

Vocera Analytics Dashboards & Reports

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Vocera Analytics is a monitoring and diagnostic tool that provides visibility to all communication traffic going through the Vocera Platform. A core feature of the Vocera platform, it offers a broad selection of intuitive dashboards and reports that enable clinical and IT users to quickly find the information they need to improve operational and clinical efficiencies.

Report or Dashboard Name	Description
<p>Administration</p> <p><i>Administration dashboards and reports provide insight to call and message traffic including traffic from integration partners, utilization of analytics, and overall Vocera license utilization to optimize licensing usage, review technical asset and infrastructure details and troubleshoot integrations.</i></p>	
<p>Integration Details</p>	<p>Displays a detailed list of events from Vocera integration Partners through Vocera Messaging Interface (VMI) where event details are available by units. Data includes event reply times as well as the specific progress of an event during various event states. Use this dashboard for troubleshooting specific event deliveries.</p>
<p>Integration Events</p>	<p>Summarizes event data and average reply time from Vocera Messaging Interface integrations sources only. Data displayed includes the events and priorities that are being sent and responded to for specific units. Use this dashboard to understand replies and actions taken by users.</p>
<p>Integration User Events</p>	<p>Contains a summary of all Vocera Messaging Interface events from a specific user perspective. Data displayed includes total events by user, priority along with average reply times from Vocera Messaging Interface data sources. Use this dashboard to review total Vocera Messaging Interface events for specific users.</p>
<p>License Dashboard</p>	<p>Summarizes simultaneous login and Vocera Genie interaction data. Displays include max usage and hourly trends of license activity including Genie usage and login activity. Use this dashboard to review overall login numbers and the potential need for additional licenses.</p>
<p>Scheduler Diagnostics</p>	<p>Displays the list of exceptions that occurred during the execution of report package schedule. Data includes details such as package name, error, and facility. Use this dashboard to troubleshoot specific issues with scheduled report packages.</p>

Utilization	Summarizes utilization of Vocera Analytics by displaying counts for each report and dashboard. Data identified includes a percentage of dashboards and reports that were viewed, scheduled, or exported as a CSV file. Use this dashboard to review how Vocera Analytics is utilized.
Badge Firmware	Displays the total number of Badges for each facility and unit. Also provides details of the Badge such as firmware version, MAC Address, serial number, user, Badge last use date, and days since last use.
Genie Summary	Lists the daily maximum simultaneous Genie sessions for the selected facility.
Hourly Usage	Lists the overall Genie sessions on an hourly basis for the selected facility.
Integration Message Group Activity	Provides a list of messages from Vocera Messaging Interface clients to groups, listed by Transaction ID.
Integration Message Unit Activity	Provides details about messages sent from Vocera integration partners through Vocera Messaging Interface to groups, listed in chronological order. This information helps you determine the efficiency of staff response time.
Integration Message User Activity	Provides information about messages sent from Vocera integration partners through Vocera Messaging Interface, listed in chronological order by users that received the message.
PBX Call Volume	Shows daily, weekly or monthly trends for incoming and outgoing PBX call volume over a specified date range. The report provides data for each facility as well as overall totals.
Simultaneous User Login	Shows the number of simultaneous Voice Server users trending hourly, daily, monthly, or yearly depending on the date range selected. Use this report to determine the need to purchase additional Voice Server licenses.
Telephony Usage Trend	Provides data about telephony port usage for each principal facility. You can generate hourly, daily, monthly or yearly depending on the date range selected.
Tiered Administration Audit	Shows all activities performed through the Voice Server Administration Console.
Unassigned Access Points	Displays access points that do not have corresponding locations assigned in Voice Server Administration Console.

Asset Tracking

Asset Tracking Asset Tracking dashboards and reports offer a 360° view of an organization's asset inventory and how users or locations use that inventory to optimize inventory management. Information such as total inventory, overall assets used, totals by asset type, usage of asset types, asset versions, and device inventory status are provided. It also summarizes missing or lost devices. The data allows device allocation assessment to optimize asset utilization.

Asset Details	Summarizes the total inventory, overall Vocera assets and assets under Vocera purview, used and totals by asset. Data also includes warranty details of each device. Use this dashboard to review device usage and help manage devices with expiring warranties.
Asset Summary	Summarizes the usage of asset type and version. Data included is average devices per shift, device usage trend over time, as well as counts and percentages, and counts by version. Use this dashboard to better understand when and how many devices are in use.
Asset Usage	Displays a detailed accounting of overall usage for a device. Data available includes device owner group, MAC address, serial number, device version, last user of a device, date last used, last device use location, device label, and device status. Use this dashboard to locate missing devices and to determine if devices are being returned after each shift.
Inventory Status	Provides counts for devices that are active, inactive, and those in need of attention. Details include device owner facility, device owner group, device use status, MAC address, serial number, device version, last user of a device, user units, date last used, last device use location, days since last used, device label, and device status. Use this information to quickly review the asset status and general inventory for a selected organization or unit.
Status Tracking	Presents status details for devices in owning groups. Data includes device status and version, change dates, MAC address and serial number. Use this dashboard to review current device status for a given date rang.
Badge/Mobile Last Used	Shows the user that used the device recently and the access point or location where the device was used. Information is categorized based on the selected device owner group facility and device owner group unit.
Device Inventory Details	Lists all devices used within a facility. The report summarizes details of the device and the user that uses the device. Information is categorized based on the selected user facility and user unit.
Device Inventory Summary	Summarizes the asset details such as usage and status of devices in various units. It also displays the device label, status, and percentage of days used.

Directory

Directory dashboards and reports display specific directory usage such as Address Book, Groups, Users and Distribution List in the Vocera system. In addition, a few reports provide the usage counts. These reports and dashboards enable directory optimization for both performance and usability.

Address Book Usage	Summarizes inactive address book entries. Data includes totals by facility, type, and the last used date. Administratively, system admins will review this dashboard to identify if specific address book entries that are no longer being used.
Group Usage	Provides inactive group entries for an enterprise or facility. Data includes totals by facility or unit, group and the last used date. Administratively, system admins will use the dashboard to review if specific groups are no longer using the system.
Login	Displays inactive user entries for an enterprise or facility. Data includes totals by facility or unit, user name and the last used date. Administratively, system admins will use the dashboard to review if specific users/logins that are no longer using the system.
Address Book Activity	Shows the total calls made to an Address Book entry. Use the information to find the entries that received the most number of calls. You can also use this information to determine unused entries and remove it from the system.
Group Activity	Shows the total calls, text messages, voice messages and Vocera Messaging Interface alerts made to a Group entry. Also, displays groups that did not receive calls or broadcasts during the selected date range.
Inactive Users	Displays users that have not logged into Vocera during the specified date range. Use this information to remove inactive users and improve name recognition.

Interruptions

Interruption dashboards and reports provide detailed information of all interruption events including calls, texts, alerts and alarms to better manage interruptions by optimizing escalation pathways, reducing interruption fatigue by filtering out non-actionable alarms, and preventing caregiver burnout.

Call Details	Provides detailed information of every call from a recipient perspective. Data includes caller name, receiver names, call type, call duration, call status, and the reason for unavailability. Use this information to troubleshoot call transactions or extract the data through CSV for detailed groupings and analytics.
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Call Summary	Summarizes call data by call type, response, and receiver. Data includes call volumes by type and response, as well as call details, status, and average call duration. Use this dashboard to review overall call usage by facility, unit, and role such as call volumes to the specific user level.
Group Interruptions	Displays group interruptions for all events. Data includes interruption totals by type, time trends for interruptions. This dashboard is used to review group usage for specific interruptions.
Interruption Summary	Summarizes interruptions of all types (calls, alerts, alarms, and messages) by priority and facility. Data includes summary by facility, unit, priority and time trends for all interruptions. This dashboard is used to compare interruptions for units by specific interruption type.
Unit Interruption Summary	Displays consolidated interruption details for all interruption types (calls, alerts, alarms and messages) within the Vocera environment. The various views provide detailed data including totals, interruption sources, user responses as well as contextual views based on specific interruption unit types. Use this dashboard to review total interruptions and associated responses for multiple units.
User Interruptions	Provides interruption summary for specific users. Data includes interruption types, user name, facility, unit, group, time of interruption, as well as a time trend. Use this dashboard to review interruptions for specific users and units as well as for reviewing specific times where users may be overwhelmed.
Bed Detail	Lists all alarms and alerts that are sent, accepted, escalated, and not responded for all beds in a unit with their respective timestamp. It also includes the total time taken to process the alarm or alert.
Bed Summary	Lists the number of events that are accepted, declined, and not responded per bed. It also lists the average, fastest, and slowest response time for every event. You can further view the details of an individual unit and a bed.
Mobile Activity Unit	Lists the mobile activity of users across all units. It also displays the total events, events that are delivered, accepted, declined, not responded, and text messages for every unit. You can further view the details of an individual unit.
Mobile Activity User	Lists a summary of overall events of users across all units. It also displays the total events, events that are delivered, accepted, declined, not responded, and text messages for every user in a unit. You can further view the details of an individual unit and a user.
Nurse Detail	Lists the total events and events that are delivered. It also lists accepted, declined, and not responded events and its corresponding timestamps for a caregiver. You can further view the details of an individual unit, a caregiver, and a bed.

Nurse Summary	Lists the total events, the time taken for events that are delivered, accepted, declined, or not responded by a caregiver in a unit. You can use this report to review all the interruptions for a nurse or mobile user, identifying beds with a high volume of activity.
Unit Detail	Lists the total events, events that are delivered, accepted, declined, or not responded in a unit for a given shift. It also lists the average duration for reply, event delay, and total time along with the average, fastest, and slowest response time for every action. You can further view the details of a unit, source, and tier.
Unit Summary	Lists the total events, events that are delivered, accepted, declined, or not responded in a unit. It also lists the average duration for reply, event delay, and total time along with the average, fastest, and slowest response time for every action. You can use this report to compare interruptions for several units including its response time.
<h2 style="margin: 0;">Performance Metrics</h2> <p style="margin: 0;"><i>Performance Metrics dashboards provide summaries, measurements and comparisons of Vocera communication metrics. These dashboards are used to review platform usage pre- and post-adoption of Vocera solutions or specific initiatives for continuous improvement.</i></p>	
Event Index	Provides a summary of user responses to interruption events. Data includes total events, responses and saves as well as trended data over time. Use this dashboard to review progress of platform usage and workflow validation using percentage of acceptance or saved events over time.
Platform Health Index	Compares overall Vocera adoption for two specific date ranges. Data includes user metrics from specific voice call features such as calls to groups, broadcast calls, speech recognition, text messages, conversations, Badge usage by version, Vocera Collaboration Suite usage, and maximum user logins. Use this dashboard to compare data across two date ranges to help measure specific facility initiatives.
Voice Index	Provides a single view containing several summary widgets that specifically measure new Vocera voice metrics. Data included is Voice Index measuring calls per day versus unique users, speech recognition attempts, and a time trend that shows calls and logins over time. Use this dashboard to review overall usage of the voice system and measure adoption progress.

Speech Recognition

Speech Recognition dashboards and reports provide speech statistics on speech recognition success by unit, role, device and individual users. These dashboards and reports help identify areas of low speech recognition in access points, devices, or users allowing for opportunities to improve by additional training or to troubleshoot technical problems for specific users.

Location Statistics	Displays speech statistics for specific locations in a facility. Data includes speech recognition rates by access point with the ability to search. This dashboard is used to identify specific access points that may have low speech recognition rates for troubleshooting purposes. Data includes speech recognition for login attempts.
Owning Group Statistics	Provides speech statistics for specific devices. Data includes owning group devices and owning group facilities, MAC address, and speech recognition statistics. Use this dashboard to identify specific groups or devices that may have low speech recognition rates for troubleshooting purposes. Data includes speech recognition for login attempts.
Speech Statistics	Summarizes speech statistics by facilities and units. Data includes percentages for speech recognition and genie usages as well as time trends. This dashboard is used to review overall adoption and successful usage of Vocera voice recognition. Data includes speech recognition for login attempts (will be part of Global facility).
User Statistics	Provides speech statistics for specific units, users within that unit, and devices used by the users. Data includes user facilities, user units, devices used, and MAC address of device as well as speech recognition statistics. Use this dashboard to identify specific units, users or devices that may have low speech recognition rates for troubleshooting purposes. Data includes speech recognition attempts made after the user has successfully logged into the Vocera device; it does not include login attempts.
Speech Recognition Group Details	Lists the recognition statistics for each group, sorted by group name. The report includes speech recognition attempts made after the user has successfully logged into the Vocera device.
Speech Recognition Location Details	Provides speech recognition statistics for each access point location. This information can help you determine if a specific access point is failing, overloaded, or incorrectly configured, and causing poor speech recognition. Data includes speech recognition for login attempts.
Speech Recognition User Details	Provides speech recognition result metrics listed by users and sorted by last name. You can also generate the report to show results by facility, unit, or for one or more specific users.

System Usage

System Usage dashboards and reports display detailed outbound call statistics identifying trends, understanding voice command usage, and comparing detailed user activity. These reports and dashboards can be reviewed by units, users or groups to identify areas of exceptional usage or for continuing education or user specific troubleshooting.

User Call Details	Compares details of overall call usage and statistics for one or many users. Details include total volumes, calls trends, devices used, completion percentages and specific call durations by a user within the Vocera system. Use this dashboard for reviewing unit volume trends and identifying specific training opportunities for specific users and units.
User Activity Details	Provides details of commands used and specific activities of users. Data displayed includes transaction times, commands, type of activity, device version, and call status. Use this dashboard to perform ad-hoc troubleshooting and gather details on specific user transactions and activity as well as to review specific command utilization by unit.
Location Call Summary	Summarizes outgoing call activity across all units. Details include call types with call durations, command usage details, devices used type, and outgoing call volume trends for the selected date range. Use this dashboard to understand overall Vocera usage (by device or call type) and volume trends as well as the ability to drill into specific units.
Broadcasts	Summarizes the group broadcasts sent by a user to groups within a facility. The information includes date and time, user details, and duration of each broadcast in a unit. The result displayed is based on the group receiving the broadcast.
Device Version Usage	Displays the total number of calls made using Vocera devices including call percentage. Results are generated based on the date range specified.
Outgoing Calls Detail	Provides information about each outgoing call including the date and time of the call, the number or the person to whom the call was made, and the duration of the call. It also includes the total number of calls placed by the user for both complete and incomplete calls.
System Call Volume Trend	Displays incoming and outgoing call volume trend for various data sources for a specified date range. It also provides data for each facility as well as the overall system.
User Activity	Displays the activities of users in a Vocera system. It provides a detailed view of the activities performed by users on each day.
Custom Reports	Specific custom created reports are viewed from this folder. Using Crystal Reports, you can customize your own reports for Vocera Analytics and add it to the Report Console.