



# COPC® Best Practices for Customer Experience (CX) Operations

## May 10-14, 2021 ~ Live Virtual Training

### COURSE LOGISTICS

We look forward to your participation in our COPC® Best Practices for CX Operations training scheduled for May 10-14, with an exam on Monday, May 17, in a live, virtual format. This document contains important information you need to know regarding this class and the requirements to participate, so please carefully review all information here.

### Training Class Hours and Format

Class hours are as follows in U.S. Central Time (UTC-06:00):

- Mon., May 10 – Fri., May 14: 8:30am-5:30pm.
- Mon., May 17: 8:30am – 1:30pm.

The final exam (open book/notes) will be administered via SurveyMonkey ([www.surveymonkey.com](http://www.surveymonkey.com)).

The course structure includes lectures, scenarios, breakout sessions, readouts from the breakout groups, a quiz and final exam. Students will participate in group activities which include breakout sessions and case work.

### Tuition and Registration Details

Tuition for this class is \$3,800 per person. This includes all training materials delivered via electronic format, your week of instruction and final exam.

**Class registration must be completed online here:**

[May 10-14, 2021 Class Registration Link](#)

- Please ensure that COPC Inc. receives payment within two weeks of online registration to guarantee your seat.
- Payments made within thirty days of the class start date must be made by credit card.

### Class Preparation

To prepare for this class, it would be a good idea to read the [COPC CX Standard, Release 6.2](#) for Customer Service Providers.

### Class Contact:

Karen Colvin  
COPC Inc. | North America  
[kcolvin@copc.com](mailto:kcolvin@copc.com)  
512-917-3523

### Virtual Class Requirements

This course will take place via the internet in a live, virtual environment using two-way video technology.

#### To participate, you will need:

- Access to reliable internet service
- A computer equipped with both a microphone and video camera (for live interactions and group work)
- Two monitors or a monitor and tablet (One monitor to view the presentation and instructor, and a second monitor or tablet to view the training materials and to take notes)

**NOTE:** All course materials will be delivered via secure, electronic format. You will be utilizing SurveyMonkey for the final exam.

### Cancellation Policy

Cancellation requests received in writing sixty (60) to thirty (30) days before the training start date have two options:

- 1) Send a substitute attendee to the class without penalties. Written notification of this request should be made to COPC Inc., including the new attendee's name
- 2) Apply paid tuition to the next scheduled U.S. session for the same enrolled student (**\$250 transfer fee applies**). This option may be exercised once per registration and cannot be cancelled for the next class, if originally deferred.

Cancellation requests received thirty (30) or fewer days before the training start date: Attendee will forfeit tuition.

Alternately, registrant may send a substitute attendee to the class without penalties. Written notification of this request must be made to COPC Inc.