Fast Track Packs

When you invest in call tracking, it's important to position your business for success from the start. Our professional services and help desk teams are here to help you get started, and we'll support you every step of the way with customized training and account implementation.

PLANS START AT

$2,500

TIMELINES

30–60 days

EXPRESS PACK

Get started with a 30-day custom onboarding to identify your goals and build out your account to meet those immediate objectives.

REMOTE PACK

Tailored onboarding to set your remote team up for success, configuring essential tools like the cloud-based softphone.

PROFESSIONAL PACK

Dive deeper into complex routing, tags, and workflows for your organization with additional optimizations, testing, and evaluation before launch.

PROFESSIONAL PLUS PACK

Train your organization for long-term success and have free range to configure advanced integrations and customizations to send your call data to other tools.

Fast Track Timelines

	30 DAYS	45 DAYS	60 DAYS
EXPRESS Custom onboarding	consultation · configuration & testing · wrap-up		
REMOTE Custom onboarding for remote teams	consultation · configuration & testing · wrap-up		
PROFESSIONAL Onboarding and implementation	consultation · configuration & testing · optimization · training & wrap-up		
PROFESSIONAL PLUS Onboarding & advanced implementation	consultation · configuration · integration set-up · testing · optimization · training · wrap-up		

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.

	EXPRESS	REMOTE	PROFESSIONAL	PROFESSIONAL PLUS
Kick-off orientation call	Included	Included	Included	Included
User set-up	Standard and 1 access control group	Standard and access control groups (up to 5)	Standard and access control groups (up to 25)	Standard and access control groups (up to 50)
Creation of sub-accounts	Up to 5 (standard billing)	Up to 15 (standard billing)	Up to 25 (standard billing)	Up to 50 (standard billing)
Guided porting process (1 round)	250 numbers included	500 numbers included	1500 numbers included	2500 numbers included
Purchasing of tracking numbers with source and routing configuration	Up to 50 numbers	Up to 150 numbers	Up to 300 numbers	Up to 1,000 numbers
Creation of custom tracking sources	Up to 5	Up to 15	Up to 25	Up to 50
Receiving number configuration	Up to 1 for each sub-account	Up to 5 for each sub-account	Up to 5 for each sub-account	Up to 5 for each sub-account
Google Ads/Analytics set-up	Up to 1 account	Up to 5 accounts	Up to 25 accounts	Up to 50 accounts
Overview and configuration of 1 IVR menu and voicemailbox	Up to 1 for each sub-account	Up to 1 for each sub-account	Up to 1 for each sub-account	Up to 5 for each sub-account
Overview and configuration of Advanced Routing	Call Queues Up to 1 for each sub-account	Call Queues, Smart Routers, and Geo Routes (up to 15 total)	Call Queues, Smart Routers, and Geo Routes (up to 25 total)	Call Queues, Smart Routers, and Geo Routes (up to 50 total)
Overview and configuration of triggers	Up to 1 for each sub-account	Up to 1 for each sub-account	Up to 1 for each sub-account	Up to 1 for each sub-account
Overview and configuration of notifications	Up to 5	Up to 15	Up to 25	Up to 50
Create tags, Custom Fields, Custom Actions and Custom Panel	Up to 5 total	Up to 15 total	Up to 25 total	Up to 50 total
Testing of dynamic number insertion	Up to 1 for each sub-account	Up to 1 for each sub-account	Up to 1 for each sub-account	Up to 1 for each sub-account
Call flow testing	Included	Included	Included	Included
Further optimization	Included	Included	Included	Included
Softphone configuration	Softphone, team settings & chat (chat license required	Softphone, team settings & chat (chat license required)	Softphone, team settings & chat (chat license required)	Softphone, team settings & chat (chat license required)
Configure/test integration with Salesforce, HubSpot, Zoho or other Available CTM Integration	N/A	N/A	N/A	Up to 1
Group training sessions	Up to 2, 30 minute recorded virtual training sessions	Up to 2, 30 minute recorded virtual training sessions	Up to 2, 30 minute recorded virtual training sessions	Up to 5, 30 minute recorded virtual training sessions
Overview and configuration of reseller pricing schedules	N/A	N/A	N/A	Up to 5 pricing schedules
CallTrackingMetrics	$2,500	$5,500	$8,250	$16,500