

Foundations in AI for CX

Training Course

From adopting new technology to scaling initiatives, this program empowers CX leaders and executives to transform AI's potential into actionable solutions.



Select and Manage Technology Providers



Align AI with Customer and Business Needs



Enhance AI Response Quality



Navigate AI Governance and Ethics Complexities



Prepare and Manage Knowledge Bases for Conversational AI

Turn Potential into Impact

Customer Loyalty

Build trust and lasting relationships with AI-driven customer experiences.

ROI Optimization

Maximize investments by refining technology and resource utilization.

Risk Mitigation

Avoid costly mistakes using best practices in technology implementation and management.

Our Commitment

We help global brands and BPOs craft CX ecosystems where technology powers intuitive, human-centered interaction.

Guided by the COPC CX Standard, we tackle root causes and design service journeys that inspire loyalty and deliver bottom-line results.

Training Formats

Private

Customized to business and team needs.

Public

Comprehensive content applicable across industries.

Build stakeholder confidence with industry-recognized certification.



Delivery Options

In-person

Live-Virtual



Master Digital CX Transformation Fundamentals



Identify Key Operational Needs for Successful Integration



Measure, Manage and Improve AI Performance

Guide AI-Driven CX Initiatives that Earn Trust and Deliver Lasting Value

Corpay

Kelly Fifarek

Senior Vice President of Operations



The curriculum was well-designed and incredibly relevant to CX leaders. It provided me with actionable strategies to bring back to my team.

Walmart

Rafael Barragen

Director | Driver Experience and Strategy



This was an absolutely brilliant learning exercise. The structure focused on guiding principles, frameworks, and design thinking concepts that could be tailored to any AI project. This was a wonderful investment in the growth journey of some of our highest-performing talent.



Expert-Led Sessions



Collaborative Learning



Real-World Case Studies

Take the Lead with AI

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