



**NSAI**  
Standards

Irish Standard  
I.S. EN ISO 18295-2:2017

## Customer contact centres - Part 2: Requirements for clients using the services of customer contact centres (ISO 18295-2:2017)

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**I.S. EN ISO 18295-2:2017**

*Incorporating amendments/corrigenda/National Annexes issued since publication:*

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*This document is based on:*

EN ISO 18295-2:2017

*Published:*

2017-08-02

*This document was published  
under the authority of the NSAI  
and comes into effect on:*

2017-08-20

ICS number:

03.080.30

NOTE: If blank see CEN/CENELEC cover page

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Údarás um Chaighdeáin Náisiúnta na hÉireann

## National Foreword

I.S. EN ISO 18295-2:2017 is the adopted Irish version of the European Document EN ISO 18295-2:2017, Customer contact centres - Part 2: Requirements for clients using the services of customer contact centres (ISO 18295-2:2017)

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**EUROPEAN STANDARD**  
**NORME EUROPÉENNE**  
**EUROPÄISCHE NORM**

**EN ISO 18295-2**

August 2017

ICS 03.080.30

Supersedes EN 15838:2009

English Version

**Customer contact centres - Part 2: Requirements for  
clients using the services of customer contact centres (ISO  
18295-2:2017)**

Centres de contact clients - Partie 2: Exigences  
relatives aux donneurs d'ordre faisant appel aux  
services de centres de contact clients (ISO 18295-  
2:2017)

Kundenkontaktzentren - Teil 2: Anforderungen für die  
Inanspruchnahme von Dienstleistungen von  
Kundenkontaktzentren (ISO 18295-2:2017)

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

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**EN ISO 18295-2:2017 (E)**

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