



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.



LEVEL

Express Pack

PLANS START AT

\$2,500

AVERAGE TIMELINE

30 days

Whether you're new to CTM or transitioning from another provider, our team will work with you to identify your goals and help you build out your account to meet your business objectives.

Here's a brief overview of what you can expect throughout the phases of your professional services package:

PHASE ONE

Kick-off orientation call

Standard user setup and 1 access control group

Creation of up to 5 sub-accounts

1 round of guided porting process with up to 250 numbers included

Creation of up to 5 custom tracking sources

Configuration of 1 receiving number within each sub-account

PHASE TWO

Purchasing of up to 50 tracking numbers with source and routing configuration

Overview and configuration of 1 trigger for each sub-account

Overview and configuration of 1 IVR menu for each sub-account

Overview and configuration of 1 voicemail box for each sub-account

Configure softphone with team settings

Overview and configuration of 1 call queue for each sub-account

Configure chat widget if licensed

PHASE THREE

Up to 2, 30 minute recorded virtual training sessions

Integration of 1 Google Ads and Analytics account

Overview and configuration of up to 5 notifications

Create up to 5 tags, Custom Fields, Custom Actions and Custom Panels in total

Call flow testing and optimization

Testing of up to 1 Dynamic Number Insertion for each sub-account