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

Professional

PLANS START AT

$8,250

AVERAGE TIMELINE

45 days

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.

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 up to 25 access control groups

Creation of up to 25 sub-accounts

One round of guided porting process with up to 1,500 numbers included

Creation of up to 25 custom tracking sources

Configuration of up to 5 receiving numbers within each sub-account

PHASE TWO

Purchasing of up to 300 tracking numbers with source and routing configuration

Overview and configuration of 1 trigger within each sub-account

Overview and configuration of up to 1 IVR Menu and Voicemail box for each sub-account

Configure softphone with team settings

Overview and configuration of up to 25 call queues, geo-routes, and smart routers in total

Configure chat widget if licensed

PHASE THREE

Up to 2, 30 minute recorded virtual training sessions

Integration of up to 5 Google Ads and Analytics accounts

Overview and configuration of up to 25 notifications

Create up to 25 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