



HANSEN

CALL REPORTS

Professional Industry

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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1.877.795.2274



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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 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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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.

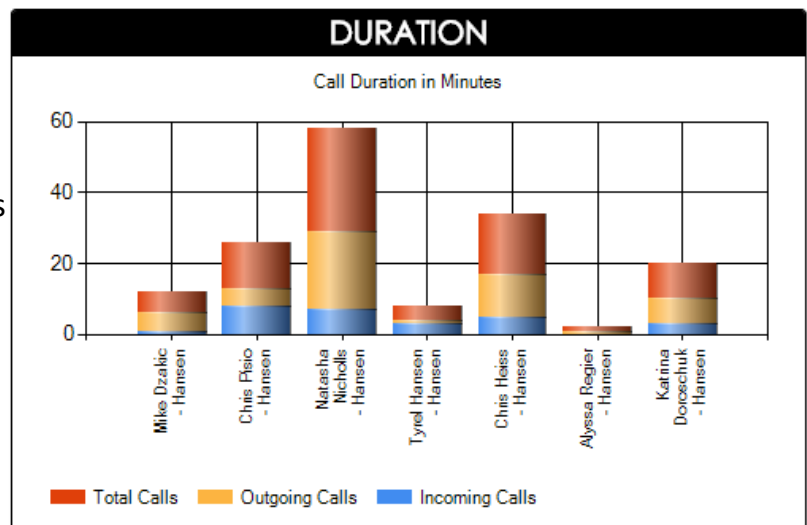
TICKER TAPE					
DATE	TIME	STN NAME	CALL TYPE	PHONE	DURATION
7/20/2017	9:52:00 AM	Natasha Nicholls	Long Distance	1- (613)-727-8340	00:01:11
7/20/2017	9:45:00 AM	Chris Pizio	Incoming	1- (306)-934-6606	00:08:12
7/20/2017	9:40:00 AM	Mike Dzakic	Incoming	1- (226)-377-0740	00:10:00

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!



Account Detail

Site: Kelowna
Account List = Prestige Collision



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

Site: Kelowna
All Records Selected



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

Site: Kelowna
Account List = Sunshine Auto Body
OR Account List = Okanagan College



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	<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

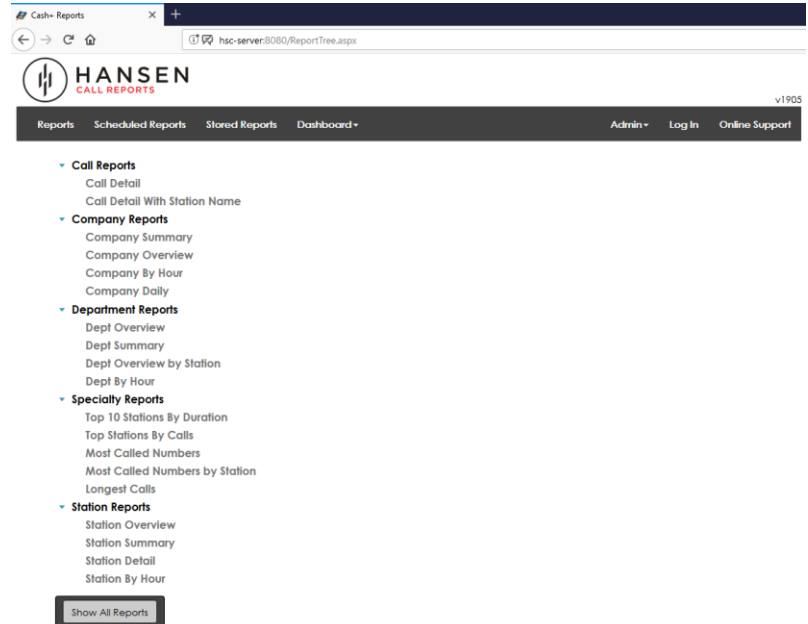
Create alerts to notify you by email when specific calls have taken place. Below are examples of ways to utilize this feature. Customize your alerts to reflect what is most important in your business.

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

Business Office Call Accounting Software

Businesses Offices use CASH+ Hansen Call Reports to:

- Increase Productivity
- Detect Misuse and Abuse from Administration Extensions
- Allocate Communication Costs to Specific Departments
- Provide Real-Time Telephone Cost Recovery
- Generate Revenue
- Monitor Trunk Activity to Analyze Line Requirements



Features & Benefits:

CASH+ Hansen Call Reports allows you to create detailed reports to see specific facts on each phone call to each station and/ or department.

CASH+ Hansen Call Reports easily allocates long distance charges to specific departments, locations or divisions.

By monitoring Trunk Activity, CASH+ Hansen Call Reports provides useful reports to analyze present and future line requirements to ensure adequate staffing levels are maintained.

Organizations such as **FireCode Safety Equipment** 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.

OVERVIEW

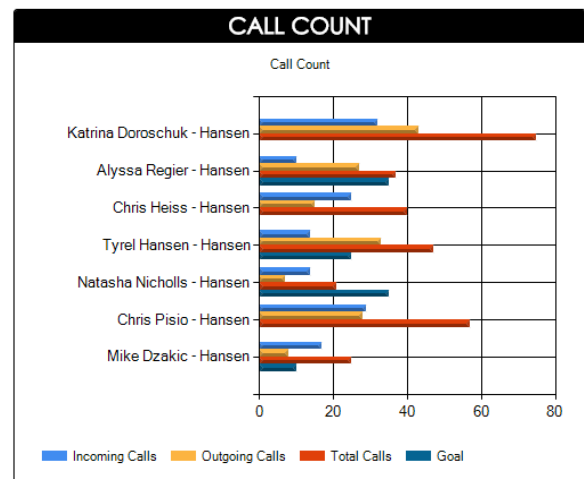
SOURCE	INCOMING	OUTGOING	TOTAL CALLS	TOTAL DURATION	GOAL
Grand Total	35	36	71	07:07:33	0
Alyssa Regier - Hansen	0	0	0		35
Chris Heiss - Hansen	7	6	13	02:26:48	0
Chris Pizio - Hansen	5	2	7	01:32:40	0
Katrina Doroschuk - Hansen	3	4	7	00:07:15	0
Natasha Nicholls - Hansen	13	9	22	01:18:07	35
Mike Dzakic - Hansen	4	7	11	00:49:12	10
Tyrel Hansen - Hansen	3	5	8	00:50:17	25

Professionals...

- Provide Real-time Cost Recovery
- Eliminate Costly Data Entry
- Detect Misuse and Abuse from Administration Extensions
- Export Calls to Popular Legal or Accounting Billing Software
- Generate Revenue by Recovering Costs
- Telephone System Data Collection and Call Alerts
- Allocate Communication Costs to Specific Departments
- Monitor Trunk Activity to Analyze Line Requirements

Multi-Site Offices...

- Allocate Telecommunications Costs
- Monitor Trunk Activity to Analyze Line Requirements
- Monitor all Call Activity to Decrease Telephone Abuse
- Allocate Telephone Costs and Equipment Charges to Departments and Divisions
- Process Data on Site or at Head Office Location



Multi-Tenants...

- Manage Company Telecommunications Costs
- Allocate Telephone Costs by Department or Company
- Generate Revenue with Flexible Surcharge Capabilities
- Monitor Trunk Activity to Analyze Line Requirements
- Manage Equipment and Service Charges
- Provide Emergency and/or Custom Alert Notification
- Telephone System Data Collection and Call Alerts



Retirement & Care Facilities...

- Recover Costs by Applying Recurring (monthly) and Non-Recurring (one time only) Charges to Residents
- Telephone System Data Collection and Call Alerts
- 911 Call Alert
- Monitor Trunk Activity to Analyze Line Requirements
- Generate Revenue with Flexible Surcharging Capabilities
- Bill for Long Distance Phone Usage
- Flexible and Detailed Reporting for Monitoring your Administrative Extensions

ALERTS

MESSAGE

No Call Alert for Site:CashWeb
No calls were collected in the 23 hours and 50 minutes prior to Friday, December 9, 2016 11:50:26 PM

Date: 12/9/2016
Time: 11:50 PM
No Call Recording Alert for Site:CashWeb
No call recordings were collected in the 23 hours and 50 minutes prior to Friday, December 9, 2016 11:50:26 PM

Date: 12/12/2016
Time: 10:12 AM
Alert: (Personal Staff Call)
2502153402 was called from station: 509: Alyssa Regier for 7 seconds
Site: Hansen

Date: 12/12/2016
Time: 10:13 AM
Alert: (Information Calls)
411 was called from station: 509: Alyssa Regier for 2 seconds
Site: Hansen

Hardware Specs...

- Telephone System must have SMDR Interface outputting via RS232, TCP/IP, API etc..
- Minimum of 4 GB RAM
- High Speed Internet Access for technical support
- Minimum 40GB of free hard disk space**
- Compatible with 32 bit or 64 bit Windows operating systems
- Server 2008, 2012, 2016, SBS 2011, Windows 7, Windows 8.x or Windows 10
- Multi-Sites Must be on a LAN or WAN or Require Additional Hardware
- Multi-Site Requirements are Same as Above
- CASH+ Does Not Require a Dedicated PC

