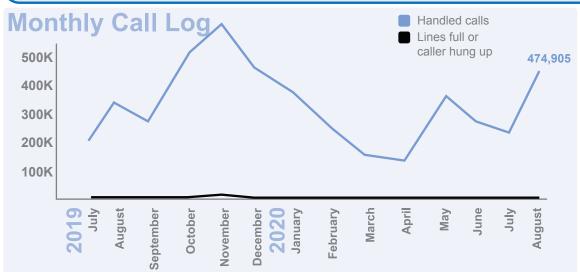


The UNHCR Helpline Service Jordan August 2020

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 10 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.

Reasons of Calls



Helpline This Month Total handled calls 474,905 Calls abandoned after waiting 162 Calls handled by agents vs. by IVR 25,168 | 449,737 Average speed of answer 03'00" Average speed of answer 03'00" Handled calls since 2008 (cumulative) 10,349,173



