

SVENSK STANDARD

SS-EN ISO 18295-2:2017



Fastställt/Approved: 2017-11-01
Publicerad/Published: 2017-11-08
Utgåva/Edition: 1
Språk/Language: engelska/English
ICS: 03.080.30

Kundkontaktcenter – Del 2: Krav för uppdragsgivare som använder tjänster från kundkontaktcenter (ISO 18295-2:2017)

Customer contact centres – Part 2: Requirements for clients using the services of customer contact centres (ISO 18295-2:2017)

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Europastandarden EN ISO 18295-2:2017 gäller som svensk standard. Detta dokument innehåller den officiella engelska versionen av EN ISO 18295-2:2017.

Denna standard ersätter SS-EN 15838:2009, utgåva 1.

The European Standard EN ISO 18295-2:2017 has the status of a Swedish Standard. This document contains the official English version of EN ISO 18295-2:2017.

This standard supersedes the Swedish Standard SS-EN 15838:2009, edition 1.

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Standarden är framtagen av kommittén för Kundkontaktcenter, SIS/TK 503

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EUROPEAN STANDARD

EN ISO 18295-2

NORME EUROPÉENNE

EUROPÄISCHE NORM

August 2017

ICS 03.080.30

Supersedes EN 15838:2009

English Version

Customer contact centres - Part 2: Requirements for clients using the services of customer contact centres (ISO 18295-2:2017)

Centres de contact clients - Partie 2: Exigences relatives aux donneurs d'ordre faisant appel aux services de centres de contact clients (ISO 18295-2:2017)

Kundenkontaktzentren - Teil 2: Anforderungen für die Inanspruchnahme von Dienstleistungen von Kundenkontaktzentren (ISO 18295-2:2017)

This European Standard was approved by CEN on 10 June 2017.

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This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

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European foreword

This document (EN ISO 18295-2:2017) has been prepared by Technical Committee ISO/PC 273 “Customer contact centres”.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by February 2018, and conflicting national standards shall be withdrawn at the latest by February 2018.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 15838:2009.

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Endorsement notice

The text of ISO 18295-2:2017 has been approved by CEN as EN ISO 18295-2:2017 without any modification.

SS-EN ISO 18295-2:2017 (E)

Introduction

The ongoing success and development of any organization relies on its understanding of the expectation levels and perceptions of its customers. The results of specific consumer research by ISO's Consumer Policy Committee (COPOLCO) prompted an initial request to member bodies to assess the interest in a customer-focused contact centres standard.

Service standards are an important element of service management excellence; they help clarify expectations for clients and employees, enable performance management, and support client and customer satisfaction. This document specifies requirements and gives guidance for using the services of in-house (captive) centres and outsourcers (third party providers) on behalf of customers. It is intended to be used for any customer interaction with a Customer Contact Centre (CCC).

Implementation of this document and ISO 18295-1 can create value for the customer, the client, the employee and the CCC, improving the robustness and efficiency of service, the client/CCC relationship, therefore enabling the CCC to deliver a higher level of customer experience on behalf of the client.

ISO 18295 comprises two parts (see Figure 1).

This document specifies requirements for the client organization that mandates the CCC (in-house CCC and/or the outsourcer). A CCC is not responsible for certain aspects of products and services which remain the responsibility of the client organization.

This document aims to ensure that customer expectations are consistently met through the provision and management of appropriate arrangements with CCCs meeting the requirements of this document.

ISO 18295-1 specifies requirements for CCCs which are either in-house or managed by an outsourcer. It deals with certain aspects of products and services which remain the responsibility of the client organisation, rather than the CCC.

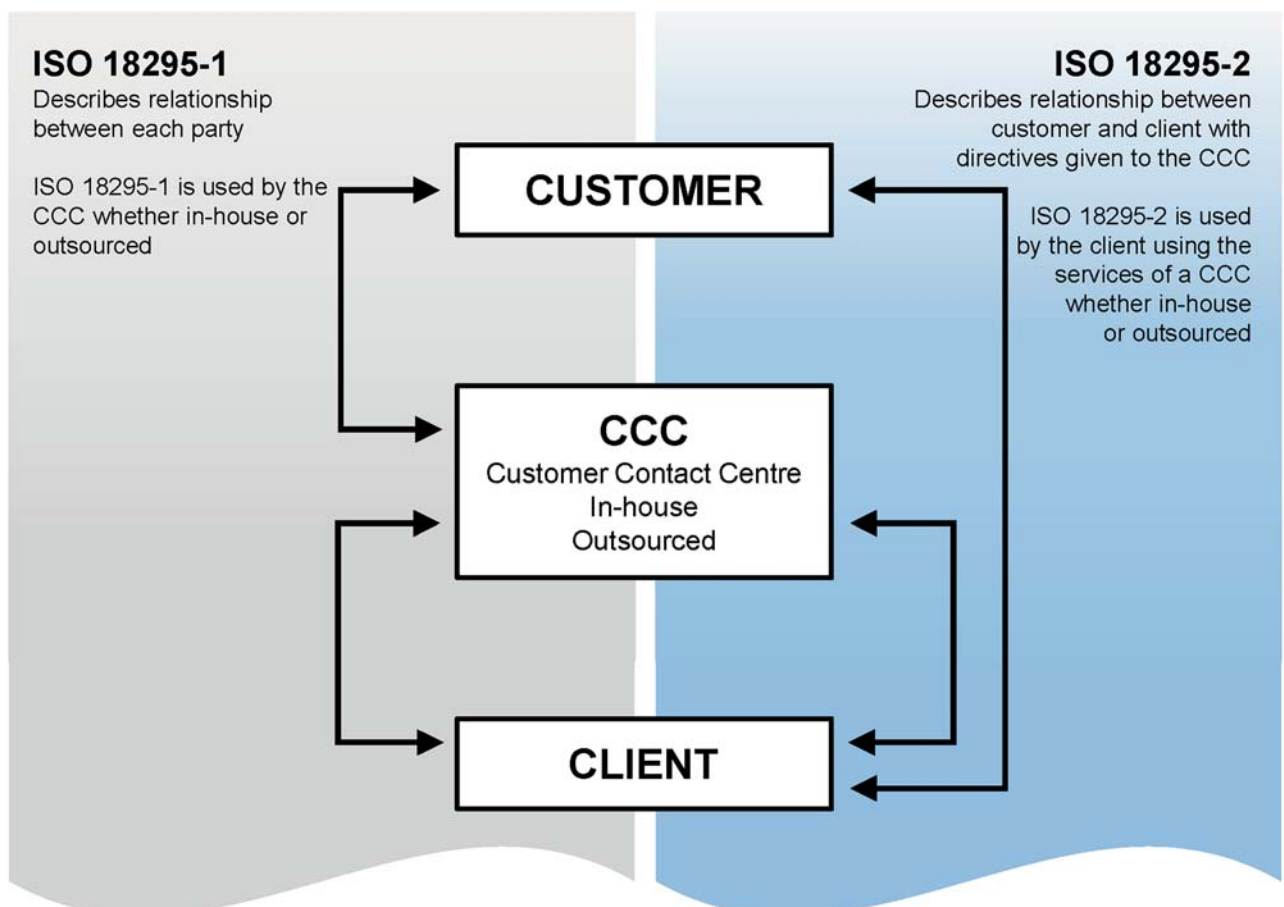


Figure 1 — Relationship between ISO 18295-1 and ISO 18295-2