



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)

I.S. EN ISO 18295-2:2017

Incorporating amendments/corrigenda/National Annexes issued since publication:

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NSAI
1 Swift Square,
Northwood, Santry
Dublin 9

T +353 1 807 3800
F +353 1 807 3838
E standards@nsai.ie
W NSAI.ie

Sales:
T +353 1 857 6730
F +353 1 857 6729
W standards.ie

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

EN ISO 18295-2

NORME EUROPÉENNE

EUROPÄISCHE NORM

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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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CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

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