

GB/T 47746-2026 Compliance One-Pager Self-Check List

GB/T 47746-2026 “Customer contact service — Requirements for the collaboration between human and intelligent customer service” (issued 2026-05-25, effective 2026-09-01, a recommended national standard, administered by SAC/TC 264) · 61 items in total (shall 48 / should 4 / may 9, covering 31 clauses)

How to use: **check the 5 veto items below first** — if any one of them fails, the rest do not make you compliant. Then tick your way through the six groups; an unticked box is a gap.

⚠ **Veto items (5.2.2.6, all “shall”) — failing any one means non-compliant**

☐ 5.2.2.6 a)

Interaction reaches the threshold and the customer’s expression still cannot be recognised

☐ 5.2.2.6 b)

The customer explicitly declines intelligent customer service

☐ 5.2.2.6 c)

The conversation involves information security

☐ 5.2.2.6 d)

An emergency or risk scenario affecting personal or property safety

☐ 5.2.2.6 e)

Intelligent response times out (the standard’s example: over 3 min)

1. Organisation & governance (4.1–4.4)

☐ A1	shall	Staff human customer service matched to your industry and user demand — you cannot leave only an AI with nobody behind it	4.1
☐ A2	shall	Establish an organisational policy for collaboration between human and intelligent customer service	4.1
☐ A3	shall	Define contingency mechanisms for disasters, system failures and similar events	4.1
☐ A4	shall	Define the organisational structure for human–AI collaboration	4.1
☐ A5	shall	Build an internal system covering customer information management and ticket handling	4.1
☐ A6	shall	Provide the customer service entry point in a clear, prominent and unambiguous way	4.1
☐ A7	shall	Establish a knowledge base	4.1
☐ A8	shall	Run regular optimisation training for the intelligent service and train customer service staff	4.1
☐ A9	shall	Clear division of duties — the intelligent service takes standardised questions that have a definite answer in the knowledge base	4.2
☐ A10	shall	Human agents take questions requiring multi-step analysis or several information sources, plus anything the intelligent service could not solve	4.2
☐ A11	shall	Seamless two-way switching — the system must pass customer identity, interaction history and other key data across	4.3
☐ A12	shall	Establish information and data security mechanisms covering collection, processing and use, plus model and personnel management	4.4

2. Service start & routing (5.1)

☐ B1	shall	The service system must provide the customer service entry point clearly, prominently and unambiguously	5.1.1
☐ B2	shall	At the start, allocate tickets according to problem-solving capability, overall call volume and capacity, and the customer group’s acceptance of intelligent service	5.1.1
☐ B3	shall	Tell the customer the queue position or expected waiting time by text or voice	5.1.1
☐ B4	should	Simple, repetitive or standardised questions, questions with a definite knowledge-base answer, and high-volume periods where human agents are overloaded — the intelligent service is preferred	5.1.2
☐ B5	shall	The customer explicitly asks for a human agent — the human agent is preferred	5.1.3
☐ B6	shall	Complex questions (individual needs, vague phrasing, cross-department coordination) — the human agent is preferred	5.1.3
☐ B7	shall	Rare questions (the standard’s example: appearing no more than 3 times in the past year) — the human agent is preferred	5.1.3
☐ B8	shall	The knowledge base has no definite answer — the human agent is preferred	5.1.3
☐ B9	shall	Scenarios involving the customer’s personal or property safety — the human agent is preferred	5.1.3
☐ B10	shall	The customer has come back 3 or more times within 24 hours and is clearly dissatisfied with the intelligent service — the human agent is preferred	5.1.3
☐ B11	shall	The customer is in a specific age group (elderly, minors) or has low acceptance of intelligent service — the human agent is preferred	5.1.3
☐ B12	shall	The customer is extremely emotional or threatens extreme behaviour, beyond what the intelligent service can handle — the human agent is preferred	5.1.3

3. Human–AI switchover (5.2)

☐ B13	shall	When switching, key data must be transferred completely and accurately: customer identity, interaction history, problem description and ticket status	5.2.1
☐ B14	shall	During the wait before the switch, tell the customer the expected waiting time by voice or text	5.2.1
☐ B15	should	Once the switch is complete, the customer should not have to repeat information already given or restate the problem	5.2.1
☐ B16	shall	Keyword trigger — recognising “human agent”, “talk to a person”, “contact a human” and similar phrases triggers the transfer automatically	5.2.2.2
☐ B17	shall	Menu option — the conversation interface should offer “transfer to human service” or similar as a menu item	5.2.2.3
☐ B18	shall	Key press — the key that triggers a human agent must stay functionally independent and not conflict with business keys	5.2.2.4
☐ B19	shall	Voice command — voice-enabled systems should announce a consistent wake word (e.g. “human agent”) and transfer immediately once recognised	5.2.2.5
☐ B20	shall	Automatic transfer — the system needs scenario-based automatic transfer and sentiment awareness	5.2.2.1
☐ B22	shall	Sentiment awareness — after detecting negative emotion or intent to complain, and after confirming with the customer, transfer automatically to a human	5.2.2.7
☐ B23	may	Human → intelligent switching — the customer must be clearly informed and must consent (four situations: FAQ, customer preference, heavy workload, emergency)	5.2.3.1
☐ B24	may	Human-to-AI handover (repetitive questions): when the question is highly repetitive and the knowledge base has a clear answer that can be given fast and accurately, handover is allowed — but you must inform the customer and get consent first	5.2.3.2
☐ B25	may	Human-to-AI handover (customer preference): when the customer explicitly prefers AI service (e.g. asks to be transferred to the AI assistant), handover is allowed — with prior notice and consent	5.2.3.3

4. Outbound scenarios (6.1–6.2)

☐ C1	shall	Allocate outbound tasks to intelligent or human service by complexity and type	6.1.1
☐ C2	should	Closed-ended questions, standardised questions and notification-type calls — intelligent outbound calling is preferred	6.1.2
☐ C3	shall	Complex tasks (individual needs, vague phrasing) and open-ended Q&A (customer follow-up, market research) — human outbound calling is preferred	6.1.3
☐ C4	should	Intelligent outbound calls should offer a route to a human (keyword / menu / key press / voice)	6.2.1
☐ C5	may	Human outbound calls may offer a route to the intelligent service	6.2.2

5. Service closure & follow-up (7.1–7.2)

☐ D1	may	Ending conditions for live online service: customer consent / no new request 60 s after completion / no interaction for over 60 s	7.1.1
☐ D2	may	Ending conditions for live phone service: completion with consent, then no response 10 s after asking “anything else?”, or after 2 follow-up attempts	7.1.1
☐ D3	may	Intelligent voice service: may end automatically after consent / no new request 60 s after completion / no interaction for over 60 s	7.1.2
☐ D4	may	Intelligent online service: the organisation sets its own threshold duration	7.1.2
☐ D5	shall	At the end of service, proactively invite a satisfaction rating (and avoid further disturbance if it is declined)	7.2
☐ D6	shall	Generate a complete service record and ticket at the same time; to-dos must flow through the ticketing system and close the loop	7.2

6. Data & security (8.1–8.2)

☐ E1	shall	Establish tiered backup for customer identity, interaction history and open-ticket data; combine real-time incremental backups with periodic full backups	8.1
☐ E2	shall	Apply the security protection measures for the corresponding level under GB/T 22239: fine-grained access control, encrypted transfer and storage of backups, and backup operation logs	8.2

7. Continual improvement (9.1–9.3)

☐ F1	shall	Treat human and intelligent service as one service; establish a collaboration improvement mechanism with a named owner, and regularly collect and review complaints and feedback	9.1
☐ F2	shall	Handle complaints in accordance with GB/T 17242	9.1
☐ F3	shall	Carry out regular collaboration improvement surveys (these may be merged into satisfaction surveys)	9.2
☐ F4	shall	Open complaint and feedback channels for the collaboration service (telephone, email, web form) with defined handling rules and time limits	9.2
☐ F5	shall	System monitoring — monitor interaction actions, agent experience and dynamic feedback on demands	9.2
☐ F6	may	Third-party assessment — you may commission a body with professional customer-service qualifications to simulate real interactions, break down the key collaboration points and issue an assessment report	9.2
☐ F7	shall	Improvement must cover four areas: collaboration efficiency, service quality, switching smoothness, and customer information management	9.3

Scope note: this list is compiled by SavantCat from the text of the standard. It is not published by the standards body and does not constitute certification, an audit conclusion or legal advice; the official text governs interpretation. Clause quotations are the shortest excerpts needed for locating the requirement.

Evidence & online self-test: <https://savantcat.cn/en/compliance-check.html> (tick all 61, get a gap report) **Open data:** [checklist-v2.0.json](#) / [.csv](#) **For agents:** MCP (self_check_list returns all 61) **Compiled by:** SavantCat **Version:** v2.0 (verified 2026-09-19)