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CALL REPORTS

Hospitality Solutions

with a Property Management System

Sample Reports

&

Information Booklet

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Increase Room Occupancy

By using the one of a kind "Room Manager" tool, only found within the CASH+ Hansen Call Reports, you can offer your guests any number of free long distance minutes per day included with their stay. Attracting more guests and providing motivation for return visits to your property because of the extra's they receive when staying with you. Whether you offer free long distance with a standard room or whether you offer the service to VIP or card holder visitors, use your CASH+ Hansen Call Reports"Room Manager" to set your property apart from the others and increase occupancy.

Pass on the Savings with call accounting a property has the power to offer very competitive per minute rates to its guest. With long distance being much less expensive than in years past it makes sense to pass this service onto your guest as well. Unfortunately most guests still assume that hotels do not offer reasonable long distance rates. In the past, hotels would charge very high per minute rates to its guests and therefore today's travellers still have this pre-conceived belief. This is why most guests do not use hotel phones and continue to use their cell phones. Even with their cell phones higher long distance rates and the extremely high costs for browsing they still believe it is more cost effective for them to use their cell phones.

Advertise Your Services...Be sure to indicate to each guest as they check in that you are different, encourage them to use the phone by announcing to them the free long distance they will receive with the room in addition to the excellent rate you offer them should they exceed their free minutes. Providing clearly marked rate cards in the room will share this message too.

Being able to offer some savings in today's market will show that you are concerned with your guests overall needs and customer service experience while staying at your hotel. Remember, everyone would prefer to save money than not, especially in the economic times of today.

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Set yourself apart from the rest with great services!

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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 guest 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 guest can now know the cost of a call to eliminate guess work or surprises upon checkout.

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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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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
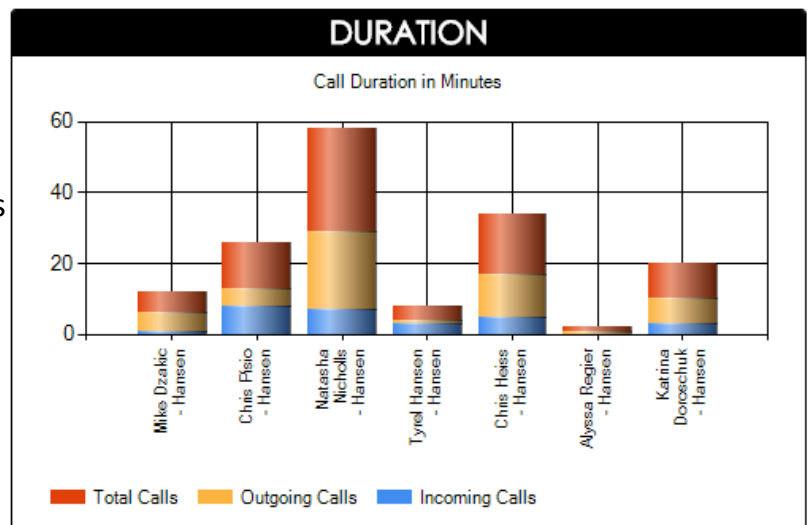
Wake Up Calls

Main
Date Range Between 2019-06-06 AND 2019-06-11

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Date	Time	Room	Action	Wake Up Call Time
06-06-2019	2:48:00 AM	7608	Set	5:30 AM
06-06-2019	5:30:00 AM	7608	No Answer	5:30 AM
06-06-2019	5:35:00 AM	7608	No Answer	5:30 AM
06-06-2019	5:40:00 AM	7608	No Answer	5:30 AM
06-06-2019	9:09:00 PM	7603	Set	4:30 AM
06-06-2019	9:10:00 PM	7603	Set	4:45 AM
06-06-2019	9:10:00 PM	7104	Set	4:45 AM
06-06-2019	9:11:00 PM	7104	Set	5:00 AM
06-07-2019	4:30:00 AM	7603	Answer	4:30 AM
06-07-2019	4:45:00 AM	7104	Answer	4:45 AM
06-07-2019	4:45:00 AM	7603	Answer	4:45 AM
06-07-2019	5:00:00 AM	7104	Answer	5:00 AM
06-07-2019	5:47:00 AM	7608	Set	5:50 AM
06-07-2019	5:50:00 AM	7608	Answer	5:50 AM
06-10-2019	11:09:00 PM	7103	Set	6:00 AM
06-10-2019	11:24:00 PM	7200	Set	6:00 AM
06-11-2019	6:00:00 AM	7103	Busy	6:00 AM
06-11-2019	6:00:00 AM	7200	Answer	6:00 AM
06-11-2019	6:05:00 AM	7103	Busy	6:00 AM
06-11-2019	6:10:00 AM	7103	Busy	6:00 AM
06-11-2019	10:27:00 PM	7200	Set	6:30 AM

See all actions associated with wake-up calls by room. If a guest disputes receiving their wake-up call you can generate this report to see what happened. See when the wake-up call is set for and whether it was cancelled, busy, not-answered or answered.

Night Audit Telephone Revenue

Site: Kelowna
Date = 7/11/2019

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Room #	Surcharges	Cost	GST	Tax 2	Tax 3	Cost
500	$0.00	$0.03	$0.00	$0.00	$0.00	$0.03
500	$0.09	$0.93	$0.05	$0.00	$0.00	$1.07
500	$0.01	$0.09	$0.01	$0.00	$0.00	$0.11
500	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
500	$0.03	$0.27	$0.02	$0.00	$0.00	$0.32
500	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
500	$0.01	$0.12	$0.01	$0.00	$0.00	$0.14
500	$0.01	$0.12	$0.01	$0.00	$0.00	$0.14
501	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
501	$0.01	$0.12	$0.01	$0.00	$0.00	$0.14
501	$0.01	$0.12	$0.01	$0.00	$0.00	$0.14
501	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
501	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
501	$0.05	$0.54	$0.03	$0.00	$0.00	$0.62
501	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
501	$0.00	$0.03	$0.00	$0.00	$0.00	$0.03
501	$0.07	$0.66	$0.04	$0.00	$0.00	$0.77
501	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
501	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
503	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
503	$0.00	$0.03	$0.00	$0.00	$0.00	$0.03
503	$0.01	$0.09	$0.01	$0.00	$0.00	$0.11
503	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
503	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
503	$0.01	$0.06	$0.00	$0.00	$0.00	$0.07
511	$0.00	$0.03	$0.00	$0.00	$0.00	$0.03
511	$0.00	$0.09	$0.00	$0.00	$0.00	$0.09
518	$0.00	$0.06	$0.00	$0.00	$0.00	$0.06
518	$0.00	$0.03	$0.00	$0.00	$0.00	$0.03
518	$0.00	$0.12	$0.01	$0.00	$0.00	$0.13
518	$0.00	$0.03	$0.00	$0.00	$0.00	$0.03
	$0.42	$4.23	$0.23	$0.00	$0.00	$4.88

Number of calls: 31

7/11/2019 10:40:47 AM

Department Summary

Departments List = Rooms

Rooms	Number of Calls	Duration of Calls	Cost of Calls	Surcharge of Calls
1-800	2059	219:09:38	$0.00	$0.00
Calling Card	286	26:19:12	$0.00	$0.00
411or 555-1212	32	00:37:34	$32.00	$0.00
International	108	06:50:48	$453.00	$324.00
House Keeping	2	00:00:00	$0.00	$0.00
Incoming	5198	440:17:58	$0.00	$0.00
Local	7859	819:27:48	$0.00	$1,964.75
Missed Calls	232	01:40:48	$0.00	$0.00
Operator	344	22:05:53	$344.00	$0.00
Long Distance	838	51:05:00	$1,302.66	$838.00
Operator International	24	01:20:38	$24.00	$0.00
Totals	16982	1588:55:17	$2,155.66	$3,126.75

	Cost:	$5,282.41
	Total	$5,282.41

Station Detail Report

Site: Kelowna
Date Range Between 6/13/2019 AND 6/13/2019
 AND Station Name List = Kat Doroschuk

Station: 518   Kat Doroschuk

Date	Time	Duration	I/O	Phone Number	Location	Account	Cost
06/13/2019	7:06:00 AM	00:01:28	O	1- (905)-357-2550	NIAGARA FALLS, ON		$0.06
06/13/2019	7:32:00 AM	00:01:23	O	1- (847)-669-9780	HUNTLEY, IL		$0.06
06/13/2019	7:46:00 AM	00:03:32	O	1- (816)-842-2200	KANSAS CITY, MO		$0.12
06/13/2019	7:59:00 AM	00:15:41	O	1- (514)-645-2766	MONTREAL, QC		$0.48
06/13/2019	8:31:00 AM	00:01:05	O	1- (250)-376-6373	NORTH KAMLOOPS, BC		$0.06
06/13/2019	8:32:00 AM	00:01:28	O	1- (250)-376-6373	NORTH KAMLOOPS, BC		$0.06
06/13/2019	8:59:00 AM	00:01:37	O	1- (574)-389-1776	ELKHART, IN		$0.06
06/13/2019	9:01:00 AM	00:02:09	O	1- (647)-497-9373	TORONTO, ON		$0.09
06/13/2019	9:03:00 AM	00:00:41	O	1- (647)-497-9373	TORONTO, ON		$0.03
06/13/2019	9:04:00 AM	00:28:16	O	1- (647)-497-9373	TORONTO, ON		$0.87
06/13/2019	9:38:00 AM	00:00:09	I	(250)-861-1571	KELOWNA, BC		$0.00
06/13/2019	10:04:00 AM	00:02:03	O	1- (418)-380-2700	QUEBEC, QC		$0.09
06/13/2019	10:04:00 AM	00:00:25	O	1- (418)-380-2700	QUEBEC, QC		$0.03
06/13/2019	10:09:00 AM	00:10:44	I	1- (313)-870-2500	DETROIT, MI		$0.00
06/13/2019	10:38:00 AM	00:02:00	O	1- (260)-441-3001	FORT WAYNE, IN		$0.06
06/13/2019	10:41:00 AM	00:00:48	O	1- (416)-661-7570	TORONTO, ON		$0.03
06/13/2019	11:08:00 AM	00:00:35	I	1- (250)-716-2009	NANAIMO, BC		$0.00
06/13/2019	11:14:00 AM	00:01:19	I	1- (425)-609-6200	EVERETT, WA		$0.00
06/13/2019	11:16:00 AM	00:01:04	O	1- (484)-772-5303	READING, PA		$0.06
06/13/2019	11:24:00 AM	00:13:16	I	1- (819)-770-0220	HULL, QC		$0.00
06/13/2019	1:26:00 PM	00:00:47	I	1- (604)-463-5221	HANEY, BC		$0.00
06/13/2019	1:27:00 PM	00:01:02	O	(250)-860-5707	KELOWNA, BC		$0.00
06/13/2019	1:57:00 PM	00:00:36	I	1- (403)-808-9058	CALGARY, AB		$0.00

01:32:08

Incoming Calls	7	Cost:	$2.16
Incoming Transfered Calls	0	GST	$0.11
Outgoing Calls	16	Total	$2.27
Extension Calls	0		
Total Incoming Calls:	7		
Total Calls:	23		

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.

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.

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CASH+ Hansen Call Reports is one of the most widely-used call accounting systems in the hospitality industry. This is due to its innovative features, easy-to-use Windows interface and unparalleled tools for reporting, billing and tracking administrative and guest phone calls. **Best-Net Services**, supplier of goods and services to all Best Western in Canada and the USA, has chosen CASH+ Hansen Call Reports as the preferred solution for their properties.

We include, at no extra charge, the interface to all of the most popular Property Management Systems available on the market to date. In addition, the purchase of the software includes online installation assistance as well as the first year of our Software Assurance Coverage. Receive throughout the year 24/7 unlimited technical support, training, and software and area code updates.

Features Include…

- 911 Call Alert
- Wake Up Call Report
- Night Audit Report
- Recurring/Non-Recurring Monthly Charges
- Ability to Allow Free Calls to Specific Rooms for Promotional Purposes
- Telephone system Data Collection and Call Alerts
- Multi-Rate Departmental Charges
- Built-In Checkout Feature (if not using a PM System)
- Flexible and Detailed Reporting for Monitoring your Administrative Extensions
- Property Management Interfaces
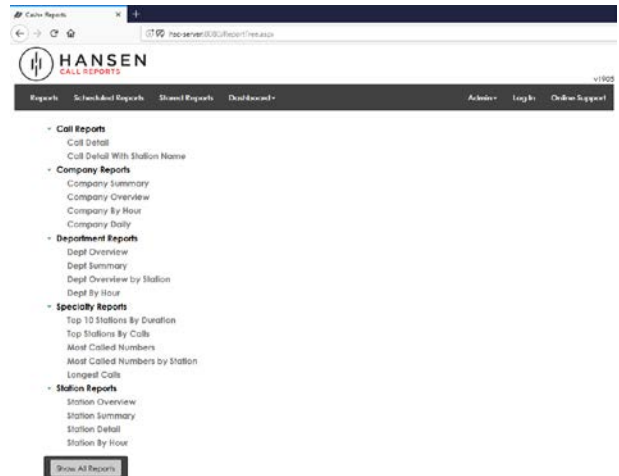
Hardware Specs…

IBM Compatible Personal Computer with:

- Telephone System must have SMDR Interface outputting RS232 or TCP/IP
- Minimum of 4 GB RAM
- Remote Internet Access Required
- Minimum 40GB of free hard disk space
- Compatible with 32 bit or 64 bit Windows operating systems
- Windows Vista, 7, Serv 2008, Serv 2008 R2, Serv 2012, Serv 2012 R2, Serv 2016, 8, 8.1 or 10

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