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The Standard was developed in connection with our COPC CSP Standard and is informed by our consulting experience with healthcare organizations. Learn more about HSP Certification and how to certify your organization to the COPC HSP Standard.

Customer Experience Management Services by COPC Inc.

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The COPC CX Standards Release 6.2. The latest version of the COPC CX Standards is Release 6.2 for CSPs and OSPs. Release 6.2 introduces Service Journeys to Process Design and Process Control requirements, as well as several other notable changes. To learn more, see our latest press release.

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certification and the RevealCX™
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support the customer experience. The company created the COPC Standards, a collection of performance management systems for call center operations, customer experience management, vendor management, and procurement.