

ISBN 978-0-626-37789-2

**SANS 18295-2:2019**

Edition 1

**ISO 18295-2:2017**

Edition 1

# **SOUTH AFRICAN NATIONAL STANDARD**

## **Customer contact centres**

### **Part 2: Requirements for clients using the services of customer contact centres**

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**Table of changes**

| <b>Change No.</b> | <b>Date</b> | <b>Scope</b> |
|-------------------|-------------|--------------|
|                   |             |              |

**Foreword**

This South African standard was prepared by National Committee SABS/TC 273, *Customer contact centres*, in accordance with procedures of the South African Bureau of Standards, in compliance with annex 3 of the WTO/TBT agreement.

This document was approved for publication in August 2019.

**Compliance with this document cannot confer immunity from legal obligations.**

**SANS 18295-2:2019**  
**INTERNATIONAL**  
**STANDARD**

**ISO**  
**18295-2**

First edition  
2017-07

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**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  
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Reference number  
ISO 18295-2:2017(E)

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