



# CEYBER EĞİTİM TEKNOLOJİLERİ TİC. A.Ş.

KAZIM DİRİK MAH. ÜNİVERSİTE CAD. NO:120 BORNOVA, İZMİR, TÜRKİYE

BUREAU  
VERITAS

Bureau Veritas

*Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

## ISO 18295-1:2017

### Customer Contact Centres Standard

#### *Scope of certification*

CUSTOMER COMMUNICATION CENTER SERVICES

Original Cycle Start Date: 14-04-2021

Expiry Date of Previous Cycle: 13-04-2024

Certification / Recertification Audit date: 15-03-2024

Certification / Recertification cycle start date: 06-05-2024

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 13-04-2027

Certificate No.: TR013550

Version: 1

Issue Date: 06-05-2024

İBRAHİM TAGAY  
Certification Manager



Müşteri Deneyimi Yönetimi  
ve Teknolojileri Derneği



BUREAU  
VERITAS

Head Office: Pasco Plaza Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8

Maltepe, İstanbul, 34843 Türkiye

Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50