



NSAI
Standards

Irish Standard
I.S. EN ISO 18295-1:2017

Customer contact centres - Part 1: Requirements for customer contact centres (ISO 18295-1:2017)

I.S. EN ISO 18295-1:2017

Incorporating amendments/corrigenda/National Annexes issued since publication:

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National Foreword

I.S. EN ISO 18295-1:2017 is the adopted Irish version of the European Document EN ISO 18295-1:2017, Customer contact centres - Part 1: Requirements for customer contact centres (ISO 18295-1:2017)

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN ISO 18295-1

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English Version

**Customer contact centres - Part 1: Requirements for
customer contact centres (ISO 18295-1:2017)**

Centres de contact clients - Partie 1: Exigences
relatives aux centres de contact clients (ISO 18295-
1:2017)

Kundenkontaktzentren - Teil 1: Anforderungen an
Kundenkontaktzentren (ISO 18295-1:2017)

This European Standard was approved by CEN on 10 June 2017.

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