HANSEN

CALL REPORTS

Education Facilities

Sample Reports

&

Information Booklet

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CALL REPORTS

CASH+ Hansen Call Reports Features & Benefits

- Software runs as a service
- Save print and/or email specific reports
- Endless report variations available in different forms (PDF, Word, Excel) and can be automated to save, print and/or email on a schedule
- Alert for when no call data is being captured
- 911/Specific call alert feature
- Station billing detail for recurring and non-recurring charges
- Competitive pricing tailored to line type and size
- Includes Software Assurance Coverage which includes;
  - Software Installation
  - 1 year of unlimited training & technical support including emergency technical support 24/7
  - Semi-annual software updates including new features

Call today for a specialized webinar to assist in your evaluation process!

Benefits of CASH+ Hansen Call Reports

Productivity

Monitor employee productivity by analyzing individual and departmental phone activity and set goals. Monitor misuse and abuse of phone lines.

Cost Recovery

Bill back clients for phone usages to recover costs. Track incoming calls to ensure advertising campaigns are profitable.

Customer Care

Run traffic reports to ensure customer care standards are met. Predict peak periods during the day to make staffing decisions

Revenue Generation

Track call costs to generate revenue by billing for cost of equipment, service fees, and telephone calls.

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Hansen Software offers the CASH+ Hansen Call Reports with a Web interface. Install the program on any Windows 7 or newer PC and then your data will be accessible on other web enabled devices such as PCs, tablets and Phones that can reach your network. No need for multiple client application installs.

Reports	Scheduled Reports	Stored Reports	Dashboard ▾

▸ **All Lines Busy Reports**

▸ **Call Reports**

▸ **Company Reports**

▸ **Department Reports**

▸ **Divisional Reports**

▸ **Specialty Reports**

▾ **Station Reports**

　　Station Overview

　　Station Summary

　　Station Detail

　　Station By Hour

　　Station By Day

　　Station By Month

Reports	Scheduled Reports	Stored Reports	Dashboard ▾		Admin ▾

ACTIVE	REPORT	CRITERIA
(on) ✓	Station Overview Daily Overview	Departments List = Administration
(off) ✗	Station By Hour Reception	Station Name List = Chelan Davis

Save	View Log	Historical Report	Delete	Change Criteria

- ● Minutes
- ○ Daily
- ● Weekly
- ● Monthly
- ● Yearly

☑ Mon ☑ Fri
☑ Tue ☑ Sat
☑ Wed ☑ Sun
☑ Thu

Runs at:
14:05:00

Offset Hours:

Starting at:
00:00:00

Ending at:
23:59:59

Email	File	Print

Attachment Format:
PDF ▾

Email Subject:
Daily Sales Overview

File Naming:
No Date Attached ▾

Email Text:

Email To:
natasha@hansensoftware.com

Select Email

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S O F T W A R E

Annual Software Assurance Coverage

One year of Software Assurance Coverage includes:
- ✓ Remote Installation Assistance
- ✓ Unlimited New User and Refresher Training
- ✓ 1 year of Unlimited Technical Support
- ✓ 24/7 Support for Technical Emergencies
- ✓ Remote Online Training, Support or Upgrade Assistance
- ✓ Semi Annual Software Updates
  - ▪ Automatic Maintenance Routine
  - ▪ Product Enhancements
  - ▪ Area Code Updates
  - ▪ Additional Reports
  - ▪ New Telephone Systems Additions
  - ▪ Microsoft Windows Compatibility Upgrades

The CASH+ Hansen Call Reports upgrade CD's that we send you not only update the software, but repair any potential problems. This is a critical process that ensures the software runs at a high level of speed and efficiency. Without these updates the software may eventually become obsolete and unusable. This support and maintenance package ensures that your software is always current and reliable to protect your investment.

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The Preferred Call Management Solution
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Hardware Requirements for CASH+ Hansen Call Reports Single Site

- Compatible with 32 bit or 64 bit Windows operating systems:
  Windows 7, Serv 2012, Serv 2012 R2, Serv 2016, Serv 2019, 8, 8.1 or 10
- Telephone System must be capable of providing SMDR/CDR (Serial*, IP, API etc..)
- Minimum of 4 GB RAM
- Remote Internet Access Required
- Minimum 40GB of free hard disk space**
- Virtual Environments (If SMDR is over Serial from your PBX a serial port slot must be allocated to the virtual instance CASH+ is installed on. Please call HSC for more specifics if needed)
- CASH+ Web may require port forwarding and/or a port opened on the firewall

CASH+ Hansen Call Reports runs as a service which allows the host computer to be logged off

CASH+ Hansen Call Reports DOES NOT REQUIRE A DEDICATED COMPUTER

* Serial Port 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.

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Incorporated into our CASH+ Hansen Call Reports 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.

TICKER TAPE

DATE	TIME	STN NAME	CALL TYPE	PHONE	DURATION
7/20/2017	9:52:00 AM	Natasha Nicholls	Long Distance	1- (613)-727-8340	00:01:11
7/20/2017	9:45:00 AM	Chris Pisio	Incoming	1- (306)-934-6606	00:08:12
7/20/2017	9:40:00 AM	Mike Dzakic	Incoming	1- (226)-377-0740	00:10:00

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 Pisio - 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!

DURATION

Call Duration in Minutes

Total Calls   Outgoing Calls   Incoming Calls
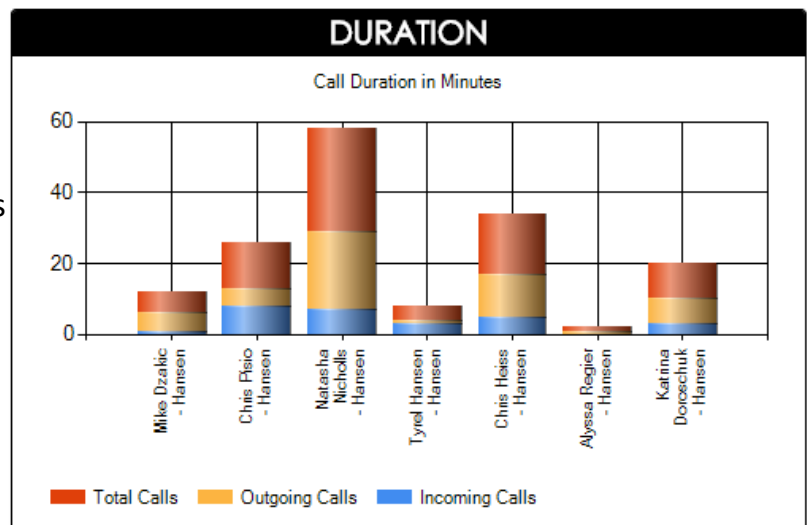
Top Stations by Calls

Site: Kelowna
Date Between 6/9/2019 AND 6/15/2019
 AND Departments List = Administration
 OR Departments List = Sales
 OR Departments List = Technical Support

Station ID	Station Name	Calls	Total Duration (HH:MM:SS)
518	Kat Doroschuk	87	04:22:08
503	Natasha Nicholls	76	04:08:50
501	Chris Pisio	73	10:48:45
500	Mike Dzakic	57	09:45:18
509	Alyssa Regier	29	03:55:26
506	Tyrel Hansen	11	00:41:37

Station Vs Calls
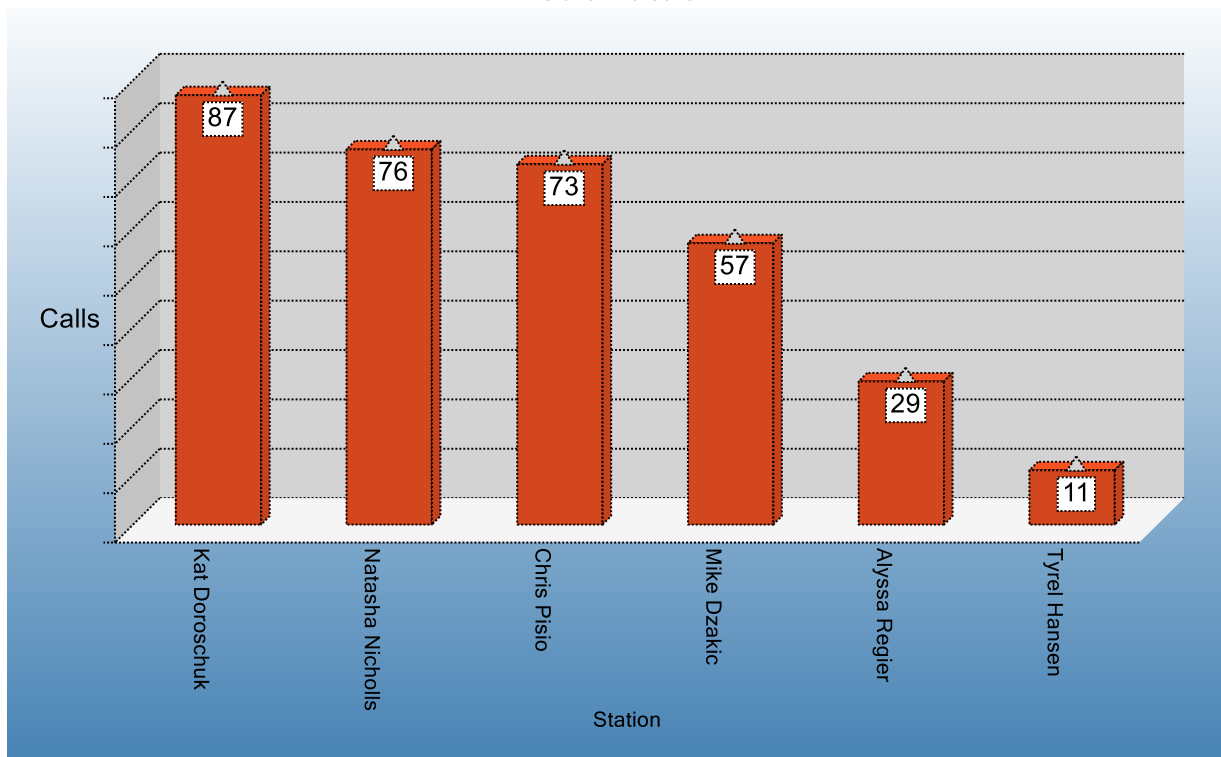
Determine staff productivity by seeing which stations are making or receiving the most calls.

Most Called Numbers

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Site: Kelowna
Date Between 5/1/2019 AND 5/31/2019
Limit To Top 20 Records

Phone Number		Location	Count	Duration
1- (800)-980-7488			49	03:32:18
1- (416)-291-5054		TORONTO, ON	20	02:18:55
1- (780)-701-1838		EDMONTON, AB	17	02:55:18
1- (780)-452-5800		EDMONTON, AB	17	02:23:51
1- (780)-459-4491		ST ALBERT, AB	16	02:04:59
1- (416)-807-7639		TORONTO, ON	14	00:21:21
1- (403)-926-0797		CALGARY, AB	10	01:16:34
1- (954)-517-1725		HOLLYWOOD, FL	9	00:34:46
1- (403)-930-4657		CALGARY, AB	9	00:28:05
(250)-863-7388		KELOWNA, BC	9	00:17:49
(250)-575-3671	Jim Parsons	KELOWNA, BC	9	00:09:35
(250)-717-0024		KELOWNA, BC	8	00:26:31
1- (418)-833-7562		LEVIS, QC	8	00:00:41
1- (323)-746-0444		LOS ANGELES, CA	8	00:53:31
1- (250)-644-2870		100 MILE HOUSE, BC	8	00:01:42
1- (870)-974-7733		JONESBORO, AR	8	00:10:29
1- (806)-690-4304		AMARILLO, TX	8	01:48:29
1- (973)-223-8711		MORRISTOWN, NJ	8	02:20:29
1- (480)-719-7087		PHOENIX, AZ	7	00:53:23
1- (770)-993-6999		ATLANTA NORTHEAST, GA	7	00:20:41
1- (403)-236-2399		CALGARY, AB	7	00:13:51
1- (403)-870-5921		CALGARY, AB	7	00:53:25
1- (514)-344-1999		MONTREAL, QC	7	00:13:42
(250)-863-5925		KELOWNA, BC	7	00:05:35
1- (903)-474-7486		EMORY, TX	7	00:23:19
1- (281)-207-1500		SUGAR LAND, TX	7	02:06:14
1- (708)-269-3740		SUMMIT PAGER-CELLULAR, IL	7	00:27:31
(250)-575-2234	Jack Stubens	KELOWNA, BC	7	00:24:10

See what your top used numbers are; both incoming & outgoing. You can also See who is making or receiving those calls by running our Most Called Numbers by Station report!

Most Expensive Calls

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Date	Time	Duration	Station	Phone Number	Location	Cost
05/17/2019	10:31:00 AM	01:56:27	500	1- (530)-458-0413	COLUSA, CA	$3.51
05/31/2019	7:45:00 AM	01:09:09	500	1- (586)-859-6374	ROSEVILLE, MI	$2.10
05/14/2019	7:00:00 AM	01:05:06	518	1- (575)-439-4280	ALAMOGORDO, NM	$1.98
05/23/2019	2:12:00 PM	01:02:29	501	1- (901)-374-5893	MEMPHIS, TN	$1.89
05/09/2019	8:00:00 AM	00:57:11	501	1- (814)-641-3739	HUNTINGDON, PA	$1.74
05/29/2019	1:59:00 PM	00:56:37	501	1- (806)-690-4304	AMARILLO, TX	$1.71
05/10/2019	10:10:00 AM	00:50:20	500	1- (250)-756-4080	WELLINGTON, BC	$1.53
05/16/2019	10:00:00 AM	00:47:08	501	1- (806)-690-4304	AMARILLO, TX	$1.44
05/14/2019	11:58:00 AM	00:47:03	503	1- (281)-207-1576	SUGAR LAND, TX	$1.44
05/02/2019	7:59:00 AM	00:47:47	501	1- (204)-560-0709	WINNIPEG, MB	$1.44
05/10/2019	12:04:00 PM	00:44:52	501	1- (310)-503-5073	GARDENA, CA	$1.35
05/24/2019	7:23:00 AM	00:42:31	500	1- (780)-452-5800	EDMONTON, AB	$1.29
05/14/2019	8:00:00 AM	00:40:14	500	1- (416)-596-1930	TORONTO, ON	$1.23
05/15/2019	8:00:00 AM	00:38:58	500	1- (514)-384-1830	MONTREAL, QC	$1.17
05/16/2019	1:31:00 PM	00:37:23	503	1- (323)-746-0444	LOS ANGELES, CA	$1.14
05/20/2019	1:09:00 PM	00:37:56	510	1- (417)-365-7189	BRANSON, MO	$1.14
05/29/2019	1:03:00 PM	00:36:08	500	1- (512)-706-6249	AUSTIN, TX	$1.11
05/30/2019	10:37:00 AM	00:36:57	501	1- (806)-468-5513	AMARILLO, TX	$1.11
05/14/2019	8:44:00 AM	00:36:53	500	1- (973)-223-8711	MORRISTOWN, NJ	$1.11
05/16/2019	9:23:00 AM	00:35:23	503	1- (281)-207-1500	SUGAR LAND, TX	$1.08
05/10/2019	12:00:00 PM	00:33:01	501	1- (316)-393-7706	WICHITA, KS	$1.02
05/22/2019	8:56:00 AM	00:33:27	501	1- (613)-634-0130	KINGSTON, ON	$1.02
05/14/2019	7:29:00 AM	00:31:03	500	1- (973)-223-8711	MORRISTOWN, NJ	$0.96
05/23/2019	1:01:00 PM	00:32:00	518	1- (306)-514-3476	SASKATOON, SK	$0.96
05/23/2019	7:59:00 AM	00:30:09	518	1- (417)-886-6886	SPRINGFIELD, MO	$0.93

6/19/2019 2:51:52 PM

Longest Calls

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Site: Kelowna
Date Between 5/1/2019 AND 5/31/2019
Limit To Top 15 Records

Date	Time	Station	Phone Number	Location	I/O	Cost	Duration
05/17/2019	10:31:00 AM	500	1- (530)-458-0413	COLUSA, CA	O	$3.51	01:56:27
05/29/2019	10:37:00 AM	501	(806)-690-4304	AMARILLO, TX	I	$0.00	01:53:32
05/21/2019	8:02:00 AM	500	1- (905)-477-4663	UNIONVILLE, ON	I	$0.00	01:30:10
05/29/2019	12:10:00 PM	501	1- (713)-861-2500	HOUSTON, TX	I	$0.00	01:21:13
05/22/2019	3:49:00 PM	510			I	$0.00	01:20:32
05/08/2019	9:19:00 AM	500	1- (702)-997-5612	LAS VEGAS, NV	I	$0.00	01:13:55
05/31/2019	7:45:00 AM	500	1- (586)-859-6374	ROSEVILLE, MI	O	$2.10	01:09:09
05/14/2019	7:00:00 AM	518	1- (575)-439-4280	ALAMOGORDO, NM	O	$1.98	01:05:06
05/23/2019	2:12:00 PM	501	1- (901)-374-5893	MEMPHIS, TN	O	$1.89	01:02:29
05/03/2019	9:45:00 AM	500	1- (513)-443-6124	BETHANY, OH	I	$0.00	00:59:37
05/16/2019	8:24:00 AM	501	1- (305)-285-8422	MIAMI, FL	I	$0.00	00:59:05
05/09/2019	8:00:00 AM	501	1- (814)-641-3739	HUNTINGDON, PA	O	$1.74	00:57:11
05/29/2019	1:59:00 PM	501	1- (806)-690-4304	AMARILLO, TX	O	$1.71	00:56:37
05/07/2019	2:08:00 PM	501	1- (310)-503-5073	GARDENA, CA	I	$0.00	00:56:35
05/06/2019	1:41:00 PM	509	1- (541)-832-1608	GLENDALE, OR	I	$0.00	00:56:22

Make sure your longest calls are not employee misuse and abuse. You can see what station(s) are making the longest calls and the numbers being dialled or calling in.

6/21/2019 10:28:53 AM

Station Overview

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Station	Station Name	In Bound	Out Bound	Total Calls	Duration	Avg Duration	Cost
2510	Voicemail 1	9	0	9	00:09:34	00:01:03	$0.00
2998	Voicemail 3	8	0	8	00:12:11	00:01:31	$0.00
500	Mike Dzakic	27	30	57	09:45:18	00:10:16	$5.16
501	Chris Pisio	42	31	73	10:48:45	00:08:53	$5.31
503	Natasha Nicholls	15	61	76	04:08:50	00:03:16	$4.59
505	Rod McAuley	1	2	3	00:04:07	00:01:22	$0.00
506	Tyrel Hansen	7	4	11	00:41:37	00:03:47	$0.30
509	Alyssa Regier	6	23	29	03:55:26	00:08:07	$4.47
510	Tyrel Hansen - Remote Office	0	1	1	00:03:59	00:03:59	$0.00
511	Craig Hansen - Remote Office	2	14	16	01:12:05	00:04:30	$0.18
518	Kat Doroschuk	29	58	87	04:22:08	00:03:00	$6.84
		146	224	370	35:24:00	00:05:44	$26.85

Station Detail Report

Site: Kelowna
Date = 6/20/2019
 AND Station Name List = Natasha Nicholls

Station: **503**   **Natasha Nicholls**

Date	Time	Duration	I/O	Phone Number	Location	Account	Cost
06/20/2019	7:29:00 AM	00:11:55	O	1- (647)-558-0588	TORONTO, ON		$0.40
06/20/2019	7:44:00 AM	00:04:34	O	1- (416)-240-7511	TORONTO, ON		$0.17
06/20/2019	7:52:00 AM	00:01:27	O	1- (613)-735-1057	PEMBROKE, ON		$0.07
06/20/2019	7:56:00 AM	00:00:55	O	1- (905)-560-4500	HAMILTON, ON		$0.03
06/20/2019	8:04:00 AM	00:00:49	O	1- (705)-335-8583	KAPUSKASING, ON		$0.03
06/20/2019	8:08:00 AM	00:02:12	O	1- (902)-667-0404	AMHERST, NS		$0.10
06/20/2019	8:13:00 AM	00:01:23	O	1- (902)-755-6450	NEW GLASGOW, NS		$0.07
06/20/2019	8:17:00 AM	00:01:05	O	1- (705)-495-1133	NORTH BAY, ON		$0.07
06/20/2019	8:18:00 AM	00:01:41	O	1- (780)-436-9770	EDMONTON, AB		$0.07
06/20/2019	8:21:00 AM	00:00:50	O	1- (208)-401-2112	BOISE, ID		$0.03
06/20/2019	8:40:00 AM	00:00:56	O	1- (763)-792-8060	TWIN CITIES, MN		$0.03
06/20/2019	8:59:00 AM	00:00:43	O	1- (610)-560-1950	PAOLI-MALVERN-BERWYN, PA		$0.03
06/20/2019	9:02:00 AM	00:01:34	I	1- (780)-436-9770	EDMONTON, AB		$0.00
06/20/2019	9:14:00 AM	00:10:44	I	1- (520)-318-6300	TUCSON, AZ		$0.00
06/20/2019	9:43:00 AM	00:04:42	I	1- (520)-318-6300	TUCSON, AZ		$0.00
06/20/2019	11:00:00 AM	00:00:51	O	1- (586)-859-6384	ROSEVILLE, MI		$0.03
06/20/2019	11:20:00 AM	00:04:53	I	1- (586)-859-6384	ROSEVILLE, MI		$0.00
06/20/2019	11:34:00 AM	00:06:03	I	1- (832)-309-0269	HOUSTON SUBURBAN, TX		$0.00
06/20/2019	2:08:00 PM	00:01:33	I	1- (845)-561-4440	NEWBURGH, NY		$0.00

00:58:50

Incoming Calls	6		Cost:	$1.13
Incoming Transfered Calls	0		GST	$0.06
Outgoing Calls	13		**Total**	$1.19
Extension Calls	0			
Total Incoming Calls:	6			
Total Calls:	19			

View the call details by each individual station. All reports can be generated to include details for any stations.

You can choose a variety of other options such as inbound calls only, international calls, calls exceeding a certain duration, calls to/from specific phone numbers, etc.

Department Summary

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Sales	Number of Calls	Duration of Calls	Cost of Calls
1-800	8	01:02:21	$0.00
Incoming	21	02:21:54	$0.00
Local	9	00:14:14	$0.00
Long Distance	67	04:25:47	$9.06
Totals	**105**	**08:04:16**	**$9.06**

	Cost:	$9.06
	GST	$0.45
	Total	**$9.51**

Technical Support	Number of Calls	Duration of Calls	Cost of Calls
1-800	9	00:23:30	$0.00
Incoming	76	15:17:06	$0.00
Local	3	00:03:03	$0.00
Long Distance	53	05:32:01	$10.77
Totals	**141**	**21:15:40**	**$10.77**

	Cost:	$10.77
	GST	$0.54
	Total	**$11.31**

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

Company Overview By Department

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	Number of Calls	Duration of Calls	Cost of Calls
Sales	105	08:04:16	$9.06
Technical Support	141	21:15:40	$10.77
Administration	87	04:22:08	$6.84
Voicemail	17	00:21:45	$0.00
Programming	20	01:20:11	$0.18
	370	35:24:00	$26.85

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

6/21/2019 10:48:15 AM

Pin Code Overview

Site: Kelowna
Date Between 6/16/2019 AND 6/22/2019

Pin #	Pin Name	Calls	Duration	Cost
018752	Natasha Nicholls	6	00:39:41	$0.14
018976	Chris Pisio	5	00:20:45	$0.16
024011	Mike Dzakic	6	00:29:06	$0.38
098001	Alyssa Regier	8	00:53:45	$0.56
		25	02:23:17	$1.23

Pin Code Detail

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Pin #:   018752   Natasha Nicholls

Date	Time	Duration	Stn	I/O	Phone Number	Location	Cost
06/20/2019	10:17:00 AM	00:03:05	500	I	1- (559)-896-5000	SELMA, CA	$0.00
06/20/2019	11:32:00 AM	00:10:26	500	I	1- (208)-467-8951	NAMPA, ID	$0.00
06/20/2019	12:30:00 PM	00:00:50	506	O	1- (909)-793-8259	REDLANDS, CA	$0.03
06/20/2019	12:33:00 PM	00:01:33	500	O	1- (819)-777-5250	HULL, QC	$0.07
06/20/2019	1:57:00 PM	00:22:50	500	I	1- (828)-490-1772	ARDEN, NC	$0.00
06/21/2019	7:35:00 AM	00:00:57	503	O	1- (614)-408-1381	DUBLIN, OH	$0.03

	00:39:41						
						Cost:	$0.13
						GST	$0.01
						Total	$0.14

Telephone Collection Alert

This feature allows users to be notified by email when no calls have been collected for a pre-defined time period. Customize what days/times to be monitored and at how soon you would like to be notified. 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.

Collection Alerts

Site for Collection Alerts: Hansen ▾ *Schedule for 'All Sites' uses your main site's schedule.

EMAIL LIST

natasha@hansensoftware.com

Add   Delete   Select Email

Day		Starting At	Ending At:
Mon	☑	12:00:00 AM	11:59:59 PM
Tues	☑	12:00:00 AM	11:59:59 PM
Wed	☑	12:00:00 AM	11:59:59 PM
Thu	☑	12:00:00 AM	11:59:59 PM
Fri	☑	12:00:00 AM	11:59:59 PM
Sat	☐	12:00:00 AM	11:59:59 PM
Sun	☐	12:00:00 AM	11:59:59 PM

Send alert when 23 Hours and 50 minutes have passed with no activity

Update Schedule

Telephone Call Alerts

Create alerts to notify you by 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.

Call Alert List

NAME	PHONE NUMBER
Emergency	911
Information Calls	411
Cindy Kachuk - Personal	2507642234
After Hours Pager - Chris P	2507630993
After Hours Pager - Chris Heis	2505754776
After Hours Pager - Mike	12506442870
Derek	19043542385

Education Call Accounting Software

Educational Facilities use CASH+ Hansen Call Reports to:

- Detect Misuse and Abuse
- Provide Emergency and/or Custom Alert Notification
- Allocate Costs for Budgeting Purposes
- Recover Telephone Costs

Features & Benefits:

Universities, schools, and other learning facilities with structured environments need strict cost recovery and allocation measures to adhere to their projected annual budget. With CASH+ Hansen Call Reports all telephone activity is logged, long distance costs are applied to these calls and allocated to specific departments. CASH+ Hansen Call Reports efficiently allocates all telephone time and charges.

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

The Call Notification features are designed to notify staff of emergency, security or other administrative issues. It is an invaluable feature when an immediate response to emergencies is crucial.

Organizations such as **California Coast University** 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+ Hansen Call Reports from Hansen Software Corporation, please call us toll free at 1-877-795-2274
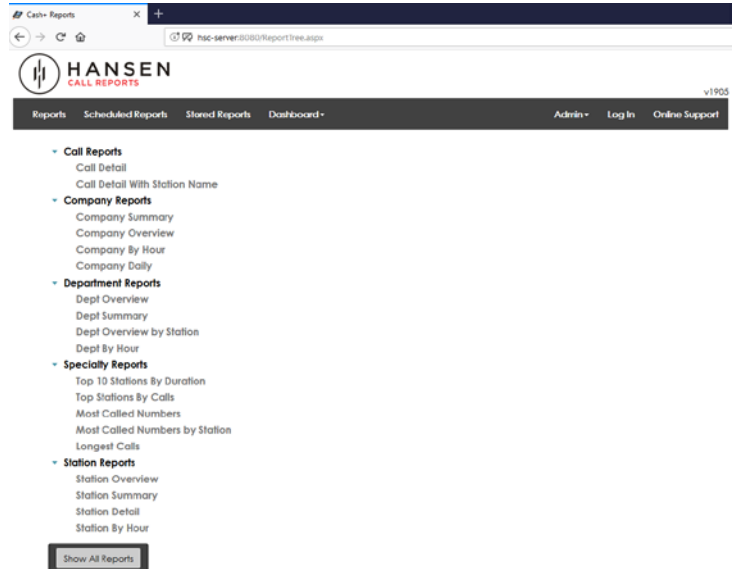
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