



Enghouse
Interactive



CTMonitor

Enghouse Interactive Italia

CTMonitor



CTMonitor is the enhanced web app to supervise ongoing campaigns and to verify KPIs and SLAs. The latest release (.7) allows you to **complete control Multichannel Contact Center** in real time. You can integrate and view any data source, internal or external, in a beautiful wall display solution.

Smart & User Friendly

- Easy to use, no tech-skills required.
- Multi-browser / device.
- Rolling wallboard service.
- Extremely customizable layout and graphics.
- 50 default scalar and counting.



CTMonitor

It's also possible to:

- use **external url / web services**
- upload **.CSV files** (polling)
- monitor **mobile devices**
- design and create **any kind of views you want**
- develop **custom plugins**
- manage **outsourcing** and **centralization** projects

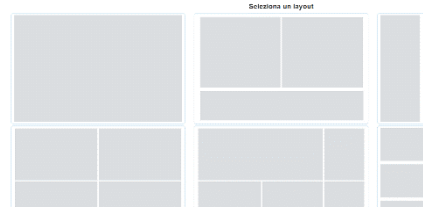
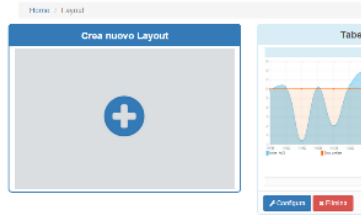
Smart & User Friendly

- **Mobile ready;**
the tablet version is a web app
the wearable device version is very near
- **Support Wizard.**



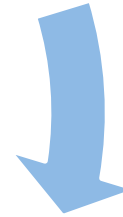
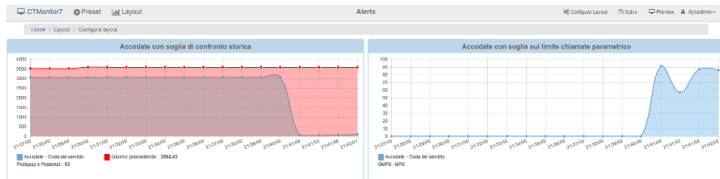
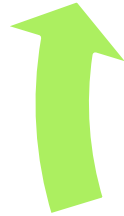
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New layout creation.
CTM7 has a SDK to
access scalar and
layout.

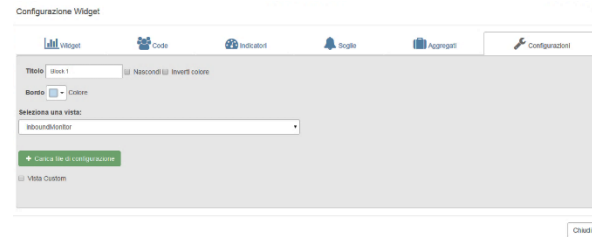


Choose your style.

New alarms and
notification services.



The configuration Wizard
helps you to customise and
manage all widgets and views.





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Thank You

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