

VIRTUAL CLASSROOM SESSIONS

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

Calendar	Time Zone	Place	Language
16 - 18 Mar, 9:00 - 17:00	UTC+1	Virtual Classroom Spain	Spanish
11 - 13 May, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
18 - 20 May, 9:00 - 17:00	UTC-5	Virtual Classroom USA	English
25 - 27 May, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
15 - 17 Jun, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)

COURSE: C820 - Contact Center Management (30h)

Calendar	Time Zone	Place	Language
16 - 20 Mar, 9:00 - 17:00	UTC+1	Virtual Classroom Spain	Spanish
11 - 15 May, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
18 - 22 May, 9:00 - 17:00	UTC-5	Virtual Classroom USA	English
25 - 29 May, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
15 - 19 Jun, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)

COURSE: C825 – System Administration (12h)

Calendar	Time Zone	Place	Language
5 - 6 Mar, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
30 - 31 Mar, 9:00 - 17:00	UTC+2	Virtual Classroom Spain	Spanish
18 - 19 May, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
25 - 26 May, 9:00 - 17:00	UTC-5	Virtual Classroom USA	English
1 - 2 Jun, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
22 - 23 Jun, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)

COURSE: C831 – Agent Scripting (30h)

Calendar	Time Zone	Place	Language
16 - 20 Mar, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
20 - 24 Apr, 9:00 - 17:00	UTC+2	Virtual Classroom Spain	Spanish
15 - 19 Jun, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
22 - 26 Jun, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
13 - 17 Jul, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)

COURSE: C832 – Automated Scripting (18h)

Calendar	Time Zone	Place	Language
9 - 11 Mar, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
23 - 25 Mar, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
5 - 7 May, 9:00 - 17:00	UTC+2	Virtual Classroom Spain	Spanish
22 - 24 Jun, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
29 Jun - 1 Jul, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
20 - 22 Jul, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)

COURSE: C833 – Workflow (6h)

Calendar	Time Zone	Place	Language
26 Mar, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
8 May, 9:00 - 17:00	UTC+2	Virtual Classroom Spain	Spanish
25 Jun, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
2 Jul, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
23 Jul, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)

COURSE: C834 – Xperience Routing (12h)

Calendar	Time Zone	Place	Language
12 - 13 Mar, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
19 - 20 Mar, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
30 - 31 Mar, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
20 - 21 May, 9:00 - 17:00	UTC+2	Virtual Classroom Spain	Spanish
15 - 16 Jun, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
29 - 30 Jun, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
27 - 28 Jul, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)



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



Calendar	Time Zone	Place	Language
2 - 3 Apr, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
27 - 28 May, 9:00 - 17:00	UTC+2	Virtual Classroom Spain	Spanish
2 - 3 Jul, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
6 - 7 Jul, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
30 - 31 Jul, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)

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

Calendar	Time Zone	Place	Language
9 - 11 Mar, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
1 - 3 Apr, 9:00 - 17:00	UTC+2	Virtual Classroom Spain	Spanish
20 - 22 May, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
3 - 5 Jun, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
24 - 26 Jun, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)