
Customer contact centres —

Part 2:

Requirements for clients using the services of customer contact centres

Centres de contact clients —

*Partie 2: Exigences relatives aux donneurs d'ordre faisant appel aux
services de centres de contact clients*





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ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org