

Training Packs

Let's Make YOU The Expert

ROI happens faster with training tailored to your team's goals.



With custom training designed to take your team from *“What does this button do?”* to *“No worries, I got this!”* see ROI from your agents, admins, and trainers in a matter of hours.

Our hyper-focused training options cover everyday essentials on custom features, tools, and troubleshooting. Once you've chosen your plan, we'll further tailor our training to your unique use case and industry.

Whether you want to:

- **Give agents the hands-on experience they need** to connect with leads and customers
- **Train your admins to troubleshoot and manage** new users for smooth daily operations
- **Create expert trainers to teach you** and your teams the ins and outs of CTM

We've got you covered.

Which one will it be?

- Agent
- Administrator
- Trainer

	Agent	Administrator	Trainer
Who is this training for?	Your team's daily power users	Decision makers & troubleshooters	Designated company trainer(s)
Training competencies	<ul style="list-style-type: none"> • Softphone • Voicemail • Activity Log • Text Messages & Chat • Mobile App • Notifications • Activities • Profile • Best practices • FAQs 	<ul style="list-style-type: none"> • Create & manage new users • Configure & adjust custom routing options • Triggers, notifications & custom fields • Agent reporting • Admin capabilities • Billing & usage • Troubleshooting • FAQs 	<ul style="list-style-type: none"> • Softphone functions, features, and activities • User profiles, passwords & receiving numbers • Activity logs • Text messaging • Agent App (mobile) • Troubleshooting • FAQs
By the end of this training...	Agents with low to no experience will be able to successfully make and receive calls, texts, chats, and other activities, use the softphone and mobile app, navigate the platform, and adjust settings specific to their role.	New admins will be able to successfully manage and troubleshoot their account. They will be able to configure routing options, refine performance, add users, and manage billing and usage.	Trainers will be ready to instruct future agents on how to use the platform, troubleshoot basic issues, set up and manage account profiles, and use both the softphone and mobile app.
Length of training	2 hours	4 hours	4 hours
Number of trainees	Up to 20 learners	Up to 10 learners	Up to 10 learners
*Cost	\$1400	\$2100	\$2100

Ready to set up your training session?

Or just want more information? Email trainingteam@calltrackingmetrics.com.

*Cost is for virtual training only. If you would like onsite training, please contact your account representative or email trainingteam@calltrackingmetrics.com