



Medical Facilities  
Hospitals

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](http://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.

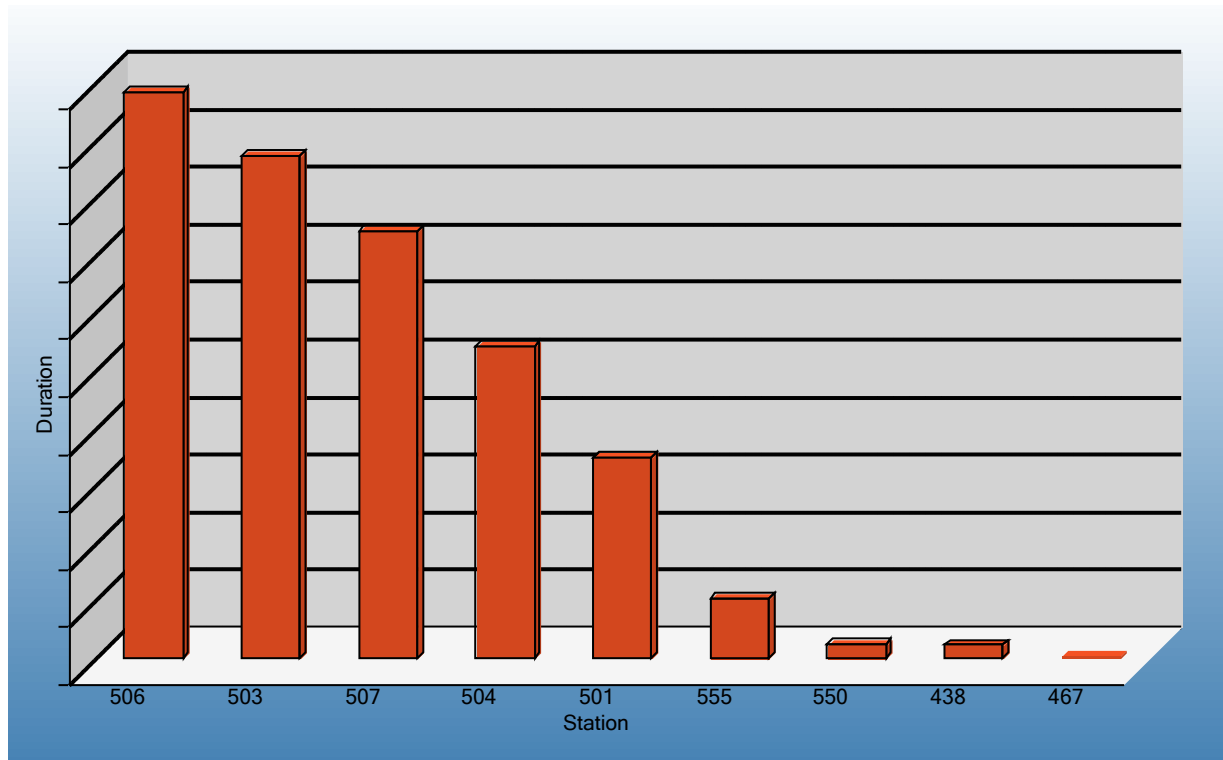
## Top 10 Stations by Duration

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
<a href="#">(250)-764-2234</a>	Dan Wison - Employee Home	OKANAGAN MISSION, BC	38	00:52:54
<a href="#">(250)-215-3402</a>		KELOWNA, BC	35	01:40:19
<a href="#">(250)-762-2223</a>		KELOWNA, BC	27	01:46:31
<a href="#">1- (212)-929-1010</a>		NEW YORK CITY, NY	25	01:05:31
<a href="#">1- (604)-984-6001</a>		NORTH VANCOUVER, BC	24	01:57:45
<a href="#">1- (780)-732-3146</a>		EDMONTON, AB	22	01:06:39
<a href="#">(250)-862-3600</a>		KELOWNA, BC	18	00:38:50
<a href="#">1- (203)-791-3800</a>		DANBURY, CT	16	01:07:47
<a href="#">1- (520)-325-1541</a>		TUCSON, AZ	16	00:32:15
<a href="#">(250)-575-2234</a>	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
<b>Totals</b>	<b>591</b>	<b>12:50:07</b>	<b>\$20.40</b>

Cost:	\$20.40
GST	\$1.02
<b>Total</b>	<b>\$21.42</b>

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
<b>Totals</b>	<b>1042</b>	<b>101:01:03</b>	<b>\$92.72</b>

Cost:	\$92.72
GST	\$4.64
<b>Total</b>	<b>\$97.36</b>

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.

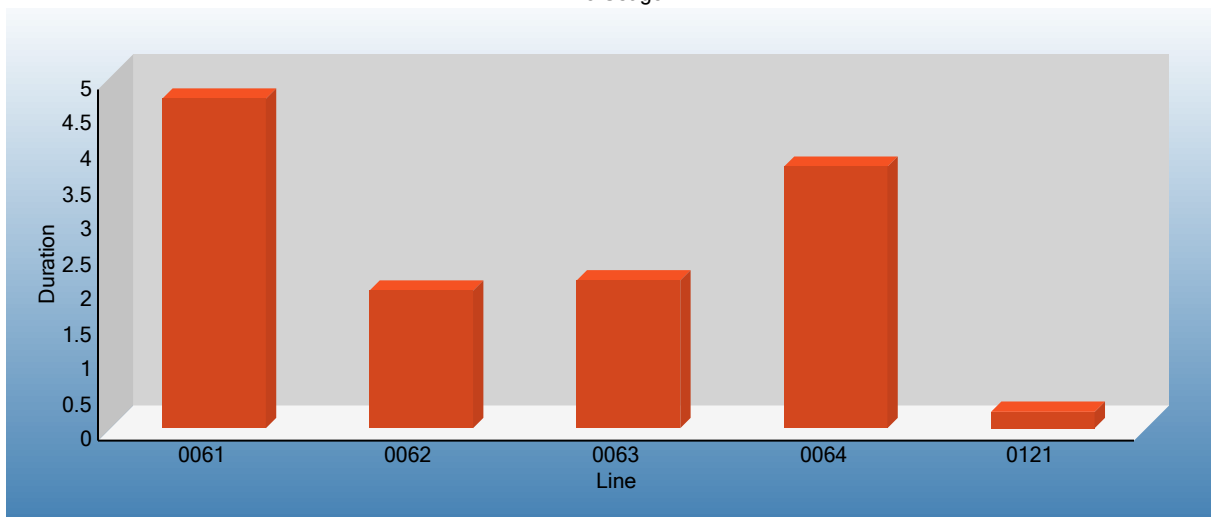
## Line Overview

Date Between 5/23/10 AND 5/29/10



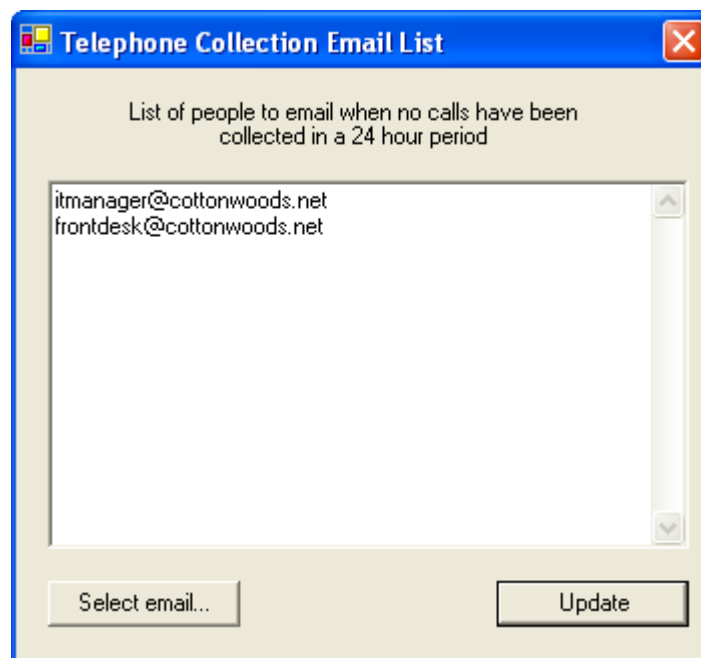
Line Name	Line	Total Calls	Avg Duration	Total Duration	% Duration
Line 0061	0061	170	00:04:36	013:01:59	36.92%
Line 0062	0062	102	00:03:12	005:26:18	15.40%
Line 0063	0063	85	00:04:07	005:50:33	16.55%
Line 0064	0064	209	00:02:58	010:20:30	29.29%
Line 0121	0121	19	00:02:03	000:38:59	1.84%

Line Usage



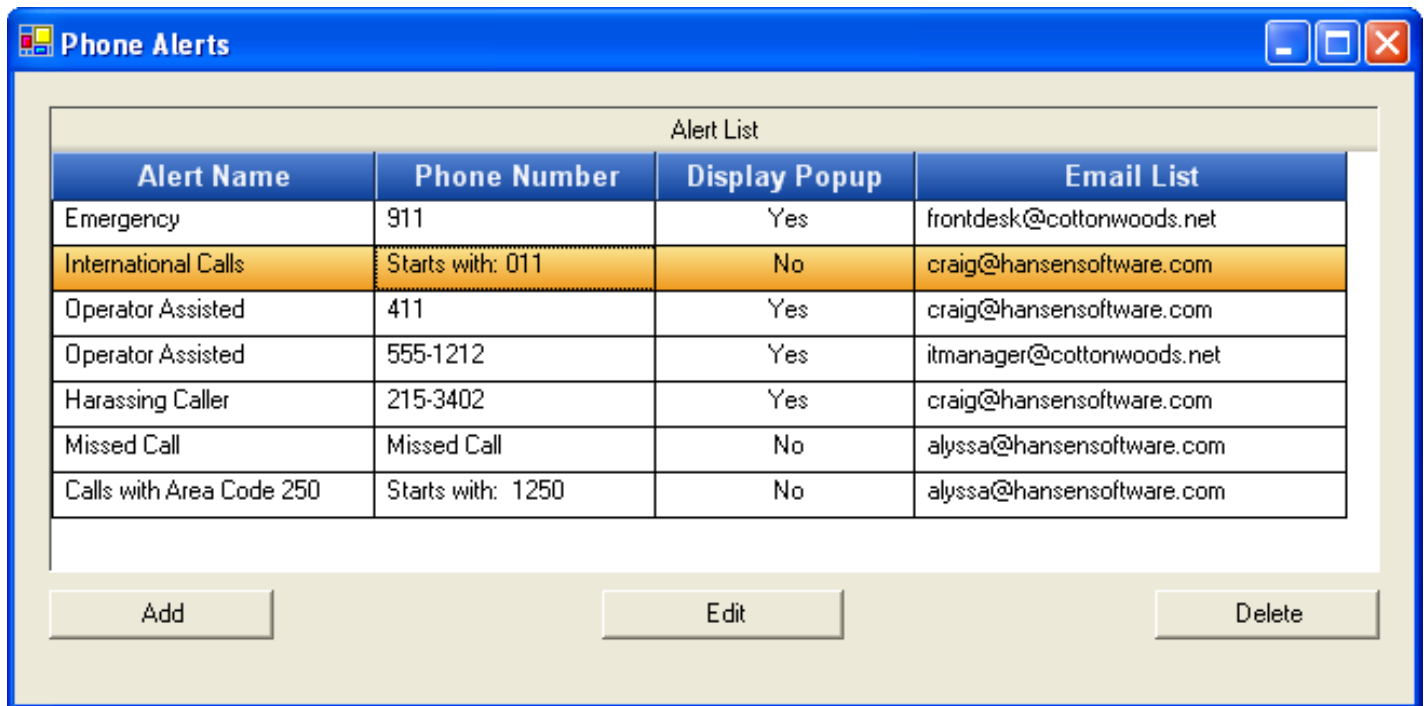
## Telephone Collection Alert

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

# Hospital Call Accounting Software

## Hospitals use CASH+ Call Accounting Software to:

- Recover Telecommunication Costs
- Monitor Trunk Activity to Analyze Line Traffic
- Allocate Costs for Budgeting Purposes
- Provide Emergency and/or Custom Alert Notification



## Features & Benefits:

Hospitals 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.

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

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

By installing a central PBX equipped with Call Accounting, and providing the client an extension instead of a phone line, the institution can resell telephone service and generate income.

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

