

2022 COPC China Public Training Schedule 2022 年 COPC 中国区公开课培训计划

Date 日期	No. of Days 天数	City 地点	Training Course 培训课程
2022/01/05	1	Online 线上	COPC® Best Practices for Customer Experience Operations 7.0 Upskill COPC® 顾客体验优秀实践 7.0 技能升级培训
2022/01/12	1	Online 线上	COPC® Best Practices for Customer Experience Operations 7.0 Upskill COPC® 顾客体验优秀实践 7.0 技能升级培训
2022/01/19	1	Online 线上	COPC® Best Practices for Customer Experience Operations 7.0 Upskill COPC® 顾客体验优秀实践 7.0 技能升级培训
2022/02/22	1	Online 线上	COPC® Best Practices for Quality Management COPC® 顾客体验质量管理
疫情原因 延期待定	5	Shanghai 上海	COPC® Best Practices for Customer Experience Operations COPC® 顾客体验优秀实践培训
疫情原因 延期待定	5	Beijing 北京	COPC® Best Practices for Customer Experience Operations COPC® 顾客体验优秀实践培训
疫情原因 延期待定	4	Beijing 北京	COPC® Lean Six Sigma for Contact Centers (Yellow Belt) COPC® 精益六西格玛在联络中心的应用培训 (黄带)
2022/05/30- 2022/06/10	10 个半天	Online 线上	COPC® Best Practices for Customer Experience Operations COPC® 顾客体验优秀实践培训
2022/06/28	1	Online 线上	COPC® Data Analysis for Contact Centers COPC® 联络中心数据分析
2022/07/04- 2022/07/08	5	Chengdu 成都	COPC® Best Practices for Customer Experience Operations COPC® 顾客体验优秀实践培训
2022/07/18- 2022/07/22	5	Beijing 北京	COPC® Best Practices for Vendor Management Organizations COPC® 供应商管理组织优秀实践培训
2022/08/16	1	Online 线上	COPC® Service Journey Thinking COPC® 服务历程思维
2022/08/29- 2022/09/02	5	Beijing 北京	COPC® Lean Six Sigma for Contact Centers (Green Belt) COPC® 精益六西格玛在联络中心的应用培训 (绿带)
2022/09/12- 2022/09/16	5	Shanghai 上海	COPC® Best Practices for Customer Experience Operations COPC® 顾客体验优秀实践培训
2022/10/10- 2022/10/14	5	Guangzhou 广州	COPC® Best Practices for Customer Experience Operations COPC® 顾客体验优秀实践培训
2022/11/01	1	Online 线上	COPC® Best Practices for Quality Management COPC® 顾客体验质量管理
2022/12/05- 2022/12/09	5	Beijing 北京	COPC® Best Practices for Customer Experience Operations COPC® 顾客体验优秀实践培训

注：线下课程因为不可抗力可能会调整时间。For more information, please contact 报名咨询请联系：
 Dorothy Cheng 成玉 | +86 158-1126-0869 | dcheng@copc.com
 Yvonne Zhu 朱亦红 | +86 136-2192-8498 | yzhu@copc.com