



Concierge Services

These optional add-on services help business owners reduce the setup time and learning curves of this system. This valuable resource pays for itself immediately.

Personalized Onboarding Service

Three Hours of Personalized Training for \$249

Save time and get started quickly with our personalized setup and training service for you and your staff.

- Setup and Customization
- E-Mail and Integration Configuration
- Guided System Tour
- 1 on 1 or Team Training Sessions

Following the specialized training, receive free support and information from our Knowledge Base, Community Forums as well as E-Mail and Phone Support.

Our team can help our new users with initial setup, adding users, entering clients, explaining the features, setting up case types, services, scheduling and all of features the system has to offer. These sessions can be tailored towards a company owner, office staff, investigator users or a combination of all three. This optional service ensures that users who want assistance can get the highest quality training available.

1 on 1 Advanced Support

Hourly Sessions Available at \$95

These 1 on 1 Support sessions can be booked at your convenience to help you with specific questions about setup, staff training or customization options.

Report Template Creation

Price Varies

Need a Report Template created based on your current report format? Our design team can view a copy of your current report template and create a similar template for use in the platform. Save time and don't worry about having to learn how to build templates in the system. The cost varies depending on the content and length of the report. Contact your CROSStrax Account Representative for additional details.

Customized Feature Development

Price Varies

Need something specific designed for your company? Let us know. We can let you know if the feature is currently on our future roadmap. If it is not, we can have our development team create it just for you. A charge will apply based on the hours of work necessary. We can let you know the cost up front so you can make the decision.

Be sure to check out the free support resources included in your subscription plan.