

Introduction to Vocera for System Administrators

Course Description

Welcome to Introduction to Vocera for System Administrators! This 80-minute, computer-based training is a foundational course that teaches an overview of the entire Vocera Communication Platform. You will gain a detailed understanding of the system architecture of Vocera's major solutions, including Vocera Voice, Secure Texting, and Vocera Services. You will also learn how to access Vocera resources. This course identifies features of Vocera applications and devices, as well as basic administration concepts.

The primary audience for this course is Vocera system administrators. The secondary audience is IT staff, network and/or server staff, and Vocera employees.

Learning Objectives

By the end of the course, you should be able to:

- Describe the Vocera Vision
- Describe the Vocera Communication Platform
- Explain the benefits and interoperability of Vocera Voice and secure texting solutions
- Describe Vocera Voice and its system architecture
- Describe Vocera Messaging Platform and its system architecture
- Describe the offerings of the Professional Services team
- Describe the offerings of the Solutions Support team
- Describe the offerings of the Strategic Customer Development team

Supplementary Courses

We recommend taking the following courses to supplement your learning:

- [Vocera Wireless Webinar Series](#)
- [Introduction to the Vocera Badge \(VS 4.4\)](#)
- [Introduction to the Vocera Collaboration Suite 3.0 App for Clinicians \(VS 4.4, VMP 5.1\)](#)

Modules

1. Vocera Communication Platform (17:00)

In this section you will receive an overview of the Vocera Communication Platform.

By the end of this section, you should be able to:

- Describe the Vocera Vision
- Describe the Vocera Communication Platform
- Explain the benefits and interoperability of Vocera Voice and secure texting solutions

Vocera University

Vocera Communications, Inc.

525 Race Street

San Jose, CA 95126

T: 408 882 5100

vocera.com

vocera_university@vocera.com

2. Vocera Voice (23:00)

In this section, you will explore the value and infrastructure of Vocera Voice.

By the end of this section, you should be able to:

- Describe Vocera Voice and its system architecture:
 - Identify the servers that may be part of a Vocera Voice deployment
 - Describe the Vocera Voice Server
 - Describe the Administration Console
 - Explain telephony integration with the Vocera SIP Telephony Gateway
 - Explain the Vocera Client Gateway
 - Identify the main features of the Vocera Report Server

3. Secure Texting (22:00)

In this section, you will learn about secure texting, including the Vocera Messaging Platform, Vocera Collaboration Suite, and Vocera Secure Texting.

Upon completing this section, you should be able to:

- Describe Vocera Messaging Platform (VMP) and its system architecture:
 - Identify VMP architecture components
 - Explain messaging initiation and delivery
 - Describe the VMP Web Console
 - Describe smartphone clients
 - Identify features and benefits of Vocera Collaboration Suite
 - Explain Vocera Secure Texting and how it differs from VMP

4. Vocera Services (16:00)

In this section, you will learn about Vocera Services, including the Professional Services, Solutions Support, and Strategic Customer Development teams.

By the end of this section, you should be able to:

- Describe the offerings of the Professional Services team
- Describe the offerings of the Solutions Support team
- Describe the offerings of the Strategic Customer Development team