

Voice System Administration Achievement Track

This curriculum provides students with a comprehensive overview of the Vocera® Communication System, including the system architecture and its key features, with details on how to administer, maintain, and optimize the Vocera Communication System for maximum results.

Benefits include:

- Students gain the confidence to run your Vocera System
- Online training provides convenience, flexibility, and self-paced learning
- Staff spends more time maintaining and improving the Vocera System, and less time resolving system issues
- Trained staff maximizes the return on your Vocera investment
- Eliminate travel costs and time out of office

This training is accessible via the Vocera Learning Center. Once in the system, navigate to the Course Catalog and select On Demand Multiple Courses to view and Enroll in “Voice System Administration Achievement Track -- Phase 1”.

Contact vocera_university@vocera.com with any questions or for additional information on how to access this valuable training.

Recommended Pre-requisite: 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. (Secure texting module is optional and recommended for sites using any Vocera Messaging products.)

Voice System Administration Achievement Track - Phase 1

Part 1. Vocera Voice Server System Administration Overview (VS 5.2)

This 20-minute eLearning course will familiarize you with how to create, edit, and delete user profiles in the Vocera Administration Console.

Part 2. Working with Users in the Vocera Administration Console (VS 5.2)

This 20-minute eLearning course will familiarize you with how to create, edit, and delete user profiles in the Vocera Administration Console.

Part 3. Mastering Working with Users (VS 5.2)

This 11-minute module teaches advanced concepts for working with users in the Vocera Administration Console.

Part 4. Vocera Badges for System Administrators (VS 5.2)

This 20-minute eLearning course will familiarize you with how to create, edit, and delete user profiles in the Vocera Administration Console.

Part 5. Working with Groups in the Vocera Administration Console (VS 5.2)

This 20-minute eLearning course will familiarize you with how to create and manage groups in the Vocera Administration Console.

Part 6. Working with Departments (VS 5.2)

This 10-minute module covers advanced concepts for working with departments in the Vocera Administration Console.

Part 7. Call Flows (VS 5.2)

This 14-minute module covers how to use group properties to set up call flows.

Part 8. Permissions in the Vocera Administration Console (VS 5.2)

This 20-minute eLearning course will familiarize you with how to specify and manage permissions in the Vocera Administration Console.

Part 9. Emergency Broadcast (VS 5.2)

This 6-minute module covers how to set up emergency broadcast recipients by site or by group.

Part 10. Sites and Locations in the Vocera Administration Console (VS 5.2)

This 15-minute eLearning course will familiarize you with how to set up sites and locations in the Vocera Administration Console.

Voice System Administration Achievement Track - Phase 2

Part 11. System Configuration in the Vocera Administration Console (VS 5.2)

This 22-minute eLearning course will familiarize you with how to configure a Vocera system using the Vocera Administration Console.

Part 12. Maintenance of the Vocera Administration Console (VS 5.2)

This 10-minute web-based training will familiarize you with how to maintain a Vocera system using the Vocera Administration Console. Specifically, this course covers the Server, Import, Export, Update, and Data Check tabs of the Maintenance page.

Part 13. Staff Assignment Overview for System Administrators (VS 5.2)

This 6-minute web-based training covers basic functionality of Vocera Staff Assignment, role-based groups, and database cleanup and configuration.

Part 14. Utterances (VS 5.2)

This 5-minute module covers how to troubleshoot speech recognition and/or training issues by listening to a user's interactions with the Vocera genie.