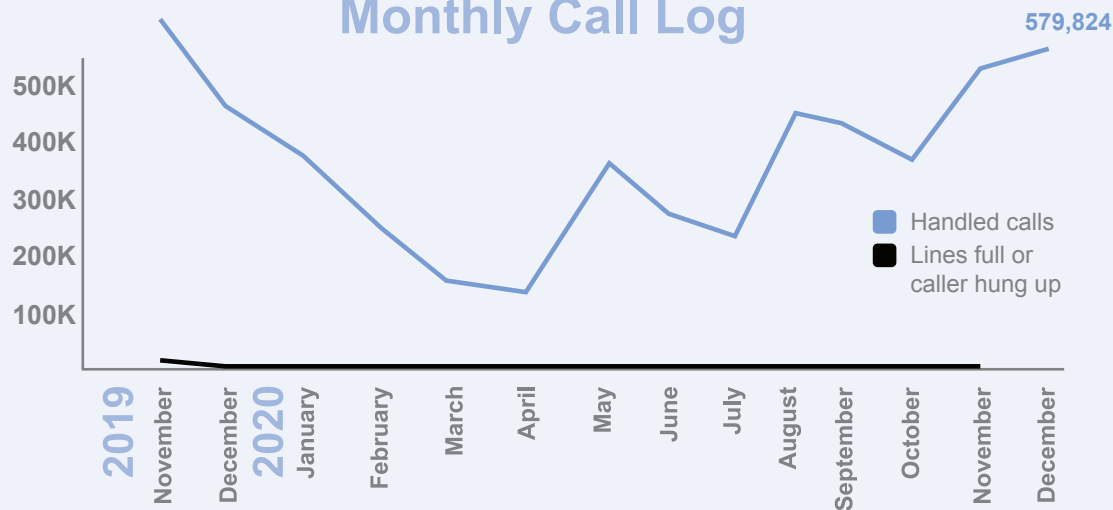


UNHCR Jordan has one of the largest refugee helplines in the world, answering over 300,000 calls per month. Since its inception in 2008, staff on the helpline have responded to over 12 million calls, to date. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 11 dedicated staff are available for more complex and emergency calls.

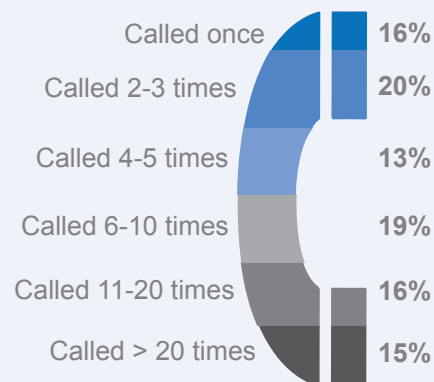
Monthly Call Log



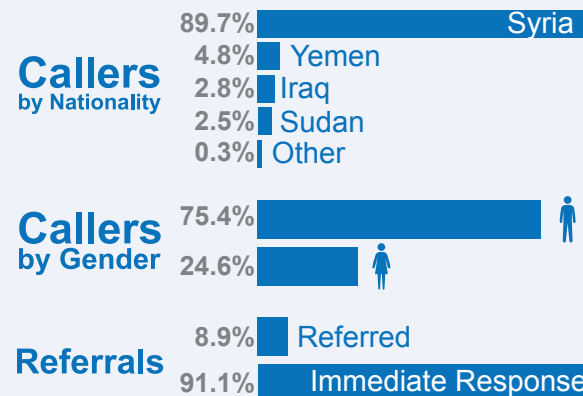
Helpline This Month

Total handled calls 579,824	Average call duration 01'40"	Average speed of answer 04'06"
Calls abandoned after waiting 46	Calls handled by agents vs. by IVR 22,675 557,149	Handled calls since 2008 (cumulative) 12,321,390

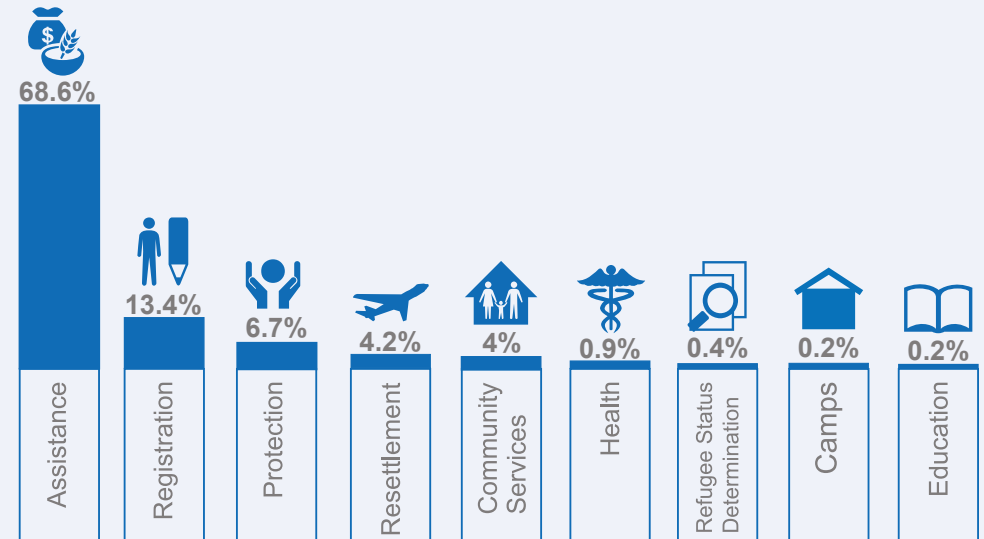
Unique Calls vs. Duplicate



Overview



Reasons of Calls



我们的产品



大数据平台

国内宏观经济数据库

国际经济合作数据库

行业分析数据库

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云报告平台

数据智慧平台

助力智慧 助力政府公共管理 助力企业决策

预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_17541

