



Stand Out from the Crowd with COPC Inc. Certification



Show Your Dedication to Delivering a Superior Customer Experience

Providing a superior customer experience is the only true differentiator a company has to acquire or retain its customers. Many companies state their mission is to deliver satisfaction at the highest levels. While you may have the best of intentions, how can you be sure that you are actually among the best?

COPC Inc. certification, the most prestigious recognition in the industry, validates that your organization uses best practices and consistent processes to sustain the highest levels of operational performance.

Companies that certify their operations to the COPC CX Standard are rewarded with higher customer satisfaction, lower-cost operations and improved revenue.

Regardless of how you provide your customer experience services—in-house or outsourced—earning COPC Inc. certification to the COPC CX Standard proves to customers, clients and stakeholders that your organization is dedicated to being the best.

COPC Inc. certification gives you:

- Recognition by a trusted and respected source, increasing awareness of your organization and driving customer loyalty.
- A way to prove your commitment to providing a consistent and superior customer experience.
- Confidence that your customers will receive the highest levels of service, regardless of how or where they interact with you.

Join the more than 500 companies in 70 countries that have been certified by COPC Inc. since 1996.

All our certification services are based on the COPC Customer Experience (CX) Standard, a performance management system for contact centers and CX operations. The original Standard was created in 1996 by a group of global industry leaders. It is currently in its seventh release.

The COPC CX Standard is available in three versions:

- Contact Centers, Release 7.0
- Customer Operations, Release 7.0
- Vendor Management Organizations (VMOs), Release 6.1



How to Achieve Certification

Baseline Current Processes and Performance

We conduct a COPC® Baseline Assessment to review your operation compared to the requirements of the COPC CX Standard.

Close Gaps and Improve Performance

A member of your staff becomes a Certified Customer Experience (CX) Performance Leader to drive certification efforts.

We provide in-person and remote structured support with a variety of training options.

Verify and Validate Improvement

Certification to the COPC CX Standard validates consistent deployment and operational results are scalable and sustainable.

Certification Options

Full Certification

Certification to all requirements of the COPC CX Standard in the areas of Leadership & Planning, Processes, People and Performance.

Process Certification

Certification to the requirements for specific processes, including customer satisfaction, workforce management, recruiting/hiring/training and quality, as well as VMO assessment, design and implementation.

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience operations, customer experience management, vendor management and procurement.

Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Learn more at copc.com

