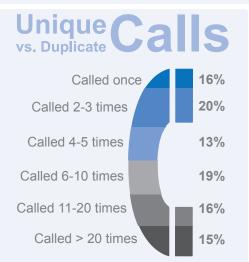


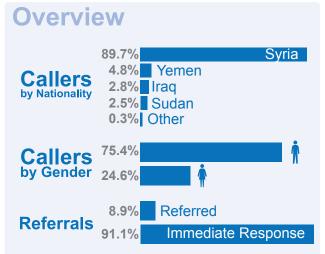
The UNHCR Helpline Service **Jordan** December 2020

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 12 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.



Helpline This Month Total handled calls Average call duration Average speed of answer 579,824 01'40" Calls handled by Calls abandoned Handled calls since agents vs. by IVR after waiting 2008 (cumulative) 22,675 | 557,149 46 Reasons of Calls







04'06"

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