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YD

**INDUSTRY STANDARD OF THE
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Information accessibility technical requirement for call center

信息无障碍 呼叫中心服务系统技术要求

(English Translation)

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What this standard covers

This standard provides call center services accessible information technology requirements, including accessibility call service platform constitutes a reference model, type of service, barrier-free call core system requirements, the general requirements of the call center, service processes, security requirements. This standard applies to accessibility call service platform.

Document data

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