HANSEN
CALL REPORTS

Convention Centres

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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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.

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.
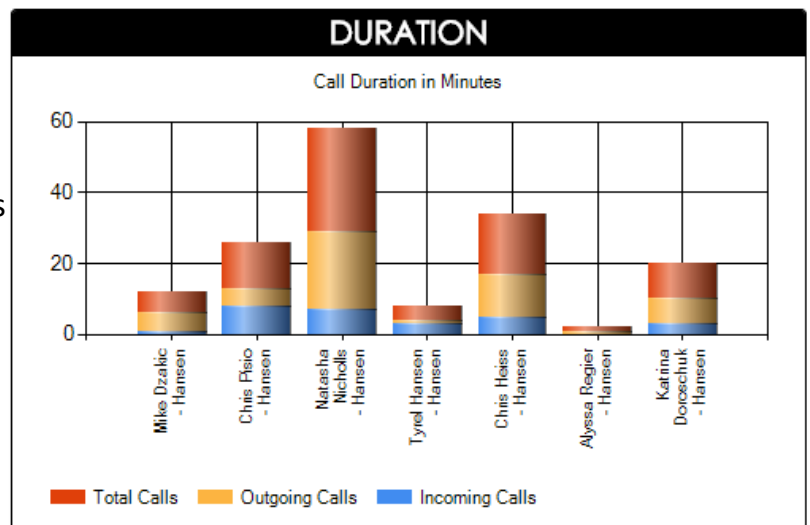
TICKER TAPE

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

509   Alyssa Regier

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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

| | | | | | $4.47 |

Recurring Charges

Call Display	$5.00
Line Rental	$25.00
Hand Set Rental	$1.50
Telephone 1	$10.00
Voicemail	$15.00
	$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**

Sales

Station **Alyssa Regier**

Stn ID: **509**

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Incoming

Date	Time	Duration	Phone Number	Location	Cost
07/08/2019	9:16:00 AM	00:00:22	(619)-851-9799	SAN DIEGO, CA	$0.00
07/09/2019	10:04:00 AM	00:31:23	1- (603)-570-4312	PORTSMOUTH, NH	$0.00
07/09/2019	12:30:00 PM	00:00:28	1- (770)-814-6480	ATLANTA NORTHEAST, GA	$0.00
Totals		00:32:13			$0.00

Local

Date	Time	Duration	Phone Number	Location	Cost
07/08/2019	9:32:00 AM	00:19:46	(250)-878-3826	KELOWNA, BC	$0.00
07/08/2019	9:57:00 AM	00:01:39	(250)-763-5101	KELOWNA, BC	$0.00
07/08/2019	9:59:00 AM	00:06:21	(250)-878-3826	KELOWNA, BC	$0.00
07/08/2019	10:09:00 AM	00:01:17	(250)-878-3826	KELOWNA, BC	$0.00
07/09/2019	10:48:00 AM	00:00:53	(250)-763-9907	KELOWNA, BC	$0.00
			GoodSir / Artistech		
Totals		00:29:56			$0.00

Long Distance

Date	Time	Duration	Phone Number	Location	Cost
07/08/2019	9:18:00 AM	00:00:21	1- (603)-436-3999	PORTSMOUTH, NH	$0.03
07/08/2019	9:20:00 AM	00:01:34	1- (301)-670-0381	WASZ 10:ROCKVILLE, MD	$0.07
07/08/2019	10:06:00 AM	00:01:41	1- (314)-787-1728	LADUE, MO	$0.07
07/08/2019	10:14:00 AM	00:02:46	1- (780)-426-2400	EDMONTON, AB	$0.10
07/08/2019	10:22:00 AM	00:03:18	1- (250)-376-6373	NORTH KAMLOOPS, BC	$0.13
07/09/2019	10:50:00 AM	00:30:32	1- (647)-558-0588	TORONTO, ON	$1.02
Totals		00:40:12			$1.42

This report groups the call types for each station by department and provides the details of each call.

Department Billing Summary

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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 Pisio	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

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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

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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 cots for a specific period of time of your choice.

Station Billing Overview

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 ☑	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
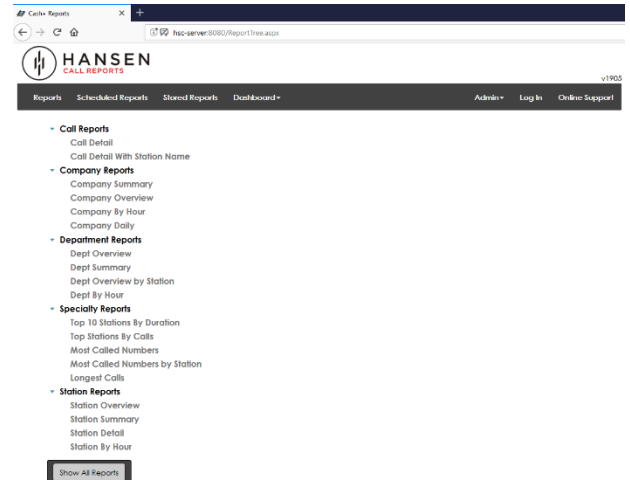
Update Schedule

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

Convention Centers Call Accounting Software

Convention Centers use CASH+ Hansen Call Reports to:

- Generate Revenue with Flexible Surcharge Capabilities

- Recover Telecommunication Costs From Tenants

- Allocate Toll Calls and Equipment Costs by Department, Station or Location

- Monitor Trunk Activity to Analyze Line Requirements

- Provide Emergency and/or Custom Alert Notification

- Detect Misuse and Abuse

Features & Benefits:

Convention Centers must manage several temporary and permanent tenants each month in addition to managing their own administrative departments. The need to recover and allocate telephone and equipment costs are a must. Numerous reports are readily available to assist you with this.

With CASH+ Hansen Call Reports, all telephone activity is logged and recurring monthly charges are posted. Long distance costs are applied, and then allocated to specific departments. CASH+ Hansen Call Reports efficiently allocates all telephone time and charges.

By monitoring Trunk Activity, CASH+ Hansen Call Reports provides useful reports for analyzing present and future line requirements as well as staffing necessities.

Organizations such as **Oregon Convention Center** 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 e from Hansen Software Corporation, please call us toll free at 1-877-795-2274**.**

www.hansensoftware.com
1.877.795.2274