



BSI Standards Publication

Customer contact centres

Part 1: Requirements for customer contact centres

National foreword

This British Standard is the UK implementation of EN ISO 18295-1:2017. Together with BS EN ISO 18295-2:2017, it supersedes BS EN 15838:2009 which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee SVS/0, Customer service - Fundamental principles.

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

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

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Amendments/corrigenda issued since publication

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