

Call Tracking for Behavioral Healthcare

CTM is trusted by leading behavioral healthcare providers nationwide to help them manage thousands of calls, automate follow-ups, market their services, and scale sustainably—all while providing discreet and high-quality care.

✓ STREAMLINE CLIENT INTAKE

Cut down on manual tasks with smart routing and conversation analytics tools. For example, set up call routing to instantly connect clients with their counselor or the agent who handled their first call.

✓ PREPARE FOR THE CALL

Embed an online form on your site with our FormReactor tool to provide your agents with information before the call. For example, "I'm a parent seeking help for my son."

✓ AUTOMATE FOLLOW-UPS

Connect with potential clients right away by automating an instant callback or text message after a form submission.

✓ IDENTIFY CALLER NEEDS

Instantly qualify and route calls based on words spoken, such as the insurance type or treatment need, with keyword spotting.

✓ COACH TEAMS EFFORTLESSLY

Call recordings, transcriptions, and live coaching can be used to streamline agent training, evaluate performance, and identify growth opportunities.

✓ STAY COMPLIANT & SECURE

Automatically redact sensitive information from recordings and transcriptions. We're HIPAA compliant and guarantee secure data encryption.

CUSTOMER STORIES

↓ 5.5%

Since working with CTM, Summit Behavioral Healthcare successfully lowered their missed call rates from 9% to 5.5%

"CTM has been instrumental in helping us manage our high call volume with efficiency and precision."

The platform offers robust tools that allow us to route, track, and analyze calls seamlessly across all our locations and numbers."

KAITLYN JONES
Banyan Treatment Center



FEATURED INTEGRATIONS:

Kipu



Dazos