

BS EN ISO 9241-154:2013



BSI Standards Publication

Ergonomics of human-system interaction

Part 154: Interactive voice response (IVR) applications

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National foreword

This British Standard is the UK implementation of EN ISO 9241-154:2013.

The UK participation in its preparation was entrusted to Technical Committee PH/9, Applied ergonomics.

A list of organizations represented on this committee can be obtained on request to its secretary.

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