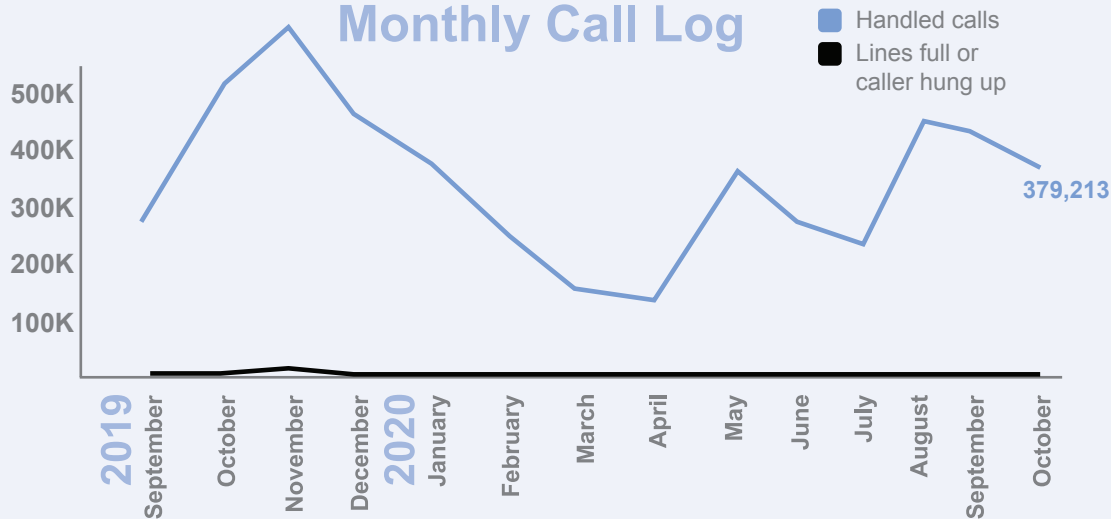


UNHCR Jordan has one of the largest refugee helplines in the world, answering over 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 11 million calls, to date. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 11 dedicated staff are available for more complex and emergency calls.

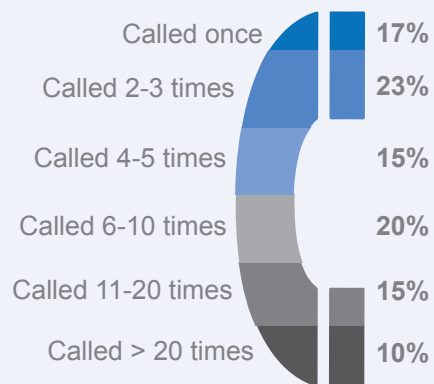
Monthly Call Log



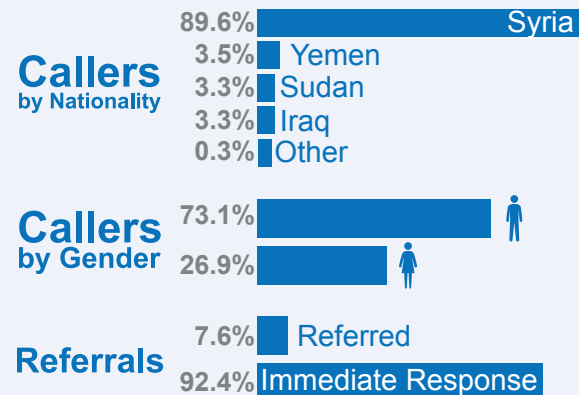
Helpline This Month

Total handled calls 379,213	Average call duration 01'39"	Average speed of answer 05'42"
Calls abandoned after waiting 141	Calls handled by agents vs. by IVR 19,744 359,469	Handled calls since 2008 (cumulative) 11,174,882

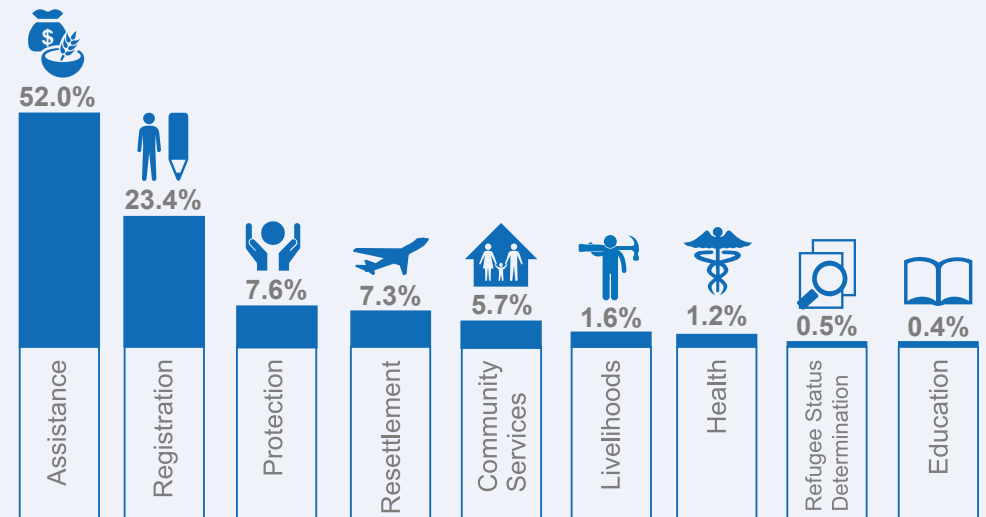
Unique vs. Duplicate Calls



Overview

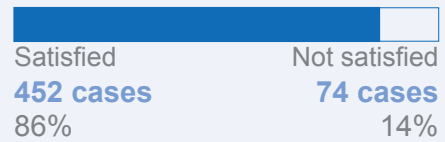


Reasons of Calls

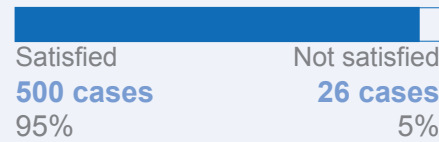


General Experience

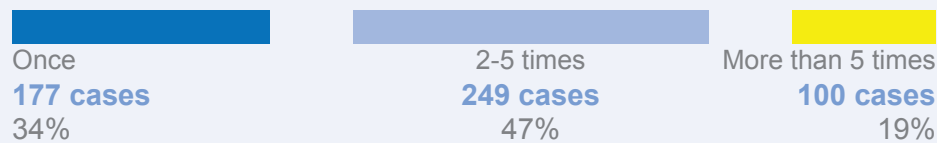
Call frequency for the past month



Satisfaction with working hours

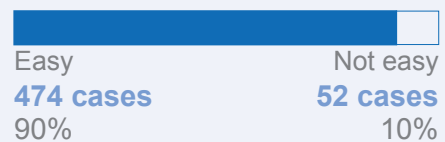


Frequency of calling the Helpline in a month

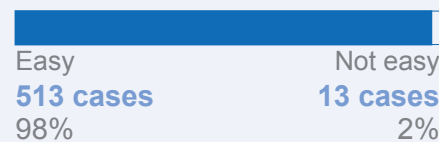


IVR Experience

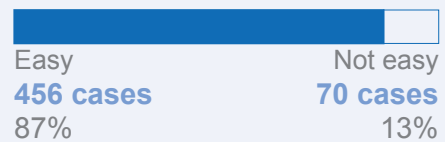
Understanding the steps



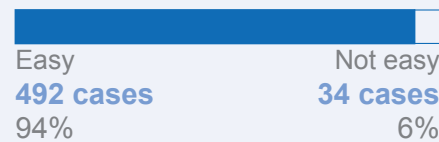
Understanding the first menu



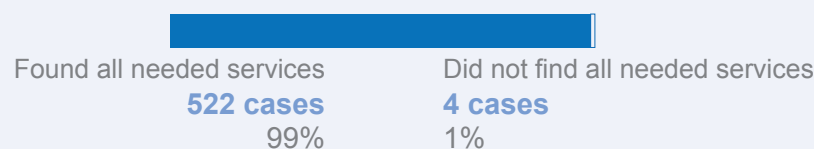
Reaching needed services



Understanding IVR flow



Missing service(s)

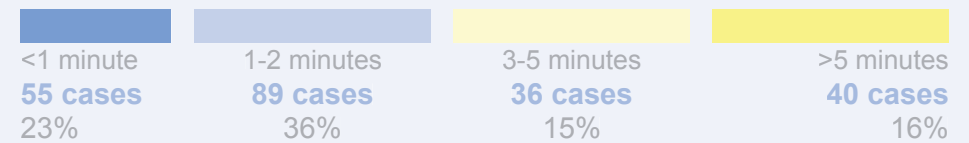


Agent's Performance

Connected to an agent during the call



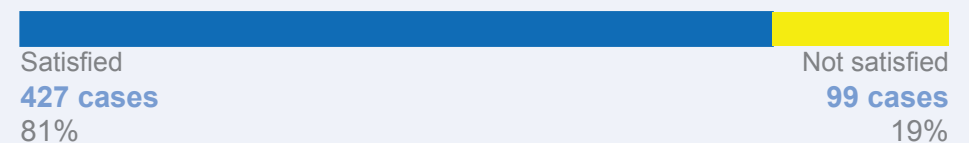
*Waiting time to get connected



*Resolved Query



Overall satisfaction



Cases who have not called the Helpline

In the Focus Group Discussion, 136 cases have not called the Helpline over the past year. Below are the reasons given for that:

