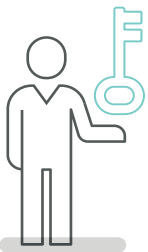


# FAST TRACK PACKS

Our professional services and support teams are here to help you get started, and we'll support you every step of the way with customized training and account implementation.



## EXPRESS PACK

Not sure where to start? Let our team do the heavy lifting! Our onboarding team will work with you to identify your goals, and help you build out your account to meet your business objectives.



## PROFESSIONAL PACK

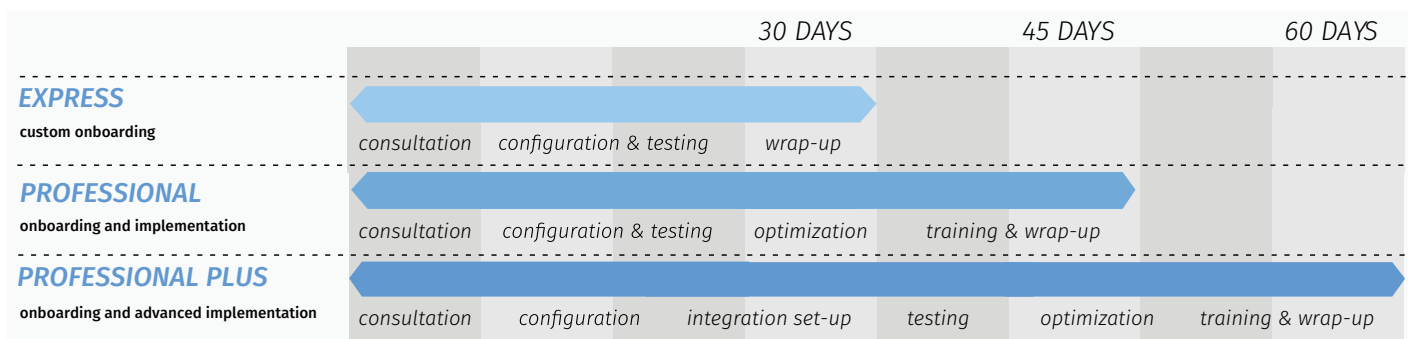
Looking for more advanced routing, tags, and workflows for your organization? No problem! Our team will work with you to design and build out your entire communications platform.



## PROFESSIONAL PLUS PACK

Need to send call data into your other tools? Let our team of experts configure advanced integrations such as Salesforce and Stripe and we'll train your organization for long term success.

## ACCELERATOR TIMELINE



## Our Process

Our Fast Track Packs are designed to get your CTM account up quickly and working the way you envision. Our first call (the kick-off) will establish that our team understands your objectives, suggests a solution within best practices and schedules subsequent calls and check-ins until all pack items are complete.

We will train you on how to build out your account and record all the calls for future reference. Of course, our support team is also available during this time (and after the pack is complete) as a resource for quick questions.

<i>ACTIVITY</i>	<i>EXPRESS</i>	<i>PROFESSIONAL</i>	<i>PROFESSIONAL PLUS</i>
Kick-off orientation call	Included	Included	Included
User set-up	Standard roles	Standard and access control groups (up to 5)	Standard and access control groups (up to 50)
Creation of sub-accounts	Up to 20 (standard billing)	Up to 50 (standard billing)	Unlimited (custom billing)
Guided porting process	250 numbers included	1500 numbers included	Unlimited numbers
Purchasing of tracking numbers with source and routing configuration	Up to 25	Up to 150	Up to 500
Creation of custom tracking sources	Up to 5	Up to 25	Unlimited
Receiving number configuration	Up to 1	Up to 5	Unlimited
Adwords/Analytics set-up	Up to 1 account	Up to 5 accounts	Up to 50 accounts
Overview and configuration of IVR menus	Up to 1	Up to 10	Unlimited
Overview and configuration of voicemail box	Up to 1	Up to 10	Unlimited
Overview and configuration of Advanced Routing	Call Queues (up to 1)	Call Queues, Smart Routers, and Geo Routes (up to 25)	Unlimited
Overview and configuration of triggers	Up to 1	Up to 10	Unlimited
Overview and configuration of notifications	Up to 5	Up to 25	Unlimited
Create tags for classifying interactions	Up to 5	Up to 25	Unlimited
Testing of dynamic number insertion	Up to 5 sites	Up to 25 sites	Up to 100 sites
Call flow testing	NA	Included	Included
Further optimization	NA	Included	Included
Softphone configuration	NA	Standard features	Custom features
Configure/test integrations with Salesforce, Shopify, Bizible, Marin, Zoho CRM, Kenshoo, etc.	NA	Salesforce only	Unlimited
Group training sessions	NA	1 virtual session	Up to 3 virtual sessions
Overview and configuration of reseller pricing schedules	NA	NA	Up to 5 pricing schedules
<b>TOTAL COST</b>	<b>\$1,500</b>	<b>\$5,000</b>	<b>\$10,000</b>