HANSEN
CALL REPORTS

Law Offices

Sample Reports

&

Information Booklet

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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
🟢✔	Station Overview Daily Overview	Departments List = Administration
🔴✕	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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<u>Annual Software Assurance Coverage</u>

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 <u>NOT</u> 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.
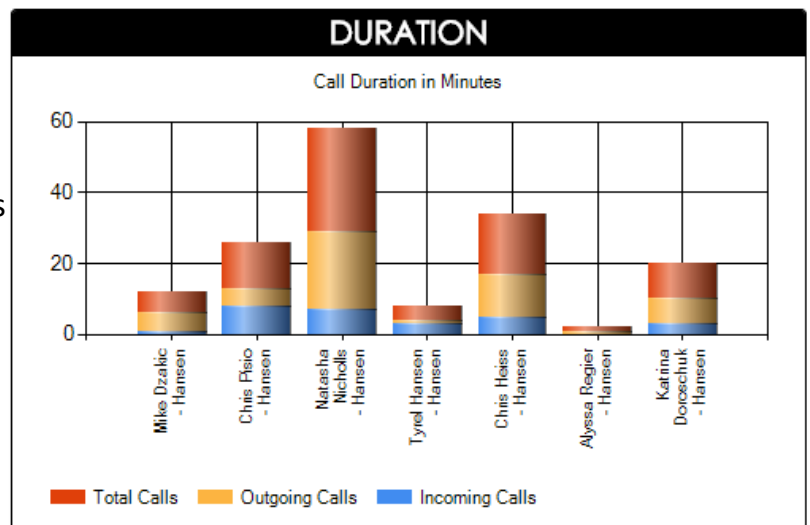
TICKER TAPE

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

Account Detail

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Account: **018976**
Prestige Collision

Date	Time	Duration	Station	I/O	Phone Number	Location	Cost
06/20/2019	12:33:00 PM	00:01:33	500	O	1- (819)-777-5250	HULL, QC	$0.07
06/21/2019	8:15:00 AM	00:01:22	501	O	1- (314)-567-3300	LADUE, MO	$0.07
06/21/2019	8:33:00 AM	00:00:45	501	O	1- (401)-529-8018	PROVIDENCE, RI	$0.03
06/21/2019	8:50:00 AM	00:00:04	501	O	1- (856)-924-0109	MOORESTOWN, NJ	$0.03
06/21/2019	9:00:00 AM	00:00:31	518	O	1- (507)-474-1700	WINONA, MN	$0.03
06/21/2019	9:20:00 AM	00:02:39	506	O	1- (707)-668-5101	BLUE LAKE, CA	$0.10
06/21/2019	9:30:00 AM	00:00:55	501	O	1- (715)-365-8222	RHINELANDER, WI	$0.03

	00:07:49

Incoming Calls	0	Cost:	$0.36
Outgoing Calls	7	GST	$0.02
		Total	$0.38
Total Calls:	7		

Request a specific account to be reported on. This report shows the details of each call placed using that account code. The associated costs are broken down and totaled with taxes for your review. The account reports are also available with a privacy choice. It will provide the same report except it hides the account number from the report.

Account Overview

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Account #	Account Name	Count	Duration	Amount
098001	Big Steel Box	9	00:15:09	$0.61
018752	Okanagan College	10	00:22:01	$0.54
018976	Prestige Collision	7	00:07:49	$0.36
024011	Sunshine Auto Body	10	00:09:01	$0.38
Totals		36	00:54:00	$1.89

This report offers an overview of all the current accounts that have been used during a specific time period of your choice. The account number and associated name show on the report along with the call count and total cost.

Account Summary

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Account: 018752
Okanagan College

	Number of Calls	Duration of Calls	Cost of Calls
Local	1	00:09:44	$0.00
Long Distance	9	00:12:17	$0.54
Totals	10	00:22:01	$0.54
		Cost:	$0.54
		GST	$0.03
		Total	**$0.57**

Account: 024011
Sunshine Auto Body

	Number of Calls	Duration of Calls	Cost of Calls
Local	1	00:00:51	$0.00
Long Distance	9	00:08:10	$0.38
Totals	10	00:09:01	$0.38
		Cost:	$0.38
		GST	$0.02
		Total	**$0.40**

View a summary of each account individually. You will see the name and account number along with the number of calls placed on behalf of that account. Find out the total duration and cost as well. This report offers at a glance all the basic account information.

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

Law Office Call Accounting Software

Law Offices use Cash+ Hansen Call Reports to:

- Eliminate Manual Record Keeping by Automatic Exports to 3rd Party Office Billing Software (i.e. ESI, Legal Pro)

- Provide Real-time Cost Recovery

- Generate Revenue

- Export Calls to Popular Legal Billing Software

- Eliminate Costly Data Entry

- Detect Misuse and Abuse From Administration Extensions
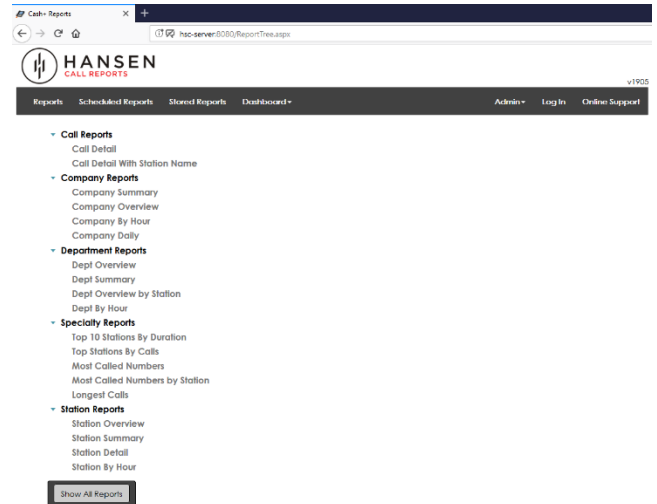
Features & Benefits:

The need to recover telephone costs efficiently and effectively is of great importance. Consider the revenue lost each month because of inaccurate call slips and record keeping. Manually entering these calls into the legal client billing system is tedious and time consuming!

A more effective method is to use our CASH+ Hansen Call Reports in conjunction with your telephone system's account code feature, CASH+ Hansen Call Reports will reduce the cost of managing telephone charges. In other words, CASH+ Hansen Call Reports will make money for your firm!

With CASH+ Hansen Call Reports all telephone activity is logged, long distance costs are applied to these calls and allocated to specific clients. CASH+ Hansen Call Reports efficiently allocates all telephone time and charges then exports the calls to various legal billing programs quickly and efficiently.

Organizations such as **TMC Law** 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**.**

www.hansensoftware.com
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