



HANSEN

CALL RECORDING

Incorporated into our CASH+ Hansen Call Recording is the Dashboard. This Dashboard is a live, dynamic status display. This innovative dashboard allows you to select a wide variety of charts, tables and graphs where you can define the content to suit your needs.

HSC TICKER TAPE							
DATE	TIME	DEPT NAME	STN	STN NAME	PHONE	DURATION	CR
7/4/2017	3:51:00 PM	Technical Support	500	Mike Dzakic	(250)-469-3609	00:17:39	Listen
7/4/2017	2:41:00 PM	Sales	503	Natasha Nicholls	1- (800)-268-0764	00:04:37	Listen
7/4/2017	2:36:00 PM	Administration	518	Katrina Doroschuk	1- (780)-484-2266	00:00:42	Listen
7/4/2017	2:28:00 PM	Technical Support	501	Chris Pizio	1- (604)-307-6764	00:22:05	Listen
7/4/2017	12:12:00 PM	Technical Support	501	Chris Pizio	1- (416)-364-4444	00:02:21	
7/4/2017	11:31:00 AM	Technical Support	501	Chris Pizio	1- (705)-313-4919	00:16:38	

Click to play call recordings!

OVERVIEW					
SOURCE	INCOMING	OUTGOING	TOTAL CALLS	TOTAL DURATION	GOAL
Grand Total	31	62	93	08:37:33	0
Alyssa Regier - Hansen	0				35
Chris Heiss - Hansen	5				0
Chris Pizio - Hansen	7				0
Katrina Doroschuk - Hansen	6				0
Natasha Nicholls - Hansen	3				35
Mike Dzakic - Hansen	2				10
Tyrel Hansen - Hansen	3				25

ALERTS

MESSAGE

Date: 7/3/2017
Time: 10:44 AM
Alert: (After Hours Pager - Chris Heis)
2505754776 was called from station: 2999: Voicemail 3 for 23 seconds

Date: 7/3/2017
Time: 10:46 AM
Alert: (After Hours Pager - Chris Heis)
2505754776 called station: 2510: Voicemail 1 for 2.28 minutes

The Ticker Tape displays individual calls as soon as the call is disconnected. Call Summaries allow you to monitor any combination of total volumes, call direction and duration on either individual extensions or groups. Call Alerts notify you if any predefined alert is triggered.

All window options are fully customizable to meet your needs!

