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**Ergonomics of human-system
interaction —**

**Part 154:
Interactive voice response (IVR)
applications**

Ergonomie de l'interaction homme-système —

Partie 154: Applications de réponse vocale interactive (RVI)



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ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

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