Helpline Daily Report – 14 May 2020

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 all referrals for critical cases. During the period between April 15 to May 13, the Helpline received 233,342 calls. Daily call numbers have varied significantly.

Distribution of calls by unit:

- 48% of the calls are related to assistance.
- 10% of the calls are related to protection/emergency.
- 18% of the calls are related to registration (the increase is due to the primary phone number campaign).
- 24% of the calls are related to other services (Health, Education, WFP, etc.).
- 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.

<table>
<thead>
<tr>
<th>Type/Unit</th>
<th>Handled</th>
<th>Abandoned</th>
<th>Total Calls</th>
<th>Unit Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance</td>
<td>73,099</td>
<td>1,098</td>
<td>74,197</td>
<td>48.5%</td>
</tr>
<tr>
<td>CBP</td>
<td>9,237</td>
<td>-</td>
<td>9,237</td>
<td>6.0%</td>
</tr>
<tr>
<td>Education</td>
<td>647</td>
<td>-</td>
<td>647</td>
<td>0.4%</td>
</tr>
<tr>
<td>Health</td>
<td>3,649</td>
<td>3,848</td>
<td>7,497</td>
<td>4.9%</td>
</tr>
<tr>
<td>Livelihoods</td>
<td>4,274</td>
<td>-</td>
<td>4,274</td>
<td>2.8%</td>
</tr>
<tr>
<td>Protection</td>
<td>7,166</td>
<td>7,474</td>
<td>14,640</td>
<td>9.6%</td>
</tr>
<tr>
<td>RSD</td>
<td>773</td>
<td>-</td>
<td>773</td>
<td>0.5%</td>
</tr>
<tr>
<td>RST</td>
<td>9,789</td>
<td>-</td>
<td>9,789</td>
<td>6.4%</td>
</tr>
<tr>
<td>Registration</td>
<td>26,784</td>
<td>1,471</td>
<td>28,255</td>
<td>18.5%</td>
</tr>
<tr>
<td>Repatriation</td>
<td>3,687</td>
<td>1</td>
<td>3,688</td>
<td>2.4%</td>
</tr>
<tr>
<td>WFP</td>
<td>73,099</td>
<td>1,098</td>
<td>74,197</td>
<td>48.5%</td>
</tr>
</tbody>
</table>
Overview of all Helpline Calls: April 15 – May 13 2020
Each unit updates its own information regularly for the HelpLine IVR messaging. Messages to callers can be adapted swiftly for the changing environment.

- Beginning of 20 April 2020, UNHCR HelpLine agents returned back to handle calls from PoCs. During the reporting period, the HelpLine agents received 2,209 calls relating to protection and registration.
• **Assistance Calls:**

73,099 cases 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.
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 15 April - 13 May 2020](image)

![Breakdown Tickets/Referrals](image)

![Calls Handled by Agents](image)
Resettlement Calls:

CBP Calls:
Protection Calls:

Emergency/Protection Calls 15 April - 13 May 2020

Education Calls:

Education Calls 15 April - 13 May 2020
Refugee Status Determination (RSD) Calls:

RSD Calls 15 April - 13 May 2020

Number of Calls

Date

15 April
16 April
17 April
18 April
19 April
20 April
21 April
22 April
23 April
24 April
25 April
26 April
27 April
28 April
29 April
30 April
01 May
02 May
03 May
04 May
05 May
06 May
07 May
08 May
09 May
10 May
11 May
12 May
13 May