



# COPC® Best Practices for Customer Experience Operations

## Live Virtual Training | April 24 - 28, 2023

### TRAINING COURSE OVERVIEW

Join us for **COPC® Best Practices for Customer Experience Operations** training! This course will be taught in a live, virtual format using two-way video technology. You will have an opportunity to earn the prestigious designation of Customer Experience Performance Leader by passing an exam at the end of the course.

#### Course Hours

Monday, April 24 - Friday, April 28 from 8:30 am – 5:30 pm  
US Central Time (UTC -06:00)

On Monday, May 1 from 8:30 am – 1:30 pm, an exam (open e-book and notes) will be administered.

#### Course Format

This course includes lectures, scenarios, breakout sessions, readouts from the breakout group, a quiz, and a final exam. Students will participate in group activities which include breakout sessions and casework.

#### Course Tuition

Tuition is \$3,800 per person which includes access to electronic training materials and a final exam.

Discounted tuition is \$3,420 per person if four or more from one company attend this training session.

#### Course Registration & Payment

Credit card registration must be completed online using this [Course Registration Link](#). Payment by invoice is an option for four or more. For less than four, there is an administrative fee of \$250.

Registrations are taken on a first-come-first-served basis and cannot be held or confirmed until payment has been received. Pre-course training materials will only be sent if payment has been received.

#### Course Preparation

You will receive pre-instructions from your facilitators the week before the training.

#### Course Contact

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

### Requirements & Cancellation Policy

#### Technology You Will Need

- Access to reliable internet service
- A computer equipped with a microphone and video camera (mandatory on-screen course)
- Two monitors or a monitor and tablet (One monitor to view the presentation and instructor, and a second to view the training materials and take notes, which you can do within the electronic training materials)

**NOTE:** All course materials will be delivered in a secure, electronic format which you can access post-training.

#### Cancellation Policy

Cancellation requests received in writing 60 to 31 days before the training start date have two options:

1. Send a substitute attendee to the class without penalty.
2. Apply paid tuition to the next scheduled US session for the same enrolled student. A transfer fee of \$250 per student applies.

Cancellation requests received less than 30 days before the training start date:

1. The registrant forfeits tuition
2. The registrant may send a substitute attendee to the class without penalty.

***Written notification of transfer or cancellation requests is required and should be sent to Karen Colvin ([kcolvin@copc.com](mailto:kcolvin@copc.com)).***