



2017 Schedule

		Class			
	Length	Date	Location	Fee	
Call Center Metrics, Data Analysis and Reporting	3 day	Monday, April 3, 2017	Greenville, SC	\$2395	 <i>Take metrics and design classes together for the optimal learning experience.</i> 
		Monday, August 7, 2017	Greenville, SC	\$2395	
		Monday, November 7, 2016	Greenville, SC	\$2395	
Six Sigma Call Center Design	2 day	Thursday, April 6, 2017	Greenville, SC	\$1795	
		Thursday, August 10, 2017	Greenville, SC	\$1795	
		Thursday, November 10, 2016	Greenville, SC	\$1795	
Financial Management for the Call Center Professional		Anytime Anywhere		\$1295	
Six Sigma Masters Class	4 day	Tuesday, July 11, 2017	Greenville, SC	\$4790	
		Tuesday, December 12, 2017	Greenville, SC	\$4790	