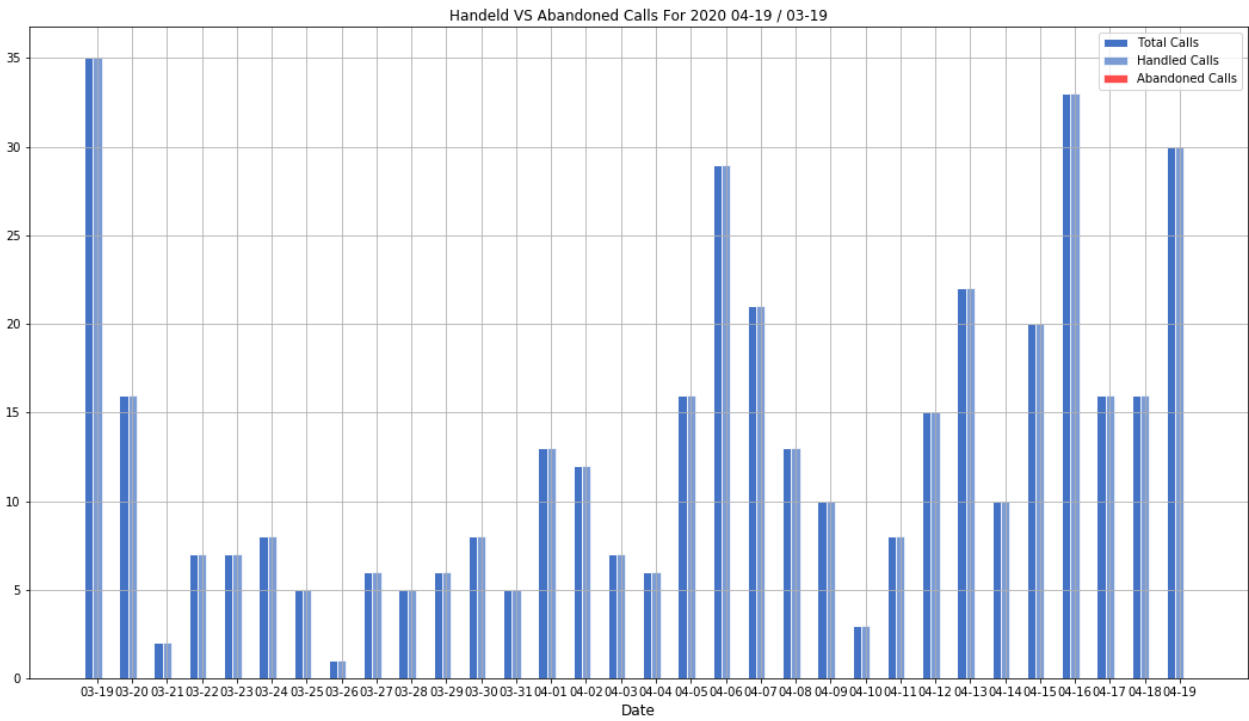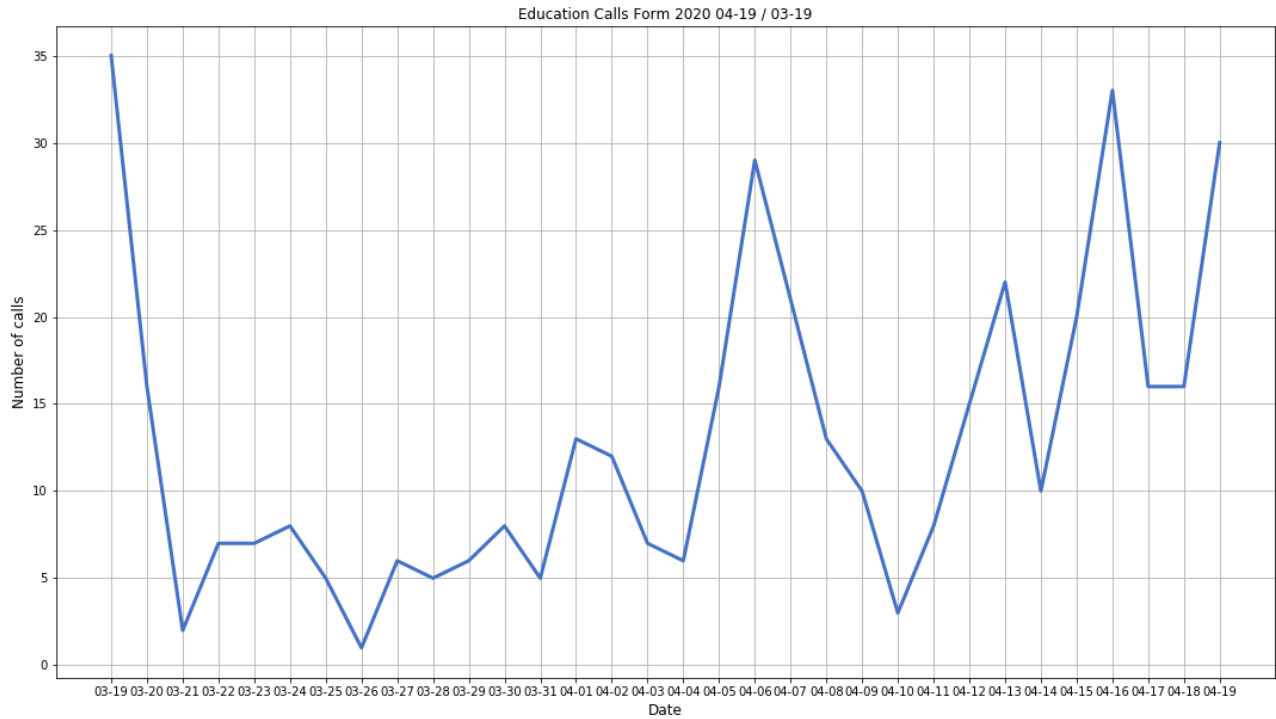
Refugee Status Determination (RSD) IVR calls:

RSD Calls Form 2020 04-19 / 03-19

Handeld VS Abandoned Calls For 2020 04-19 / 03-19