



HANSEN
CALL REPORTS

Long Term Care 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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CALL REPORTS

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
<input checked="" type="checkbox"/>	Station Overview Daily Overview	Departments List = Administration
<input checked="" type="checkbox"/>	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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1-877-795-2274

www.hansensoftware.com



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CALL REPORTS

Call Cost Estimator

Hansen Software Corporation is pleased to announce a new feature in CASH+ Hansen Call Reports! No more guessing or digging to find out what a call costs!

If a resident wants to know the cost to call a specific number, simply enter the details and the length. By entering a specific phone number the call cost estimator will calculate the per minute rate including any mark up and surcharges set up in the software. From there it can estimate a cost depending on the length of the call.

The residents can now know the cost of a call to eliminate guess work or surprises once billed.

Call Cost Estimator

Phone Number: 01133153902020

Call Length in Minutes: 2

Room/Ext: 500

Estimate

HSDCallCostEstima...

Call Cost: \$1.70

OK



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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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CALL REPORTS

The Preferred Call Management Solution

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CALL REPORTS

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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CALL REPORTS

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.

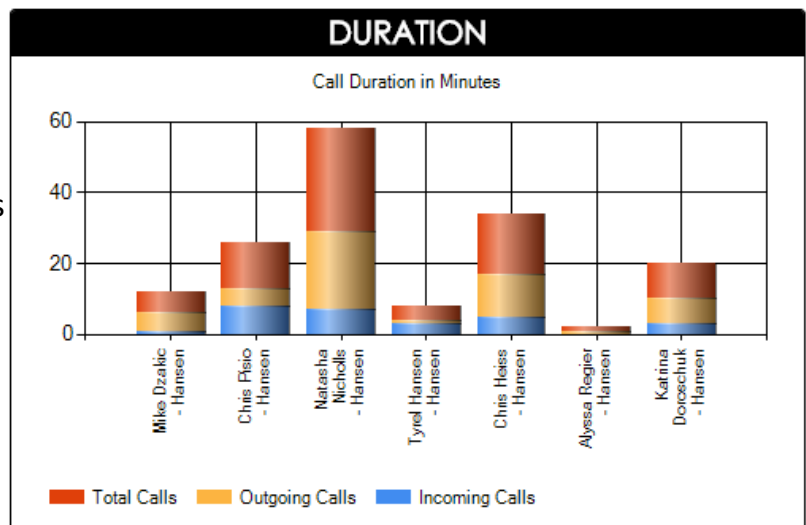
TICKER TAPE					
DATE	TIME	STN NAME	CALL TYPE	PHONE	DURATION
7/20/2017	9:52:00 AM	Natasha Nicholls	Long Distance	1- (613)-727-8340	00:01:11
7/20/2017	9:45:00 AM	Chris Pizio	Incoming	1- (306)-934-6606	00:08:12
7/20/2017	9:40:00 AM	Mike Dzakic	Incoming	1- (226)-377-0740	00:10:00

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 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!



Phone Billing Report for: 6/9/2019 to 6/15/2019

509 Alyssa Regier



Call Costs

Date	Time	Duration	Phone Number	Location	Amount
06/10/2019	8:32 AM	00:05:32	1- (603)-570-4305	PORTSMOUTH, NH	\$0.18
06/10/2019	9:39 AM	00:00:42	1- (907)-486-5712	KODIAK, AK	\$0.03
06/10/2019	10:53 AM	01:14:02	1- (408)-650-3113	SAN JOSE WEST, CA	\$2.25
06/11/2019	9:23 AM	00:01:59	1- (515)-987-3625	DES MOINES, IA	\$0.06
06/11/2019	9:31 AM	00:02:09	1- (503)-491-1818	GRESHAM, OR	\$0.09
06/11/2019	9:44 AM	00:00:51	1- (781)-213-6617	WAKEFIELD, MA	\$0.03
06/11/2019	10:03 AM	00:01:44	1- (403)-526-8800	MEDICINE HAT, AB	\$0.06
06/11/2019	10:07 AM	00:02:04	1- (604)-371-4852	FORT LANGLEY, BC	\$0.09
06/11/2019	10:09 AM	00:02:12	1- (248)-335-2977	PONTIAC, MI	\$0.09
06/11/2019	10:13 AM	00:01:46	1- (361)-654-8567	CORPUS CHRISTI, TX	\$0.06
06/11/2019	10:15 AM	00:01:53	1- (361)-654-1955	CORPUS CHRISTI, TX	\$0.06
06/11/2019	10:18 AM	00:01:58	1- (718)-657-7810	QUEENS, NY	\$0.06
06/11/2019	1:06 PM	00:28:20	1- (615)-509-4331	NASHVILLE, TN	\$0.87
06/11/2019	2:42 PM	00:03:03	1- (907)-486-5712	KODIAK, AK	\$0.12
06/12/2019	9:32 AM	00:09:29	1- (403)-400-0796	CALGARY, AB	\$0.30
06/12/2019	2:08 PM	00:01:08	1- (519)-837-0701	GUELPH, ON	\$0.06
06/12/2019	2:31 PM	00:01:22	1- (603)-570-4305	PORTSMOUTH, NH	\$0.06
					<hr/>
					\$4.47

Recurring Charges

Call Display	\$5.00
Line Rental	\$25.00
Hand Set Rental	\$1.50
Telephone 1	\$10.00
Voicemail	\$15.00
<hr/>	
	\$56.50

A detailed billing report will show detailed information on each chargeable call made. All recurring and non-recurring charges assigned to the tenant will also be broken out. Taxes are then added to produce a final total.

Sub Total:	\$60.97
GST	\$1.55
Total	\$62.52

Department Billing Summary



Site: Kelowna
Date Between 5/1/2019 AND 5/31/2019
AND Departments List = Administration
OR Departments List = Sales
OR Departments List = Technical Support

1 Sales

Station ID	Station Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
503	Natasha Nicholls	240	10:05:27	\$23.22	\$48.83	\$0.00	\$72.05
509	Alyssa Regier	38	01:57:23	\$4.35	\$57.83	\$0.00	\$62.18
1	Sales	278	12:02:50	\$27.56	\$106.66	\$0.00	\$134.22

2 Technical Support

Station ID	Station Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
500	Mike Dzakic	154	14:02:31	\$29.55	\$0.25	\$0.00	\$29.80
501	Chris Pizio	151	13:11:58	\$27.34	\$57.23	\$0.00	\$84.57
504	Clayton Callihoo	0	00:00:00	\$0.00	\$48.83	\$0.00	\$48.83
506	Tyrel Hansen	19	00:47:00	\$1.76	\$48.83	\$0.00	\$50.59
2	Technical Support	324	28:01:29	\$58.65	\$155.14	\$0.00	\$213.79

3 Administration

Station ID	Station Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
518	Kat Doroschuk	396	12:44:20	\$30.43	\$0.00	\$0.00	\$30.43
3	Administration	396	12:44:20	\$30.43	\$0.00	\$0.00	\$30.43

This report shows all billable activity including specific recurring or non-recurring charges that may be established. See the number of calls in a summary format for each station within their respective department.

Department Billing Overview

Site: Kelowna
Date Between 5/1/2019 AND 5/31/2019



Dept	Dept Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
1	Sales	278	12:02:50	\$27.56	\$106.66	\$0.00	\$134.22
2	Technical Support	324	28:01:29	\$58.65	\$155.14	\$0.00	\$213.79
3	Administration	396	12:44:20	\$30.43	\$0.00	\$0.00	\$30.43
4	Voicemail	4	00:00:53	\$0.13	\$0.00	\$0.00	\$0.13
5	Programming	16	01:21:10	\$2.74	\$57.23	\$0.00	\$59.97
7	Call Center	0	00:00:00	\$0.00	\$26.50	\$0.00	\$26.50
		1018	54:10:42	\$119.51	\$345.53	\$0.00	\$465.04

View at a glance the billable activity that is taking place for each department.

Company Billing Summary

Site: Kelowna
Date Between 5/1/2019 AND 5/31/2019



	Number of Calls	Duration of Calls	Cost of Calls
1-800	78	07:29:36	\$0.00
Extension	1	00:00:01	\$0.00
Incoming	729	95:05:05	\$0.00
Local	141	04:08:45	\$0.00
Long Distance	1018	54:10:42	\$119.51
Recurring Charges	0	00:00:00	\$345.50
Non Recurring Charges	0	00:00:00	\$0.00
Totals	1967	160:54:09	\$465.01

[View a summary based on the entire company's billable calls.](#)

[Calls are broken down by call type or billing type. See the total costs for a specific period of time of your choice.](#)

Station Billing Overview



Site: Kelowna
Date Between 5/1/2019 AND 5/31/2019
AND Departments List = Sales
OR Departments List = Technical Support

Station ID	Station Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
500	Mike Dzakic	154	14:02:31	\$29.55	\$0.25	\$0.00	\$29.80
501	Chris Pisio	151	13:11:58	\$27.34	\$57.23	\$0.00	\$84.57
503	Natasha Nicholls	240	10:05:27	\$23.22	\$48.83	\$0.00	\$72.05
504	Clayton Callihoo	0	00:00:00	\$0.00	\$48.83	\$0.00	\$48.83
506	Tyrel Hansen	19	00:47:00	\$1.76	\$48.83	\$0.00	\$50.59
509	Alyssa Regier	38	01:57:23	\$4.35	\$57.83	\$0.00	\$62.18
		602	40:04:19	\$86.22	\$261.80	\$0.00	\$348.02

The report shows an overview of all billable calls by station.

Choose specific stations or specific date ranges.

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	<input checked="" type="checkbox"/> 12:00:00 AM	11:59:59 PM
Tues	<input checked="" type="checkbox"/> 12:00:00 AM	11:59:59 PM
Wed	<input checked="" type="checkbox"/> 12:00:00 AM	11:59:59 PM
Thu	<input checked="" type="checkbox"/> 12:00:00 AM	11:59:59 PM
Fri	<input checked="" type="checkbox"/> 12:00:00 AM	11:59:59 PM
Sat	<input type="checkbox"/> 12:00:00 AM	11:59:59 PM
Sun	<input type="checkbox"/> 12:00:00 AM	11:59:59 PM

Send alert when Hours and minutes have passed with no activity

Update Schedule

Telephone Call Alerts

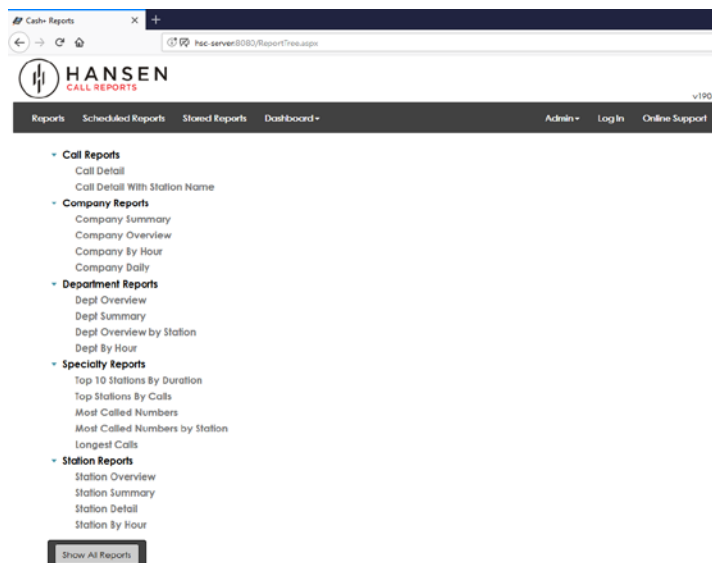
Create alerts to notify you by email when specific calls have taken place. Below are examples of ways to utilize this feature. Customize your alerts to reflect what is most important in your business.

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

Long Term Care Call Accounting Software

Long Term Care Facilities use CASH+ Hansen Call Reports to:

- Revenue Generating
- Report and Bill Long Distance charges to Residents
- Applying Recurring (monthly) and Non-Recurring (incidental) charges to Residents
- Produce detailed Invoices for Residents
- Emergency and/or Custom Alert Notification
- Automated reports – No Personnel Needed
- Monitor Trunk Activity to Analyze Line Requirements



Features & Benefits:

CASH+ Hansen Call Reports allows you to create long distance packages for residents. For example, you can apply 60 free minutes to any resident by using our feature called “Room Manager”. Using CASH+ Hansen Call Reports allows you to easily recover the cost of equipment (incidental) charges, service (recurring) charges and telephone calls.

To monitor Trunk Activity, CASH+ Hansen Call Reports provides useful reports for analyzing present and future line requirements to ensure all residents are able to access an outside line to enable them to stay in touch with their friends and family members.

The Call Alert Notification feature in CASH+ Hansen Call Reports is 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 **Shannex Health Care** use our software and find that it has provided them with a valuable solution for their call accounting needs