

## COPC® Foundations in AI for CX Live Virtual Training | June 2 - 5, 2025

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### COURSE OVERVIEW

The COPC® Foundations in AI for CX training courses are delivered in a live, virtual format using two-way video technology. Participants will apply the concepts learned in the class within a series of detailed case study exercises for an opportunity to earn a Certificate of Achievement.

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### COURSE HOURS | U.S. EASTERN TIME (UTC -05:00)

Monday	June 2	9:00 a.m. – 2:00 p.m.
Tuesday	June 3	9:00 a.m. – 2:00 p.m.
Wednesday	June 4	9:00 a.m. – 2:00 p.m.
Thursday	June 5	9:00 a.m. – 2:00 p.m.

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### COURSE FORMAT

This course includes lectures, relevant case study work, engaging breakout discussions, and strategic insights from instructors and participants.

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### COURSE TUITION

- Tuition is \$1,950 per person and includes access to electronic training materials.
  - A ten percent discount is available for companies sending four or more to this session.
  - There is a \$250 administrative fee for less than four registrations to pay by invoice.
  - Tuition must be paid within fourteen days of the training start date.
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### COURSE REGISTRATION

- Registration must be completed [online here](#).
- Registrations are on a first-come, first-served basis and cannot be held or confirmed until payment has been received.

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### COURSE PREPARATION

Your facilitators will send you detailed course instructions the week before the training, giving you ample time to prepare and familiarize yourself with the course structure and requirements.

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### COURSE REQUIRED TECHNOLOGY

- Access to reliable internet service
  - A computer with a microphone and video camera (on-screen is mandatory)
  - 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)
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### CANCELLATION POLICY

Cancellations outside of 60 days receive a full refund.

If registrants are moved to a later course between 31 and 60 days, a 5% transfer will be applied. Paid tuition will be applied to the new course in the same region. Cancellations will not be refunded during this period.

If registrants are moved to a later course between 1 and 30 days, a 25% transfer fee will be applied. Paid tuition will be applied to the new course registration (in the same region). Cancellations will not be refunded during this period.

Fees can be waived if a substitute student is sent, contingent upon submitting the request in writing 14 days or more before the class.

*Written notification of transfer or cancelation is required and should be sent to the course contact listed below.*

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### COURSE CONTACT:

Karen Colvin  
COPC Inc. North America  
[kcolvin@copc.com](mailto:kcolvin@copc.com)  
1 (512) 917-3523