

Customer Contact Centres — Requirements for service provision

ICS 03.080.30

National foreword

This British Standard is the UK implementation of EN 15838:2009.

Although it is not a customer service standard, this standard is intended to assist with the operational aspects of a customer contact centre and could be used in conjunction with BS 8477:2007, Code of Practice for Customer Service.

The UK participation in its preparation was entrusted to Technical Committee SVS/0/1, Customer contact services.

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.

Compliance with a British Standard cannot confer immunity from legal obligations.

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Amendments/corrigenda issued since publication

Date	Comments