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INDUSTRY STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

SJ/T 11739-2019

Information technology services Call center operation management requirements

信息技术服务 呼叫中心运营管理要求

(English Translation)

Implemented on: April 1, 2020

Issued by: Ministry of Industry and Information Technology

Preview: page 1 of 4 shown, 9 in the full document. Complete English PDF, instant download:
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Table of Contents

[Preview only]
1 Scope
1.1 Subject Contents
1.2 Application Scope
2 Normative references
3 Terms and Definitions
3.1 Height of Raised Access Floor
3.2 Abbreviations
3.3 Bearing of Four Conner
3.4 Systematically Resistance of Raised Access Floor
4 Requirements
4.1 Relation between the Host and the Device
4.2 UTI Interface
4.3 Requirements for the Physical Layer of UTI Device
4.4 Transport Stream Interface
4.5 Command Data Interface
4.6 Characteristic Requirements for UTI Physical Layer
5 Instruments, equipment, and materials
5.1 Diagram of Module in Connection with Host
5.2 DTV-CI Interface
5.4 Command Interface
5.5 Physical Requirement
5.6 UTI-HTU
5.7 Measuring Condition
6 Sample processing and determination
6.1 TSI-Physical, Link Layers
6.2 TSI-Transport Layer
6.3 TSI - Upper Layers
6.4 Initialization Test
6.5 Resource Manager Test
6.6 Application Information Resource Test
6.7 Date-time Information Resource Test

Preview: page 2 of 4 shown, 9 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/sj-t-11739-2019

6.8 CA Application Resource Test
6.9 UTI Device TS Test
7 Marking, packaging, transportation and storage
7.1 Data Structure
7.2 Transport Layer
7.3 Session Layer
7.4 Resource of Resource Manager
7.5 Application Information Resources
7.6 Date and Time Information Resources
7.9 Hot Plugging/Unplugging Test
8 Test report
8.1 Introduction
8.2 Resources
8.3 Application Protocol Data Units (APDU)
8.4 System Management Resources
8.5 Host Control and Information Resources
8.6 Man-Machine Interface Resource
8.7 Resource Identifiers and Application Object Tags
9.1 Electromagnetic Compatibility
9.2 Safety
9.3 Materials

1 Foreword

SJ/T 11739-2019 was issued by Ministry of Industry and Information Technology on 11 November 2019 and has been in force since 1 April 2020.

The SJ/T prefix marks a recommended standard. It is not law in itself: it becomes binding when a contract names it, when a regulation or a mandatory standard refers to it, or when a producer declares conformity with it.

The document runs to 9 pages in English translation.

2 Scope Preview

This standard applies to the operation management of call centers and the evaluation of the management quality level. It was issued by Ministry of Industry and Information Technology.

SJ/T 11739-2019 falls under ICS 35.080, in the field of information technology.

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This catalogue holds 116 other SJ/T standards in that field.

In this catalogue, SJ/T standards carry edition years from 1980 to 2026.

3 About this standard

Sector: Electronics Industry Standard (Recommended)

Issued by: Ministry of Industry and Information Technology

English translation: about 9 pages (approximate)

Chinese original: about 13,196 characters

4 Related standards

Standards on related subjects:

GB/T 25000.51-2016 - Systems and software engineering -- Systems and software Quality Requirements and Evaluation (SQuaRE) -- Part 51: Requirements for quality of Ready to Use Software Product (RUSP) and instructions for testing

GB/T 20918-2007 - Information technology - Software life cycle processes - Risk management

GB/T 11457-2006 - Information technology Software engineering terminology

SJ/T 11982-2025 - Technical specification of UHD light emitting diode (LED) display system

SJ/T 11981-2025 - Technical requirements for ultra-high definition vehicle video displays

SJ/T 11979-2025 - Solid state disk technical specification for video surveillance storage

5 Classification and status

International classification (ICS): 35.080

Chinese Standard Classification (CCS): L 77

Prefix SJ/T: recommended standard.

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