

## VIRTUAL CLASSROOM SESSIONS

### COURSE: C820 - Contact Center Management (30h)



<b>Calendar</b>	<b>Time Zone</b>	<b>Place</b>	<b>Language</b>
3 - 7 Aug, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
21 - 25 Sept, 11:00 - 18:00	UTC+2	Virtual Classroom Spain	Spanish
28 Sept – 2 Oct, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
19 - 23 Oct, 9:00 - 17:00	UTC+2	Virtual Classroom Europe	English
9 - 13 Nov, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish

**COURSE: C825 – System Administration (12h)**

<b>Calendar</b>	<b>Time Zone</b>	<b>Place</b>	<b>Language</b>
10 - 11 Aug, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
5 - 6 Oct, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
13 - 14 Oct, 11:00 - 18:00	UTC+2	Virtual Classroom Spain	Spanish
26 - 27 Oct, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
16 - 17 Nov, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish

**COURSE: C831 – Agent Scripting (30h)**

---

<b>Calendar</b>	<b>Time Zone</b>	<b>Place</b>	<b>Language</b>
31 Aug - 4 Sept, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
19 - 23 Oct, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
16 - 20 Nov, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
23 - 27 Nov, 10:00 - 17:00	UTC+1	Virtual Classroom Spain	Spanish
30 Nov – 4 Dec, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish

**COURSE: C832 – Automated Scripting (18h)**

<b>Calendar</b>	<b>Time Zone</b>	<b>Place</b>	<b>Language</b>
8 - 10 Sept, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
26 - 28 Oct, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
23 - 25 Nov, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
30 Nov - 2 Dec, 10:00 - 17:00	UTC+1	Virtual Classroom Spain	Spanish
9 - 11 Dec, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish

**COURSE: C833 – Workflow (6h)**

---

<b>Calendar</b>	<b>Time Zone</b>	<b>Place</b>	<b>Language</b>
11 Sept, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
29 Oct, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
26 Nov, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
3 Dec, 10:00 - 17:00	UTC+1	Virtual Classroom Spain	Spanish
14 Dec, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish

**COURSE: C834 – Xperience Routing (12h)**

---

<b>Calendar</b>	<b>Time Zone</b>	<b>Place</b>	<b>Language</b>
14 - 15 Sept, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
3 - 4 Nov, 10:00 - 17:00	UTC+1	Virtual Classroom Spain	Spanish
5 - 6 Nov, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
3 - 4 Dec, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
15 - 16 Dec, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish



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



<b>Calendar</b>	<b>Time Zone</b>	<b>Place</b>	<b>Language</b>
17 - 18 Sept, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
15 - 16 Oct, 11:00 - 18:00	UTC+2	Virtual Classroom Spain	Spanish
3 - 4 Nov, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
10 - 11 Dec, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
17 - 18 Dec, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish



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

---

<b>Calendar</b>	<b>Time Zone</b>	<b>Place</b>	<b>Language</b>
12 - 14 Aug, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish
7 - 9 Oct, 9:00 - 17:00	UTC-3	Virtual Classroom Brazil	Portuguese (Brazil)
19 - 21 Oct, 11:00 - 18:00	UTC+2	Virtual Classroom Spain	Spanish
28 - 30 Oct, 9:00 - 17:00	UTC+1	Virtual Classroom Europe	English
18 - 20 Nov, 9:00 - 17:00	UTC-5	Virtual Classroom LATAM	Spanish