



The Vocera System Software provides mobile workers with instant communication for superior customer experiences

Vocera delivers the most trusted mission-critical communication products in the healthcare, hospitality, and retail industries.

Vocera instant communication helps our customers save steps and time. When organizations truly connect with their employees, patients, and customers, everyone benefits.



## Streamlined Communication Saves Critical Time

Wherever mobile workers need to stay in contact with each other, including healthcare facilities, hotels, casinos, libraries, and other organizations, the Vocera® Communication System provides users with instant communication to quickly and efficiently locate the resources and staff they need to focus on critical tasks.

The Vocera System software is the intelligence engine that drives the Vocera System, a software-based solution, that allows users to communicate instantly, hands-free with other mobile workers throughout a facility or campus.

The Vocera System allows mobile workers to give and receive information quickly and easily, helping them to better perform their jobs for improved staff efficiency and satisfaction, as well as superior customer outcomes. This streamlined communication saves critical time during emergencies or urgent situations, provides more powerful staff management capabilities, and improves customer response times.

## The Vocera System Software

The Vocera System software contains the system intelligence, including user profiles, groups, call management, and call connections, as well as the ability to interface, via a middleware agent, to existing third-party systems. The Vocera System software provides sophisticated clustering to meet the uptime requirements for a mission-critical enterprise application and allows for multiple physical sites to be supported and managed by a single Vocera System.

The Vocera Administrative Console allows system administrators to set global preferences and permissions for users. User preferences are configured on the server via browser-based administration and user consoles. The entire Vocera Communication System can be upgraded with new features and improved functionality from one central location. The server architecture is highly scalable and can adapt to changing customer environments.

**Vocera Staff Assignment.** Using the web-based Vocera Staff Assignment Solution client in Vocera Connect Console, Vocera administrators or staff coordinators can quickly and accurately assign staff to frequently changing Vocera role-based groups, such as Housekeeping, Engineering, Concierge, or Catering. Vocera role-based groups can be leveraged for instant voice communication as well as alerts and alarms.

When Staff Assignment is combined with the power of Vocera groups, organizations can utilize an oversubscription model during shift change to allow both the current shift and oncoming shift roles to participate in voice and alert and alarm communication for continuous customer support and service.



**Vocera Report Server and Vocera Scheduled Reporting.** The Vocera Report Server is a powerful reporting tool that analyzes system performance, usage, and call patterns. The Vocera Report Server software allows administrators to:

- Re-engineer workflow by performing call-flow analysis
- Analyze call volume charts to determine usage patterns
- Analyze speech recognition results by user, department, location, or Badge
- Track lost or unused Badges
- Schedule reports to be delivered via email

### Purchase and Upgrade Information

All Vocera System Software releases and service packs are available as a free upgrade to customers with current maintenance contracts. Vocera Device Management, Vocera Scheduled Reporting, and Vocera Report Server are part of the Vocera Administration Suite that is included with enterprise licenses and available for purchase with standard licenses. In addition, Vocera SIP Telephony can be purchased by all customers. Vocera Connect Console premier is a purchasable item that adds user presence, click to connect, and text messages to the free assignment client.

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