

COPC® Best Practices for Customer Experience Operations Live Virtual Training | October 19 – 23 & 26, 2026

COURSE OVERVIEW

COPC® Best Practices for Customer Experience Operations is delivered in a live, virtual format using two-way video technology. Participants will have the opportunity to take a final exam to earn the Customer Experience Performance Leader certification.

COURSE HOURS | U.S. CENTRAL TIME (UTC -06:00)

Monday	October 19	8:30 a.m. – 5:30 p.m.
Tuesday	October 20	8:30 a.m. – 5:30 p.m.
Wednesday	October 21	8:30 a.m. – 5:30 p.m.
Thursday	October 22	8:30 a.m. – 5:30 p.m.
Friday	October 23	8:30 a.m. – 5:30 p.m.
Monday	October 26	8:30 a.m. – 1:30 p.m. <i>Exam administration</i>

COURSE FORMAT

This course includes lectures, scenarios, breakout sessions, readouts from the breakout groups, a quiz, and a final exam. Students will participate in group activities, which include breakout sessions and casework. Students can expect a content-rich and lively training experience.

COURSE TUITION

- Tuition is \$3,950 per person and includes access to electronic training materials and a final exam.
 - A 10% discount is available for companies sending four or more attendees to this training session.
 - There is a \$250 administrative fee to pay by invoice (for fewer than four registrations).
 - 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 accepted on a first-come, first-served basis and cannot be held or confirmed until payment has been received.

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COURSE PREPARATION

You will receive detailed course instructions from your facilitators the week before the training. This will give you ample time to prepare and familiarize yourself with the course structure and requirements.

COURSE REQUIRED TECHNOLOGY

- Access to reliable internet service
 - A computer equipped 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.

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

Between 1 and 30 days, a transfer fee of 25% will be applied if registrants are moved to a later course. 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 cancellation is required and should be sent to the course contact listed below.

COURSE CONTACT:

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