

## **COPC® Foundations in AI for CX**

### **Live Virtual Training | September 8 - 11, 2025**

---

#### **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, there is an opportunity to earn a Certificate of Achievement.

---

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

Monday	September 8	8:00 a.m. – 12:00 p.m.
Tuesday	September 9	8:00 a.m. – 12:00 p.m.
Wednesday	September 10	8:00 a.m. – 12:00 p.m.
Thursday	September 11	8:00 a.m. – 12:00 p.m.

---

#### **COURSE FORMAT**

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

---

#### **COURSE TUITION**

- Tuition is \$1,950 per person and includes access to electronic training materials.
  - A 10% discount is available for companies sending four or more attendees to this session.
  - A \$250 administrative fee applies when invoicing fewer than four attendees.
  - Tuition must be paid within fourteen days of the training start date.
- 

#### **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.

## COPC® Foundations in AI for CX

### Live Virtual Training | September 8 - 11, 2025

---

#### 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.

---

#### 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)
- 

#### 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 fee 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, provided the request is submitted in writing at least 14 days before the class.

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

---

#### COURSE CONTACT:

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