



Cities & Government
Authorities

Sample Reports
&
Information Booklet





Features...

- Installation, Training and Technical Support is Available through our Online Web Support Option
- Emergency Technical Support is Available 24/7!
- Rapid Report Generator
- Automated E-mailing and/or Printing of Scheduled Reports
- TONS of Report Variations Available in many Different Formats (i.e.PDF,Excel,Word)
- Client/Server Network Compatible
- 911/Specific Call Type Alert feature
- No Call Data Collection Alert Notification
- Station Billing Detail for Recurring and Non-Recurring Charges
- Multi-Site Application Available
- Area code & Exchange Table Updates
- Compatible with all Windows Operating Systems Currently Supported by Microsoft
- Data may be Collected via IP, Serial Port, or Database



Why Us...

- Competitive Pricing Tailored to Size of Company
- Exceptional Industry Knowledge
- Fantastic Customer Care & Technical Support
- Remote Installation Assistance
- Remote Setup & Training
- Unlimited Technical Support & Training for the first year
- New features, Software and Area Code Upgrades throughout the Year
- 24/7 Support for Emergencies
- Specialized Online Webinar's to Assist in Your Evaluation Process



The Preferred Call Accounting Solution

www.hansensoftware.com



Software Assurance Coverage is **included** with CASH+ software:

- ✓ We do the software installation
- ✓ Remote Installation Assistance
- ✓ Unlimited User Training
- ✓ 1 year of unlimited technical support
- ✓ 24/7 Support for Technical Emergencies
- ✓ Remote Online Training, Support or Upgrade Assistance

Feature for Feature We Have the **Best Price in the Industry:**

- ✓ Installation Assistance and Training Included with Software Purchase
- ✓ Pricing Includes First Year of Software Assurance Coverage
- ✓ We Offer Smaller Extension Ordering Points
- ✓ CASH+ Pricing Includes Unlimited Client Copies

- ✓ Semi Annual Software Updates
 - Automatic Maintenance Routine
 - Product Enhancements
 - Area Code Updates
 - Additional Reports
 - New Telephone Systems Additions
 - Microsoft Windows Compatibility Upgrades

We are compatible with all phone systems and have been certified by:



1.877.795.2274



The Preferred Call Accounting Solution



Hardware Requirements for CASH+

SYSTEM REQUIREMENTS

- Telephone System must have SMDR Interface outputting via RS232 or TCP/IP
- CPU Processor – 1.0GHz or better
- CD ROM
- Minimum of 1 GB RAM
- Serial Port dedicated for CASH+*
- High Speed Internet Access for technical support
- Minimum 10GB of free hard disk space**
- Windows 2003 Server, 2008 Server, XP, Vista, Windows 7 (32 bit & 64 bit) or Windows Small Business Server 2011

In many cases CASH+ can run as a service which allows the host computer to be logged off. In other cases it runs as an application. Please call for more details.

CASH+ DOES NOT REQUIRE A DEDICATED COMPUTER

* Only required to collect SMDR/CDR data via RS232 connection; not required if collecting via TCP/IP. A second serial port is required for clients exporting calls to Serial PM Systems.

** Requirement may vary depending on number of extensions and call volume.

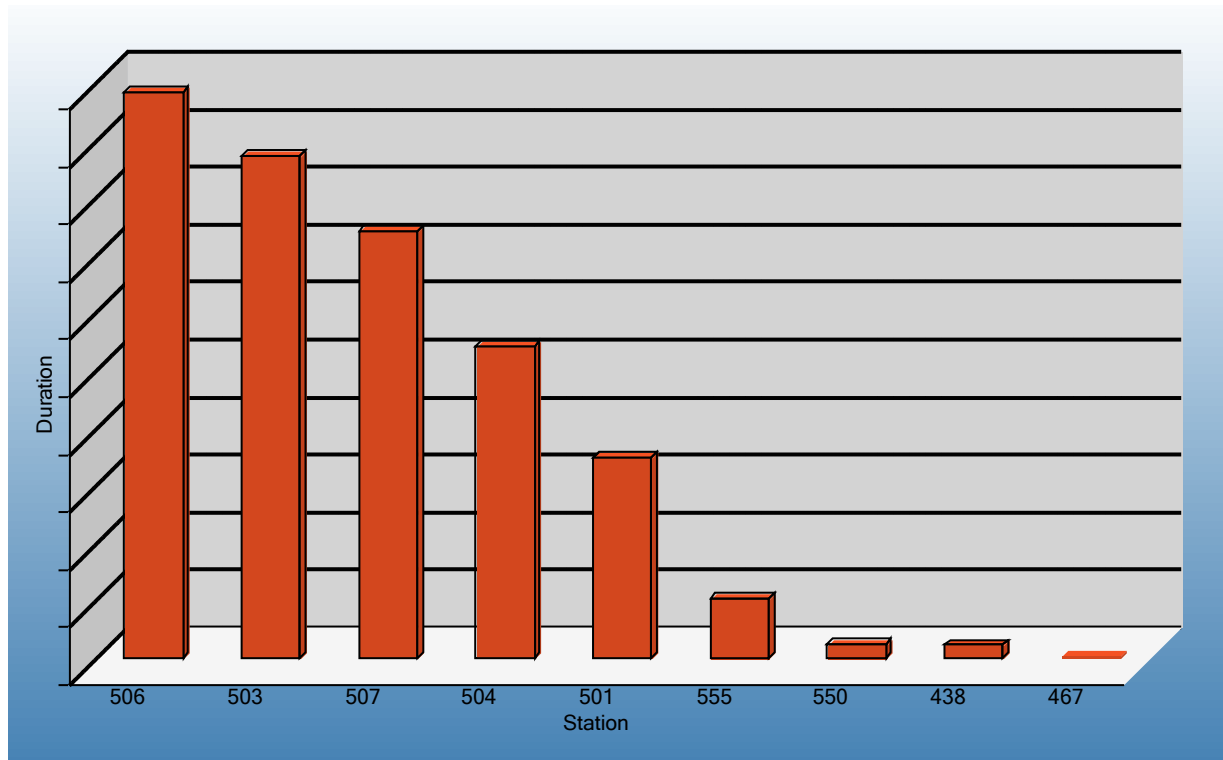
Top 10 Stations by Duration

Date Range Between 04/06/2010 AND 04/06/2010



| Station ID | Station Name | Total Duration (HH:MM:SS) |
|------------|----------------------------|---------------------------|
| 506 | Tyrel Hansen | 02:43:46 |
| 503 | Natasha Nicholls | 02:25:14 |
| 507 | Alyssa Regier | 02:03:32 |
| 504 | Kris Kutny | 01:30:10 |
| 501 | Sara Pokolm | 00:58:01 |
| 555 | Voicemail | 00:17:06 |
| 550 | Craig Hansen Remote Office | 00:03:48 |
| 438 | Station 438 | 00:03:44 |
| 467 | Station 467 | 00:00:45 |

Station Vs Duration



Most Called Numbers

Date Between 03/01/2010 AND 03/31/2010
Limit To Top 10 Records



| Phone Number | | Location | Count | Duration |
|-----------------------------------|---------------------------|----------------------|-------|----------|
| (250)-764-2234 | Dan Wison - Employee Home | OKANAGAN MISSION, BC | 38 | 00:52:54 |
| (250)-215-3402 | | KELOWNA, BC | 35 | 01:40:19 |
| (250)-762-2223 | | KELOWNA, BC | 27 | 01:46:31 |
| 1- (212)-929-1010 | | NEW YORK CITY, NY | 25 | 01:05:31 |
| 1- (604)-984-6001 | | NORTH VANCOUVER, BC | 24 | 01:57:45 |
| 1- (780)-732-3146 | | EDMONTON, AB | 22 | 01:06:39 |
| (250)-862-3600 | | KELOWNA, BC | 18 | 00:38:50 |
| 1- (203)-791-3800 | | DANBURY, CT | 16 | 01:07:47 |
| 1- (520)-325-1541 | | TUCSON, AZ | 16 | 00:32:15 |
| (250)-575-2234 | Bev Hansen - Cellular | KELOWNA, BC | 16 | 00:12:12 |

See what your top used numbers are; both incoming and outgoing and see who is making or receiving those calls!

Most Expensive Calls

Date Between 04/01/2010 AND 04/30/2010
Limit To Top 10 Records



| Date | Time | Duration | Station | Phone Number | Location | Cost |
|------------|-------------|----------|---------|--------------------|------------------|--------|
| 04/16/2010 | 8:54:57 AM | 00:07:14 | 506 | 011-30210355050021 | Greece | \$9.13 |
| 04/26/2010 | 12:10:39 PM | 00:04:19 | 504 | 1- (264)-498-5433 | THE VALLEY, AI | \$8.27 |
| 04/29/2010 | 8:03:20 AM | 00:04:00 | 504 | 1- (264)-498-5433 | THE VALLEY, AI | \$7.68 |
| 04/13/2010 | 2:34:06 PM | 00:04:49 | 504 | 1- (868)-669-0362 | PIARCO, TR | \$7.05 |
| 04/21/2010 | 8:08:20 AM | 00:02:25 | 501 | 1- (264)-498-5433 | THE VALLEY, AI | \$4.53 |
| 04/30/2010 | 10:16:27 AM | 00:01:42 | 501 | 1- (264)-497-6881 | THE VALLEY, AI | \$3.15 |
| 04/27/2010 | 10:01:35 AM | 00:01:45 | 504 | 1- (264)-498-5433 | THE VALLEY, AI | \$3.15 |
| 04/23/2010 | 10:06:12 AM | 00:57:01 | 500 | 1- (616)-942-0600 | GRAND RAPIDS, MI | \$2.85 |
| 04/06/2010 | 10:44:24 AM | 00:44:36 | 503 | 1- (317)-773-4323 | NOBLESVILLE, IN | \$2.23 |
| 04/08/2010 | 8:46:19 AM | 00:43:01 | 504 | 1- (203)-791-3800 | DANBURY, CT | \$2.15 |

Longest Calls

Date Between 05/09/2010 AND 05/15/2010
Limit To Top 10 Records



| Date | Time | Station | Phone Number | Location | I/O | Cost | Duration |
|------------|-------------|---------|-------------------|-------------------|-----|--------|----------|
| 05/14/2010 | 6:53:11 AM | 503 | 1- (647)-724-3550 | TORONTO, ON | O | \$0.29 | 00:57:18 |
| 05/14/2010 | 3:06:49 PM | 504 | 1- (306)-763-8988 | PRINCE ALBERT, SK | O | \$0.00 | 00:56:44 |
| 05/14/2010 | 2:42:27 PM | 506 | 1- (416)-261-8100 | TORONTO, ON | O | \$0.24 | 00:47:59 |
| 05/12/2010 | 10:54:04 AM | 506 | 1- (403)-210-0542 | CALGARY, AB | O | \$0.00 | 00:35:39 |
| 05/12/2010 | 12:05:38 PM | 504 | 1- (979)-540-2200 | GIDDINGS, TX | O | \$0.00 | 00:31:02 |
| 05/12/2010 | 11:55:45 AM | 503 | 1- (647)-724-3550 | TORONTO, ON | O | \$0.15 | 00:30:13 |
| 05/14/2010 | 2:12:33 PM | 506 | 1- (506)-631-2137 | SAINT JOHN, NB | O | \$0.00 | 00:29:35 |
| 05/14/2010 | 2:26:58 PM | 503 | 1- (416)-800-9289 | TORONTO, ON | O | \$0.14 | 00:29:01 |
| 05/14/2010 | 12:56:26 PM | 504 | 1- (306)-763-8988 | PRINCE ALBERT, SK | O | \$0.00 | 00:28:02 |
| 05/13/2010 | 3:47:07 PM | 504 | 1- (480)-556-0631 | PHOENIX, AZ | O | \$1.36 | 00:27:13 |

Station Overview

Date Between 04/01/2010 AND 04/30/2010



| Station | Station Name | In Bound | Out Bound | Total Calls | Duration | Avg Duration | Cost |
|---------|----------------------------|----------|-----------|-------------|-----------|--------------|----------|
| | Station | 9 | 0 | 9 | 00:00:00 | 00:00:00 | \$0.00 |
| 436 | Ben Brown | 1 | 0 | 1 | 00:00:57 | 00:00:57 | \$0.00 |
| 500 | Craig Hansen | 84 | 152 | 236 | 21:48:48 | 00:05:32 | \$10.19 |
| 501 | Sara Pokolm | 348 | 215 | 563 | 10:38:51 | 00:01:08 | \$18.67 |
| 503 | Natasha Nicholls | 344 | 405 | 749 | 37:50:21 | 00:03:01 | \$43.08 |
| 504 | Kris Kutny | 186 | 361 | 547 | 52:36:16 | 00:05:46 | \$63.38 |
| 505 | Rod McAuley | 10 | 23 | 33 | 05:50:45 | 00:10:37 | \$2.49 |
| 506 | Tyrel Hansen | 246 | 249 | 495 | 48:24:47 | 00:05:52 | \$29.34 |
| 507 | Alyssa Regier | 10 | 18 | 28 | 02:11:16 | 00:04:41 | \$1.73 |
| 550 | Craig Hansen Remote Office | 2 | 32 | 34 | 01:47:26 | 00:03:09 | \$2.17 |
| | | 1240 | 1455 | 2695 | 181:09:27 | 00:04:01 | \$171.05 |

Station Detail Report



Date/Time Range Between 05/19/2010 12:00:00 AM AND
 05/19/2010 11:59:59 PM
 AND Station Number List = 500
 OR Station Number List = 506
 OR Station Number List = 555

This report provides all call details by each individual station.

Station: 500 Craig Hansen

| Date | Time | Duration | I/O | Phone Number | Location | Cost | |
|--------------------|-------------|----------|-----|-------------------|--------------|----------|--------|
| 05/19/2010 | 10:53:58 AM | 00:00:35 | O | (778)-754-1313 | WESTBANK, BC | \$0.00 | |
| 05/19/2010 | 11:06:05 AM | 00:01:12 | O | 1- (204)-947-6438 | WINNIPEG, MB | \$5.01 | |
| 05/19/2010 | 11:12:06 AM | 00:04:41 | IT | 1- (204)-947-6438 | WINNIPEG, MB | \$0.00 | |
| Number of calls: 3 | | | | | | 00:06:28 | |
| | | | | | | Cost: | \$5.01 |
| | | | | | | GST | \$0.25 |
| | | | | | | Total | \$5.26 |

All reports can be generated to include details for any or all stations.

Station: 506 Tyrel Hansen

| Date | Time | Duration | I/O | Phone Number | Location | Cost | |
|--------------------|-------------|----------|-----|-------------------|------------------|----------|--------|
| 05/19/2010 | 8:37:59 AM | 00:01:06 | O | 1- (978)-737-3333 | WILMINGTON, MA | \$5.05 | |
| 05/19/2010 | 8:49:45 AM | 00:00:26 | O | (250)-718-3711 | KELOWNA, BC | \$0.00 | |
| 05/19/2010 | 9:11:31 AM | 00:04:18 | IT | 1- (416)-418-0525 | TORONTO, ON | \$0.00 | |
| 05/19/2010 | 10:51:36 AM | 00:13:38 | IT | | | \$0.00 | |
| 05/19/2010 | 11:39:33 AM | 00:07:59 | IT | | | \$0.00 | |
| 05/19/2010 | 11:49:57 AM | 00:09:01 | IT | 1- (705)-742-3701 | PETERBOROUGH, ON | \$0.00 | |
| Number of calls: 6 | | | | | | 00:36:28 | |
| | | | | | | Cost: | \$5.05 |
| | | | | | | GST | \$0.25 |
| | | | | | | Total | \$5.30 |

Station: 555 Voicemail

| Date | Time | Duration | I/O | Phone Number | Location | Cost | |
|--------------------|-------------|----------|-----|--------------|----------|----------|--------|
| 05/19/2010 | 11:54:48 AM | 00:00:51 | IT | | | \$0.00 | |
| Number of calls: 1 | | | | | | 00:00:51 | |
| | | | | | | Cost: | \$0.00 |
| | | | | | | GST | \$0.00 |
| | | | | | | Total | \$0.00 |

All reports can be generated to include only specific call type information. You can choose options such as inbound calls, outbound calls, local calls, international calls, toll calls, missed calls and more.

Department Summary

Date Between 04/01/2010 AND 04/30/2010
 AND Departments List = Technical Support
 OR Departments List = Customer Service



| Customer Service | Number of Calls | Duration of Calls | Cost of Calls |
|-------------------|-----------------|-------------------|----------------|
| 1-800 | 12 | 00:43:33 | \$0.00 |
| 411or 555-1212 | 2 | 00:04:34 | \$2.00 |
| Incoming | 348 | 06:04:39 | \$0.00 |
| Incoming Transfer | 10 | 00:44:51 | \$0.00 |
| Local | 19 | 00:25:43 | \$0.00 |
| Long Distance | 200 | 04:46:47 | \$18.40 |
| Totals | 591 | 12:50:07 | \$20.40 |

| | |
|--------------|----------------|
| Cost: | \$20.40 |
| GST | \$1.02 |
| Total | \$21.42 |

| Technical Support | Number of Calls | Duration of Calls | Cost of Calls |
|-------------------|-----------------|-------------------|----------------|
| 1-800 | 29 | 03:48:33 | \$0.00 |
| 411or 555-1212 | 2 | 00:12:19 | \$2.00 |
| International | 1 | 00:07:14 | \$9.13 |
| Incoming | 209 | 15:51:12 | \$0.00 |
| Incoming Transfer | 223 | 38:54:00 | \$0.00 |
| Local | 150 | 06:00:52 | \$0.00 |
| Long Distance | 428 | 36:06:53 | \$81.59 |
| Totals | 1042 | 101:01:03 | \$92.72 |

| | |
|--------------|----------------|
| Cost: | \$92.72 |
| GST | \$4.64 |
| Total | \$97.36 |

All reports can be generated to display only chosen departments or all.

Company Overview By Department

Date Between 04/01/2010 AND 04/30/2010

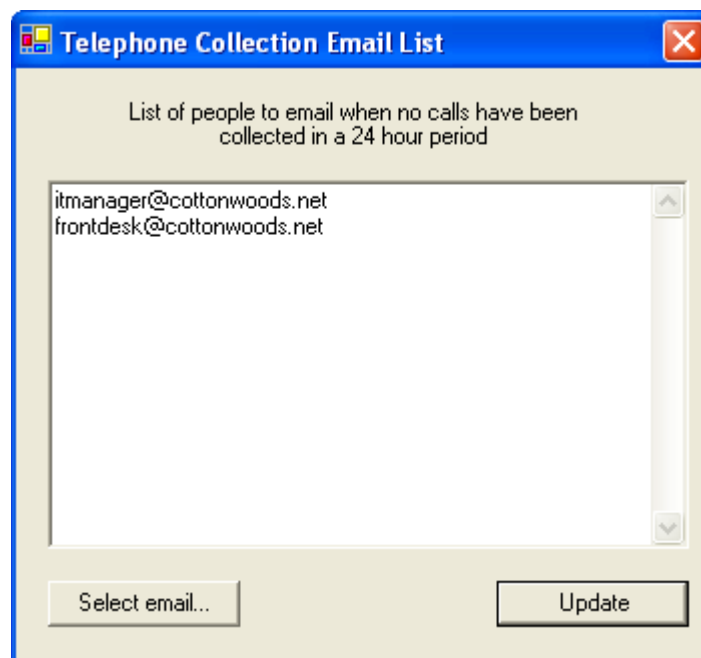


| | Number of Calls | Duration of Calls | Cost of Calls |
|-------------------|-----------------|-------------------|---------------|
| Sales | 1029 | 61:27:32 | \$55.44 |
| Administration | 33 | 05:50:45 | \$2.49 |
| Customer Service | 591 | 12:50:07 | \$20.40 |
| Technical Support | 1042 | 101:01:03 | \$92.72 |
| Voicemail | 335 | 04:41:18 | \$2.06 |
| | 3030 | 185:50:45 | \$173.11 |

All reports can be produced to provide a summary for a specific department or all departments.

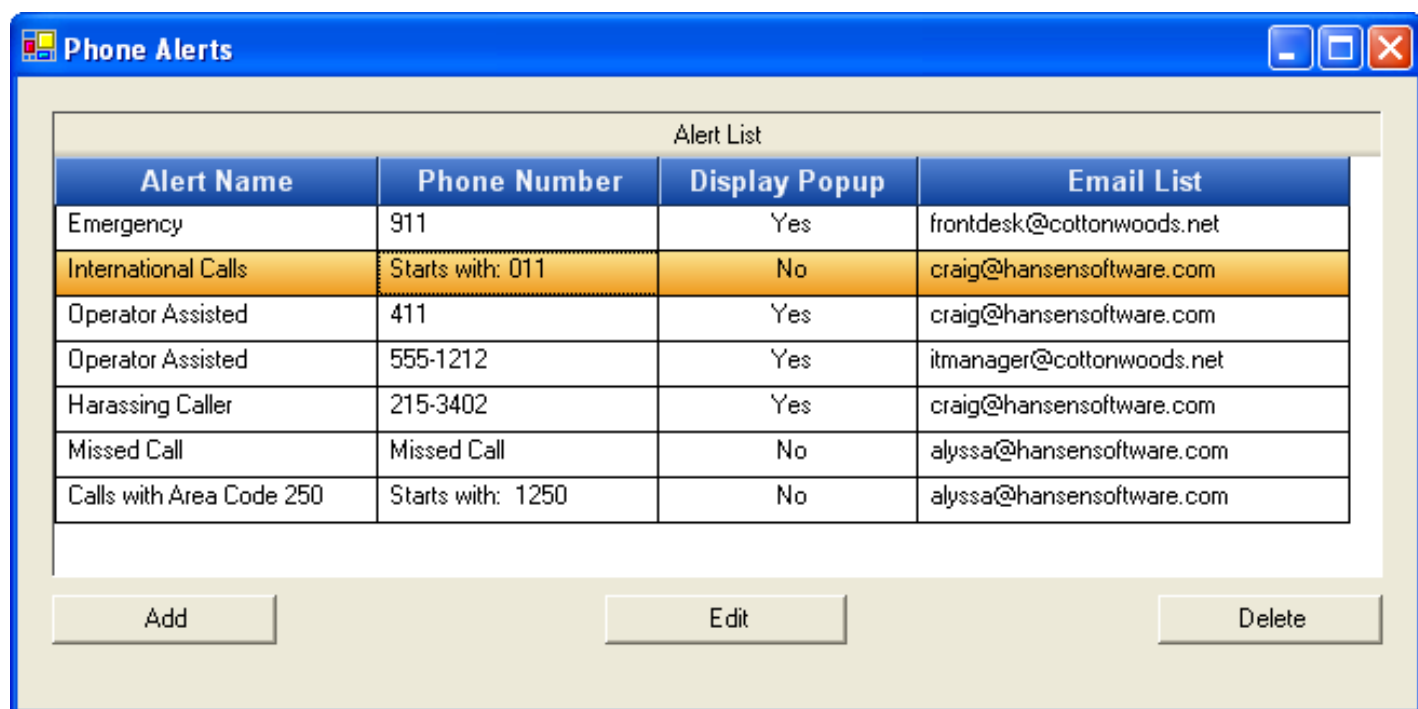
Telephone Collection Alert

This feature allows users to be notified by email when no calls have been collected for a period of 24 hours. Quick detection will minimize the amount of calls lost and lessen the overall impact by quick rectification of the issue. You may set this alert to include as many email addresses as needed.



Telephone Call Alerts

Create alerts to notify you by screen pop up or email when specific calls have taken place. Below are examples of ways to utilize this feature. Customize your alerts to reflect what is most important in your business.



The screenshot shows a window titled "Phone Alerts" with a blue title bar and standard window controls. Inside the window, there is a table titled "Alert List" with four columns: "Alert Name", "Phone Number", "Display Popup", and "Email List". The table contains seven rows of data. Below the table are three buttons: "Add", "Edit", and "Delete".

| Alert Name | Phone Number | Display Popup | Email List |
|--------------------------|-------------------|---------------|---------------------------|
| Emergency | 911 | Yes | frontdesk@cottonwoods.net |
| International Calls | Starts with: 011 | No | craig@hansensoftware.com |
| Operator Assisted | 411 | Yes | craig@hansensoftware.com |
| Operator Assisted | 555-1212 | Yes | itmanager@cottonwoods.net |
| Harassing Caller | 215-3402 | Yes | craig@hansensoftware.com |
| Missed Call | Missed Call | No | alyssa@hansensoftware.com |
| Calls with Area Code 250 | Starts with: 1250 | No | alyssa@hansensoftware.com |

Cities and Government Call Accounting Software

Cities and Government Authorities use CASH+ Call Accounting Software to:

- View Actual Telephone Activity to Manage Employee Productivity
- Monitor All Call Activity to Decrease Misuse and Abuse
- Monitor Trunk Activity to Analyze Line Requirements
- Allocate Telecommunications Costs for Budgeting Purposes
- Provide Emergency and/or Custom Alert Notification

Features & Benefits:

Government Authorities with structured environments need to enforce strict cost management and allocation measures to adhere to their projected annual budget. With CASH+ Call Accounting Software all telephone activity is logged and long distance costs are efficiently allocated to specific departments.



The need to identify threatening or harassing callers has become an issue for many agencies. Use CASH+ to produce reports that display incoming caller identification allowing you to isolate situations rapidly. Most business phone systems support this feature.

By monitoring Trunk Activity, CASH+ Call Accounting provides useful reports for analyzing present and future line requirements as well as staffing necessities.

Organizations such as **State of Maine** use our software and find that it has provided them with a valuable solution for their call accounting needs.

For more information on the CASH+ Call Accounting from Hansen Software Corporation, please call us toll free at 1-877-795-2274.

