COPC Inc. Virtual Services

Tap Into Our Expertise From Wherever You Sit

Like the service journey itself, the business of customer experience (CX) is always evolving. To provide clients with unparalleled access to both our people and services, we've virtualized many of our most valuable offerings. From our highly respected consulting services to world-renowned training, from our certification work to vendor management services, we can help quickly and effectively no matter where you are in the world.

COPC Inc. maintains an impressive global footprint, operating in more than 70 countries and providing training and consulting services in eight languages including, Spanish, Japanese, Chinese, French and Arabic. Whether your initiative is local or global in scale, we have the experience and expertise to help your organization navigate its way toward operational excellence.

Benefits of Virtual Services:

- Faster execution of critical initiatives and implementations

- Lower engagement costs as a result of reduced travel and lodging

- Greater access to COPC Inc.'s global team of customer experience experts

- Improved flexibility for scheduling crucial project meetings

Learn more at **copc.com**

CX Consulting Services

Our CX consulting services are designed around a simple set of goals: to help clients achieve a level of high performance across their CX operations while also reducing costs, increasing revenue and improving CSAT.

- Service Journey Thinking℠ and Service Journey Workshops
- Measuring and managing the customer experience
- Customer experience survey design and execution
- Performance improvement strategy and implementation

CX Training

Our most popular CX training courses are now available virtually, reducing travel and lodging costs yet maintaining the same level of high-quality content and instructor attention as our in-person classes.

- COPC® Best Practices for Customer Experience Operations
- COPC® Best Practices for Vendor Management Organizations
- COPC® Lean Six Sigma for Contact Centers
- COPC® High Performance Management Techniques (HPMT)
- COPC® Best Practices for Quality Management
- COPC® Service Journey Thinking
- COPC® Data Analysis for Contact Centers

COPC CX Standard Certification

Certification to the COPC Customer Experience (CX) Standard is one of the most prestigious recognitions in the industry. Virtualization of the certification process allows companies to remain compliant to the COPC CX Standard with a new level of ease.

- Baseline Assessment (with some onsite support)
- Structured Support and Training
- Certification and Recertification Audits

VMO Services

COPC Inc.'s virtualized Vendor Management Organization (VMO) services provide clients with greater agility in managing Outsourced Service Providers (OSPs), reducing lead time and delays on critical projects and implementations.

- Contract Review
- Strategic Sourcing
- Vendor Improvement
- VMO Design

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.

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COPC®