
Customer contact centres —

Part 1: Requirements for customer contact centres

Centres de contact clients —

Partie 1: Exigences relatives aux centres de contact clients





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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Customer relationship requirements	2
4.1 General	2
4.2 Communication of information to customers	2
4.3 Measuring and monitoring of customer experience	3
4.4 Complaints handling	3
4.5 Customer protection	3
5 Customer-focused leadership	4
5.1 General	4
5.2 Customer experience design and delivery	4
5.3 Employee satisfaction/engagement	4
6 Human resources	5
6.1 General	5
6.2 Functions	5
6.3 Agent competencies	5
6.3.1 General	5
6.3.2 Communication and customer service competencies	6
6.3.3 Technical competencies	6
6.3.4 Client-specific competencies	6
6.4 Skills development	6
6.5 Communication of information to employees	6
7 Operational processes	7
7.1 General	7
7.2 Customer-related processes	7
7.3 Workforce planning	7
7.4 Quality assurance related to customer interactions	7
8 Service delivery infrastructure	8
8.1 General	8
8.2 Handling customer interactions	8
8.3 Customer data	8
8.4 Work environment	8
8.5 Continuation of service	8
9 Client relationship	8
Annex A (informative) Metrics — Guidelines	10
Annex B (informative) Client/CCC relationship	15
Bibliography	16

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