

VIRTUAL CLASSROOM SESSIONS

COURSE: C811 – Altitude Xperience Team Leader (18h)

Calendar	Time Zone	Place	Language
Aug 5 - 7	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Sep 23 - 25	9:00 - 17:00 (UTC+1)	Virtual Classroom Europe	English
Oct 7 - 9	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Oct 14 - 16	9:00 - 17:00 (UTC+2)	Virtual Classroom Spain	Spanish
Oct 21 - 23	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Nov 18 - 20	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English

COURSE: C820 - Contact Center Management (30h)



Calendar	Time Zone	Place	Language
Aug 5 - 9	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Sep 23 - 27	9:00 - 17:00 (UTC+1)	Virtual Classroom Europe	English
Oct 7 - 11	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Oct 14 - 18	9:00 - 17:00 (UTC+2)	Virtual Classroom Spain	Spanish
Oct 21 - 25	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Nov 18 - 22	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English

COURSE: C825 – System Administration (12h)



Calendar	Time Zone	Place	Language
Aug 12 - 13	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Sep 30 - Oct 1	9:00 - 17:00 (UTC+1)	Virtual Classroom Europe	English
Oct 14 - 15	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Oct 21 - 22	9:00 - 17:00 (UTC+2)	Virtual Classroom Spain	Spanish
Oct 28 - 29	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Nov 25 - 26	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English

COURSE: C831 – Agent Scripting (30h)

Calendar	Time Zone	Place	Language
Aug 26 - 30	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Sep 16 - 20	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Oct 14 - 18	9:00 - 17:00 (UTC+1)	Virtual Classroom Europe	English
Nov 4 - 8	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Nov 11 - 15	9:00 - 17:00 (UTC+1)	Virtual Classroom Spain	Spanish
Nov 25 - 29	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Dec 9 - 13	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English

COURSE: C832 – Automated Scripting (18h)

Calendar	Time Zone	Place	Language
Sep 2 - 4	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Sep 23 - 25	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Oct 28 - 30	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English
Nov 11 - 13	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Nov 18 - 20	9:00 - 17:00 (UTC+1)	Virtual Classroom Spain	Spanish
Dec 2 - 4	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Dec 16 - 18	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English

COURSE: C833 – Workflow (6h)

Calendar	Time Zone	Place	Language
Sep 5	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Sep 26	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Oct 31	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English
Nov 14	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Nov 21	9:00 - 17:00 (UTC+1)	Virtual Classroom Spain	Spanish
Dec 5	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Dec 19	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English



COURSE: C851 – Reporting with Altitude Xperience (12h)



Calendar	Time Zone	Place	Language
Sep 9 - 10	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Sep 30 - Oct 1	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Oct 21 - 22	9:00 - 17:00 (UTC+1)	Virtual Classroom Europe	English
Nov 18 - 19	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Dec 2 - 3	9:00 - 17:00 (UTC+1)	Virtual Classroom Spain	Spanish
Dec 5 - 6	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English
Dec 9 - 10	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)

COURSE: C853 – Altitude vBox and Communication Server (18h)

Calendar	Time Zone	Place	Language
Oct 2 - 4	9:00 - 17:00 (UTC+1)	Virtual Classroom Europe	English
Oct 16 - 18	9:00 - 17:00 (UTC-5)	Virtual Classroom LATAM	Spanish
Oct 23 - 25	9:00 - 17:00 (UTC+2)	Virtual Classroom Spain	Spanish
Oct 30 - Nov 1	9:00 - 17:00 (UTC-3)	Virtual Classroom Brazil	Portuguese (Brazil)
Nov 27 - 29	9:00 - 17:00 (UTC)	Virtual Classroom Europe	English