



## 2018 Schedule

		Class			
	Length	Date	Location	Fee	
Call Center Metrics, Data Analysis and Reporting	3 day	Monday, April 23, 2018	Greenville, SC	\$2395	 <b><i>Take metrics and design classes together for the optimal learning experience.</i></b> 
		Monday, August 6, 2018	Greenville, SC	\$2395	
		Monday, October 8, 2018	Greenville, SC	\$2395	
Six Sigma Call Center Design	2 day	Thursday, April 26, 2018	Greenville, SC	\$1795	
		Thursday, August 9, 2018	Greenville, SC	\$1795	
		Thursday, October 11, 2018	Greenville, SC	\$1795	
Financial Management for the Call Center Professional		Anytime Anywhere		\$1295	
Six Sigma Masters Class	4 day	Tuesday, July 24, 2018	Greenville, SC	\$4790	
		Tuesday, December 11, 2018	Greenville, SC	\$4790	