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Vocera Report Gallery User Guide

Version 5.6.0

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Last modified: 2023-02-21 10:50

VRS-560-Docs build 70

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Report Gallery

Vocera Report Server generates a wide selection of reports which can be used to get information on the system call volume, detect speech recognition issues, manage devices, export data, troubleshoot problems with running report packages, and finally to create custom reports. This section explains how to interpret reports that chart the usage of the Vocera System.

Report Categories

The following table summarizes the report categories available for the Vocera Report Server:

Table 1: Report categories

Type of Report	Description
Summary Reports on page 5	Snapshots of system call volume and speech recognition rates.
Call Reports on page 22	Information about calls made and received by users, groups, and so on.
Speech Reports on page 28	Pinpoint equipment or users experiencing speech recognition problems.
Integration Reports on page 35	Information about external systems that send messages to Vocera devices.
Device Reports on page 45	Account for devices that have been placed into service with the Vocera server. The reports are filtered by the owning group or department as well as the site.
Asset Tracking Reports on page 49	Account for devices that have been placed into service with the Vocera server. They should be used only if you do not have a Vocera license that includes Device Management.
Exporting Data Reports on page 51	Export selected data to a comma-separated values (CSV) file.
Scheduler Diagnostics Reports on page 56	Assist administrators determine why a scheduled report package or a system task did not run successfully.
Custom Reports on page 58	Custom reports are reports that you create with Crystal Reports and add to the Report Console. A sample custom report is provided.

Summary Reports

Summary reports provide snapshots of system call volume and speech recognition rates. To access summary reports, click **Summary Reports** in the navigation bar.

Simultaneous User Login Report

The Simultaneous User Login report shows the number of simultaneous Vocera users trending hourly, daily, or both. You can use this report to determine whether you need to purchase additional Vocera licenses.

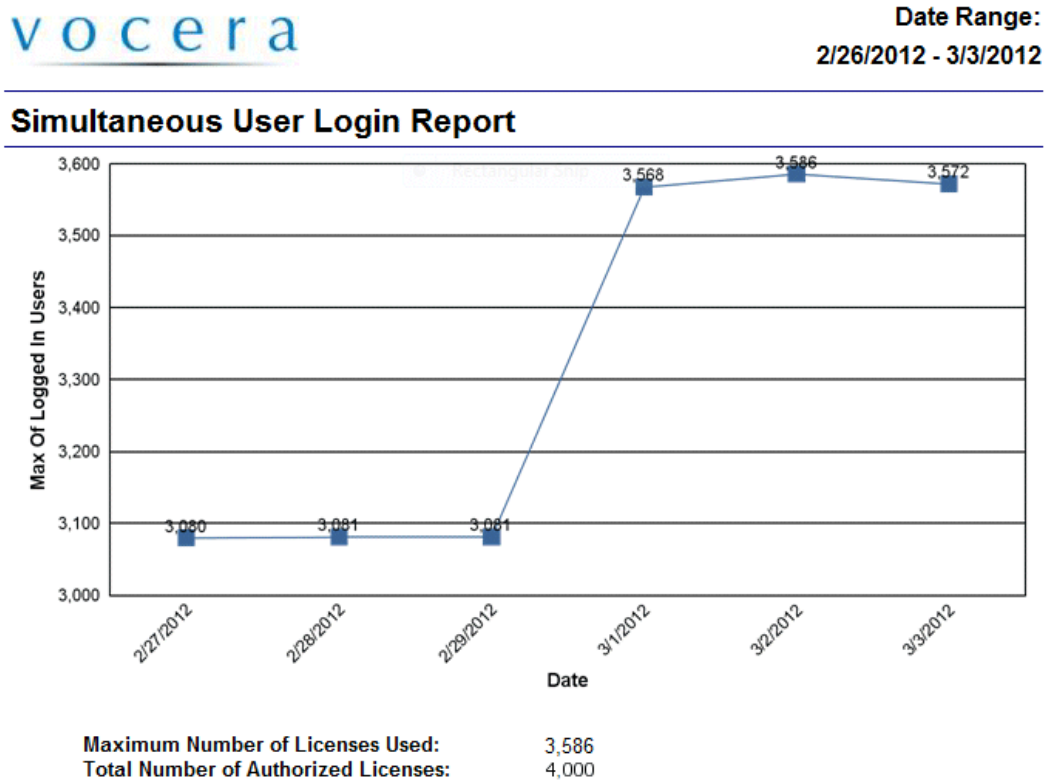

Figure 1: Simultaneous User Login report

Device Type Usage Report

The Device Type Usage report shows daily, weekly, or monthly calls made using the following Vocera devices:

- B1000A
- B2000
- B3000
- Vocera Collaboration Suite for Android (Wi-Fi calls only)
- Vocera Collaboration Suite for iPhone (Wi-Fi calls only)
- Vocera Connect for Cisco
- Vocera Smartphone
- Vocera Access Anywhere (includes calls made from Vocera Connect for Cisco and Vocera Collaboration Suite apps over the cellular network)

You can use this report to determine usage trends for Vocera devices. Depending on call volume and the date range you specify, this report can take a long time to generate. Consequently, you should schedule this report to run at periodic intervals.

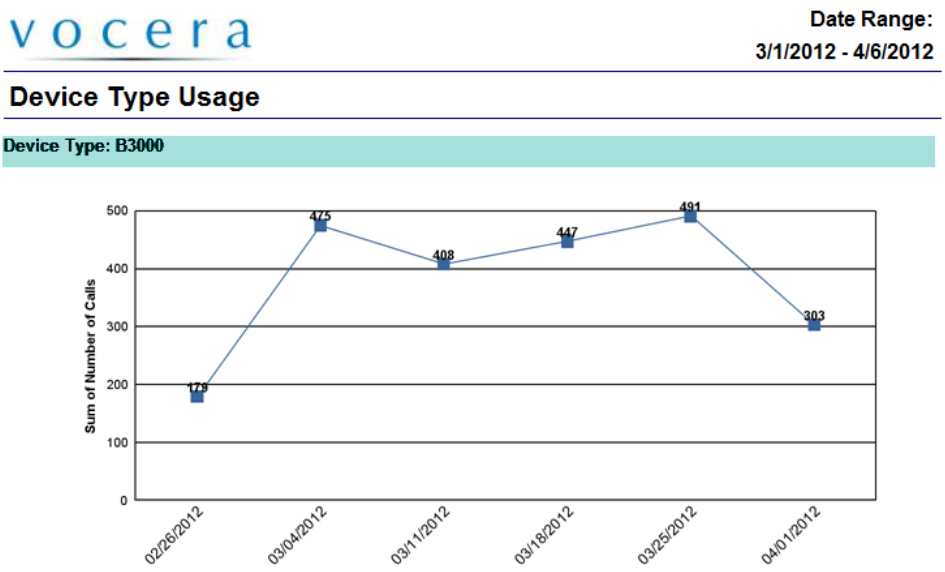

Figure 2: Device Type Usage report

Note: The Device Type Usage report shows only call usage. Call logs saved before the installation of Vocera Server 4.3 do not include device type information and therefore show up as "Unknown" in the report.

Inactive Users Report

The Inactive Users report shows users that have not logged into Vocera during the specified date range. The users are listed by userID, first name, and last name. The users can be grouped by site and department. The report can be used to remove inactive users and improve name recognition.

Note: When you remove inactive users, make sure you do not inadvertently remove Vocera Connect users who connect to the Vocera Server remotely over the cellular network and therefore do not log in.

vocera

Date Range:
11/29/2010 - 12/2/2010

Users not using the Vocera Communications System

Site: Global

C C U+I C U+Nursing Administration

UserID	First Name	Last Name
LGrimes	Lauren	Grimes

Total Inactive Users for Department: 1

C C U+Nursing Administration

UserID	First Name	Last Name
CCampos	Candice	Campos
lhargraves	Lizzie	Hargraves

Total Inactive Users for Department: 2

C T I C U

UserID	First Name	Last Name
memberton	Melisa	Emberton

Total Inactive Users for Department: 1

C T I C U+Nursing Administration

UserID	First Name	Last Name
MBurkhard	Marives	Burkhard
IDalisay-Macavinta	Irene	Dalisay-Macavinta

Total Inactive Users for Department: 2

Figure 3: Inactive Users report

Inactive Groups Report

The Inactive Groups report shows groups that were not called or broadcasted to during the specified date range. The groups can be filtered by site and department. The report can be used to remove inactive groups and improve name recognition. The following figure shows a page from an Inactive Groups report.

Note: A call to a user within a group or department (for example, “Call Amy Wilson in Pharmacy”) is not counted as a call to a group.

vocera

Date Range:
9/1/2010 - 12/10/2010

Groups Not Called - By Site

Global

Department: Inpatient Rehabilitation Services

Group Name
Inpatient Pediatric Physical Therapy
Lift Team
Occupational Therapy
Physical Therapists
Speech Pathologists

Total Inactive Groups for Inpatient Rehabilitation Services : 5

Department: L and D

Group Name
L and D Charge Nurse
L and D Nurse
L and D Nursing Assistant
O B residents
O B G Y N Doctors
Room 1502
Room 1504
Room 1506
Room 1508
Room 1509

Total Inactive Groups for L and D : 10

Figure 4: Inactive Groups report

Inactive Address Book Entries Report

The Inactive Address Book Entries report shows address book entries that were not called during the specified date range. The report can be used to remove inactive address book entries and improve name recognition. The following figure shows a page from an Inactive Address Book Entries report.

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Date Range:
9/1/2010 - 12/10/2010

Address Book Entries Not Called - By Site

Site: Global

Address Book Entry	Type
A C T PAT	PLACE
CARE COORDINATION	PLACE
CARPENTER SHOP	PLACE
CENTER FOR HOSPICE	PLACE
CLASSROOM B	PLACE
CLINICAL NUTRITION	PLACE
COMMAND CENTER	PLACE
CONTROL DESK RADIOLOGY	PLACE
CORAM	PLACE
DIETARY OUTPATIENT NUTRITION	PLACE
DIETICIAN OFFICE	PLACE
HEALTH SERVICES LIBRARY	PLACE
HEMODIALYSIS	PLACE
HUDSON HOME CARE	PLACE
KESSLER WEST	PLACE
MATERIALS MANAGEMENT	PLACE
MEDICAL EDUCATION	PLACE
MEDICINE OFFICE	PLACE
NEONATOLOGY	PLACE
NICU Pharmacist	PLACE

Figure 5: Inactive Address Book Entries report

Group Entry Summary Report

The Group Entry Summary report shows the total calls made to a Group entry. You can use this report to find out which groups are getting the most calls. You can also use this report to learn which entries are unused and can be removed from the system. Removing unused Group entries can improve overall name recognition. The following figure shows a page from a Group Entry Summary report.

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Date Range:
11/1/2010 - 11/30/2010

Group Usage Counts

Site: Global

Department: P A C U

	Times Used
P A C U Nurse	8
Room 1524	3
Room 1546	2

Department: P I C U

	Times Used
Room 1901	19
P I C U Nursing Assistant	15
Room 1903	10
Room 1915	4
Room 1906	1

Figure 6: Group Entry Summary report

Address Book Entry Summary Report

The Address Book Entry Summary report shows the total calls made to an Address Book entry. You can use this report to find out which Address Book entries are getting the most calls. You can also use this report to learn which entries are unused and can be removed from the system. Removing unused Address Book entries can improve overall name recognition. The following figure shows a page from an Address Book Entry Summary report.

vocera

Date Range:
12/1/2010 - 12/10/2010

Address Book Entry Usage Counts

Site: Global

	Times Used
CARDIAC SERVICES	5
CHILDRENS CANCER CENTER	4
I C U	4
A C T MAIN	3
CASE MANAGER OFFICE	3
CELLULAR THERAPY	3
I T N and S	3
CARDIAC SERVICES	2
CARE ONE	2
CHAPLAIN	2

Figure 7: Address Book Entry Summary report

Hourly Usage Summary Report

The Hourly Usage Summary report shows the number of Genie sessions per hour during a 24-hour period by each site. The first page of the report charts the information in a graph; the second page tabulates the number of genie sessions each hour. You can use this information to schedule system maintenance. As a best practice, perform maintenance operations when system usage is light. Shows the overall usage of the system by hour.

Based on the data in the report shown in the following figure, system maintenance can be performed starting around 8:00 p.m., as long as it is complete by 6:00 a.m.

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Date Range:
9/1/2012 - 10/1/2012

Hourly Usage Summary

Overall Totals

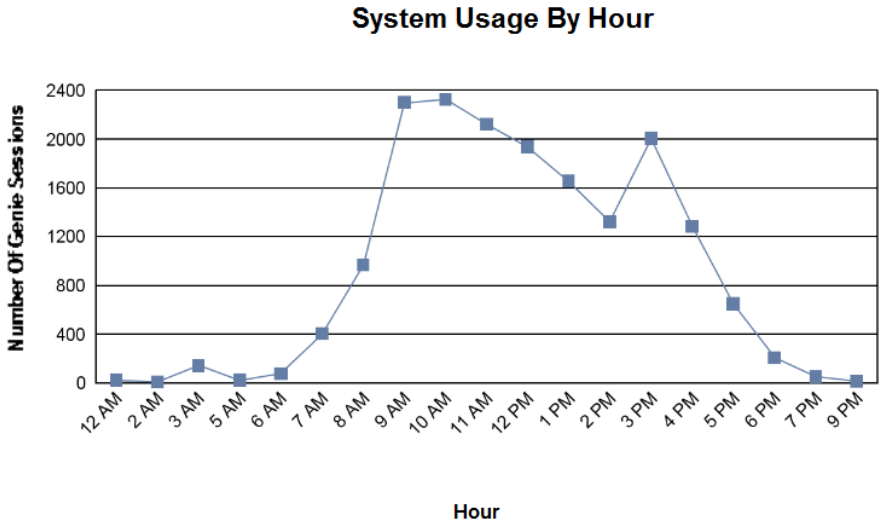


Figure 8: Hourly Usage Summary report

Genie Session Summary Report

The Genie Session Summary report summarizes Genie interaction data for each day in the specified date range. The first page of the report plots the data in a graph; subsequent pages show detailed data in a table. Data includes maximum simultaneous sessions, average session duration, number of unique users, and total sessions. The following figure shows a graph from a sample Genie Session Summary report.

vocera

Date Range:
9/1/2012 - 10/1/2012

Genie Session Summary

Badges Not Logged In

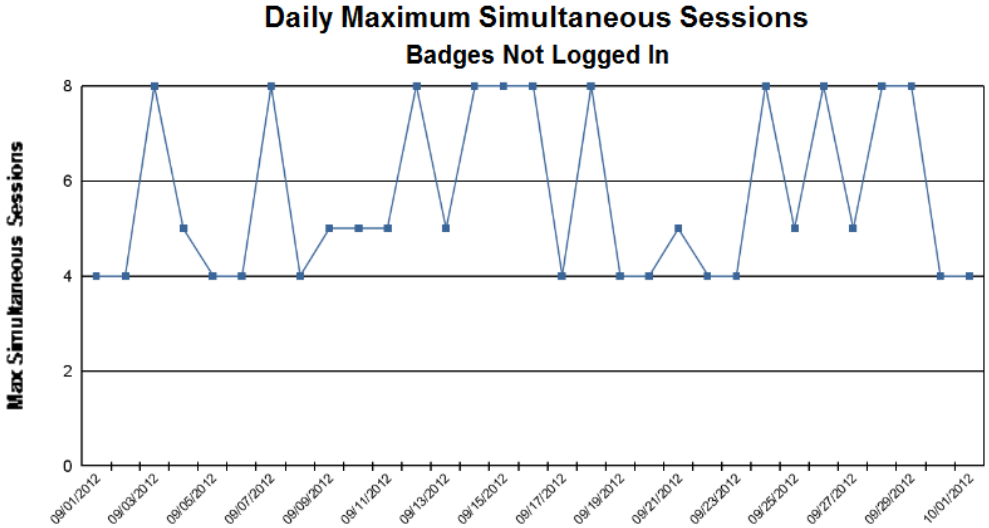


Figure 9: Genie Session Summary report

Average Call Duration Statistics Report

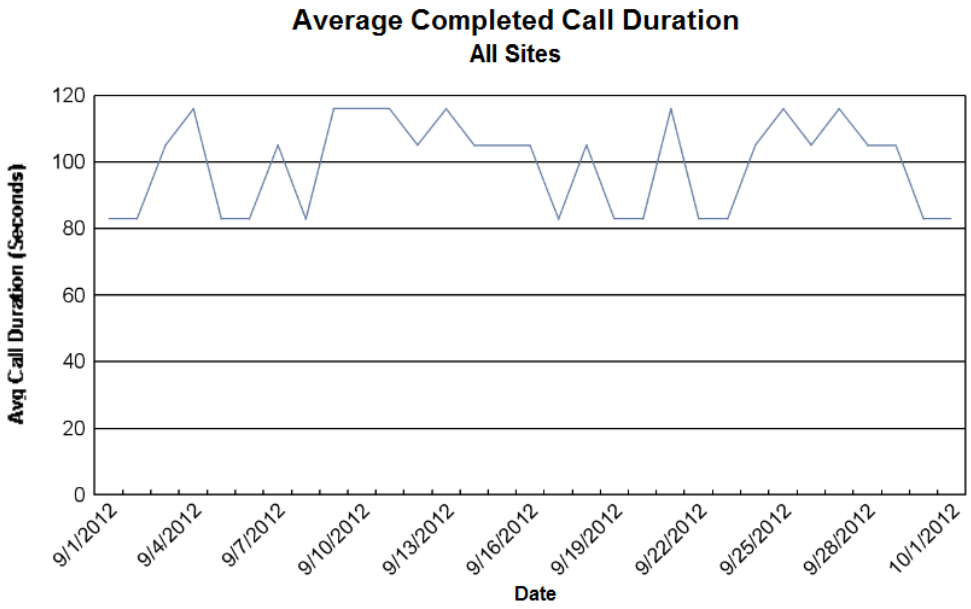
The Average Call Duration Statistics report summarizes the average duration of completed calls for the system in the selected time frame. The report also represents the information in a graph per site and for the overall system. The following figure shows a page from an Average Call Duration Statistics report.

Average Call Duration Statistics report

vocera

Date Range:
9/1/2012 - 10/1/2012

Average Call Duration Statistics



Telephony Usage Trend Report

The Telephony Usage Trend report provides data about telephony port usage for each principal site. It can be generated to show daily or weekly trends, or both.

A principal site may share its telephony server with other sites. The Telephony Usage Trend report lists only principal sites, but it shows the cumulative port usage of all sites that share a particular telephony server.

This report can help you determine if the number of licensed telephony ports available is sufficient to meet peak demand. During peak usage periods, calls can be delayed or dropped if the number of calls exceeds the number of ports available. If the number of ports is insufficient to meet your needs, you may want to consider licensing more ports.

The report charts usage based on the maximum number of telephony ports in use on a given date. It also provides the maximum number of ports in use during a specified date range and the total number of ports allocated for each principal site.

Note: For information about configuring telephony see the Vocera Administration Guide. For more information about sharing telephony service and servers across multiple sites, see the Multiple Site Scenarios section in the Vocera Installation Guide.

Following is an example Telephony Usage Trend report:

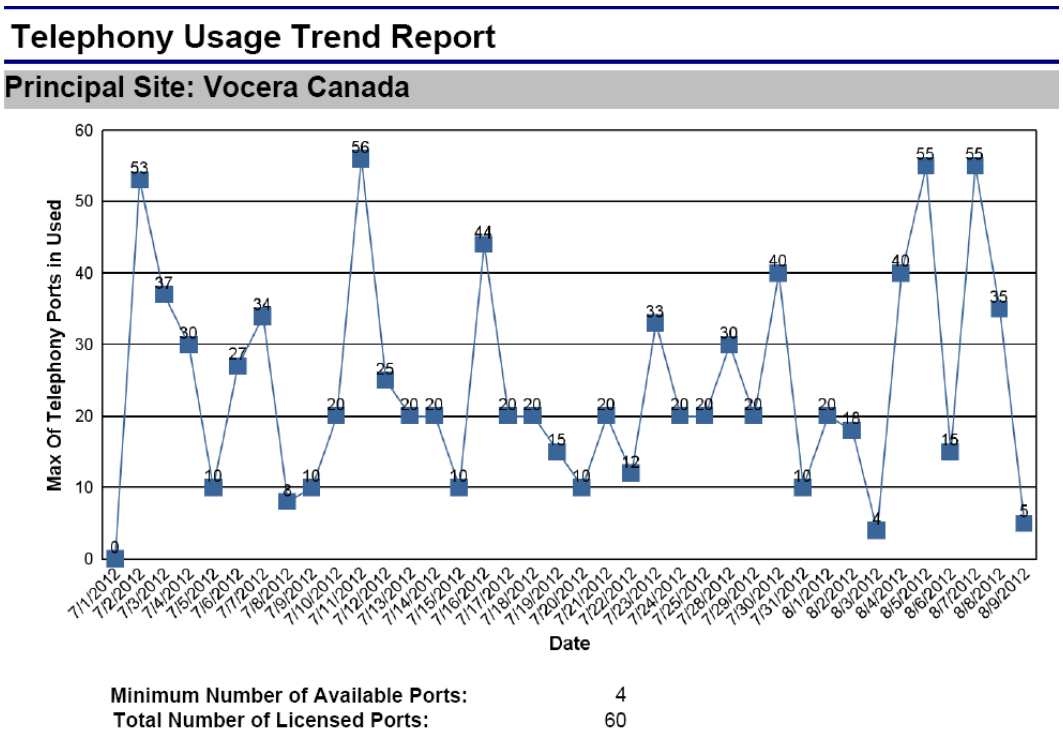


Figure 10: Telephony Usage Trend Report

Tiered Administration Audit Report

The Tiered Administration Audit report shows all modifications and system actions performed via theAdministration Console.

The following figure shows a page from a Tiered Administration Audit report.

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Date Range:
11/1/2010 - 12/2/2010

Admin Console Audit Report

Site: Global

Emergency Department

11/12/2010

Time	Modified By	Operation	Modified Entity Type	Modified Entity
9:04:10AM	David Candelaria	Update	User	Candelaria, David

11/13/2010

Time	Modified By	Operation	Modified Entity Type	Modified Entity
9:31:25AM	Jim McEnrue	Login User Console	User	McEnrue, Jim
9:32:37AM	Jim McEnrue	Update	User	McEnrue, Jim

11/14/2010

Time	Modified By	Operation	Modified Entity Type	Modified Entity
11:04:27AM	Shenma Bernard	Login Admin Console	User	Bernard, Shenma
11:09:02AM	Shenma Bernard	Delete	Location	4BaseTech
11:11:23AM	Shenma Bernard	Update	Location	Mike Kim - Home

11/15/2010

Time	Modified By	Operation	Modified Entity Type	Modified Entity
9:31:25AM	Lizabeth Defillippis	Login User Console	User	Defillippis, Lizabeth
9:32:37AM	Lizabeth Defillippis	Update	User	Defillippis, Lizabeth

11/21/2010

Time	Modified By	Operation	Modified Entity Type	Modified Entity
9:50:08AM	Ray Velez	Update	User	Velez, Ray
9:50:43AM	Ray Velez	Update	User	Velez, Ray
10:21:40AM	Ray Velez	Send Text Message	User	gibson, michele

Figure 11: Tiered Administration Audit report

The following table describes the report columns.

Table 2: Tiered Administration Audit report Columns

Column	Description
Time	The Time column shows when a change was made.
Modified By	The Modified By column shows who made the change. This value corresponds to a User ID specified via theAdministration Console or the User Console on the Vocera server, unless the user logged in with the built-in login ID `Administrator`. If the operation was performed automatically by the Vocera system—for example, an automated restore of the database—the value is `System`. If the operation is a login by Report Server to the Vocera Voice Server to perform a dataload, this value is null.

Column	Description
Operation	The Operation column specifies the operation that changed the Vocera database. Here are some possible values: • **Auto Restore**—The Vocera system automatically restored data from the database. • **Backup**—The database was backed up. • **Create**—An entity was created. • **Delete**—An entity was deleted. • **Login Admin Console**—Someone logged in using the default administrator user name and password. • **Login Tiered Admin Console**—Someone logged in using a user name and password that has administration rights. • **Login User Console**—Someone logged into the Vocera User Console. • **Login VAI**—Someone logged into a Vocera Administration Interface (VAI) client. • **Send Text Message**—Someone sent a text message to another user's device. • **Update**—One or more of an entity's property values changed. • **Update Conference Group**—The list of members of a conference group was changed. • **Update System**—One or more system property values changed.
Modified Entity Type	The ModifiedEntityType column specifies the type of the entity that was changed. If no entity was changed, this value is empty. Possible values: • **AddrBook** (address book entry) • **Group** • **User**
Modified Entity	The ModifiedEntityID column identifies the entity that was changed. For a user, the value is the user ID. For a group, the value is the group name. For an address book entry, the value is the address book entry name. If the Vocera database was not changed, for example, when a Backup operation occurs, the displayed value is **N/A**.

Command Usage Report

The Command Usage report shows Vocera voice commands that have been used by each department. The report shows a total of how many times each command was used and the percentage.

This report includes commands that are spoken when users access the Vocera system from a phone using Vocera Access Anywhere.

The following figure shows a page from a Command Usage report, available from the Summary Reports page.

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Date Range:
11/1/2010 - 12/10/2010

Command Usage Summary

Site: Global

Case Management

Command	Number of Times Used	Percentage of Total Commands
Call	178	67.42
PlayVMessages	27	10.23
LogOut	15	5.68
SendMessage	9	3.41
WhereIs	6	2.27
DeleteMessage	5	1.89
Conference	4	1.52
TransferToExtension	3	1.14
Invite	3	1.14
Cancel	3	1.14
RecordName	2	0.76
StopForwarding	2	0.76
DeleteVMessages	2	0.76
Transfer	1	0.38
Broadcast	1	0.38
WhereAmI	1	0.38
WhatTimeIsIt	1	0.38
DeleteTMessages	1	0.38
Total:	264	
Total Commands for Site Global:	264	
Total Commands:	264	

Figure 12: Command Usage report

System Call Volume Trend Report

The following figure shows a page from a System Call Volume Trend report, available from the Summary Reports page.

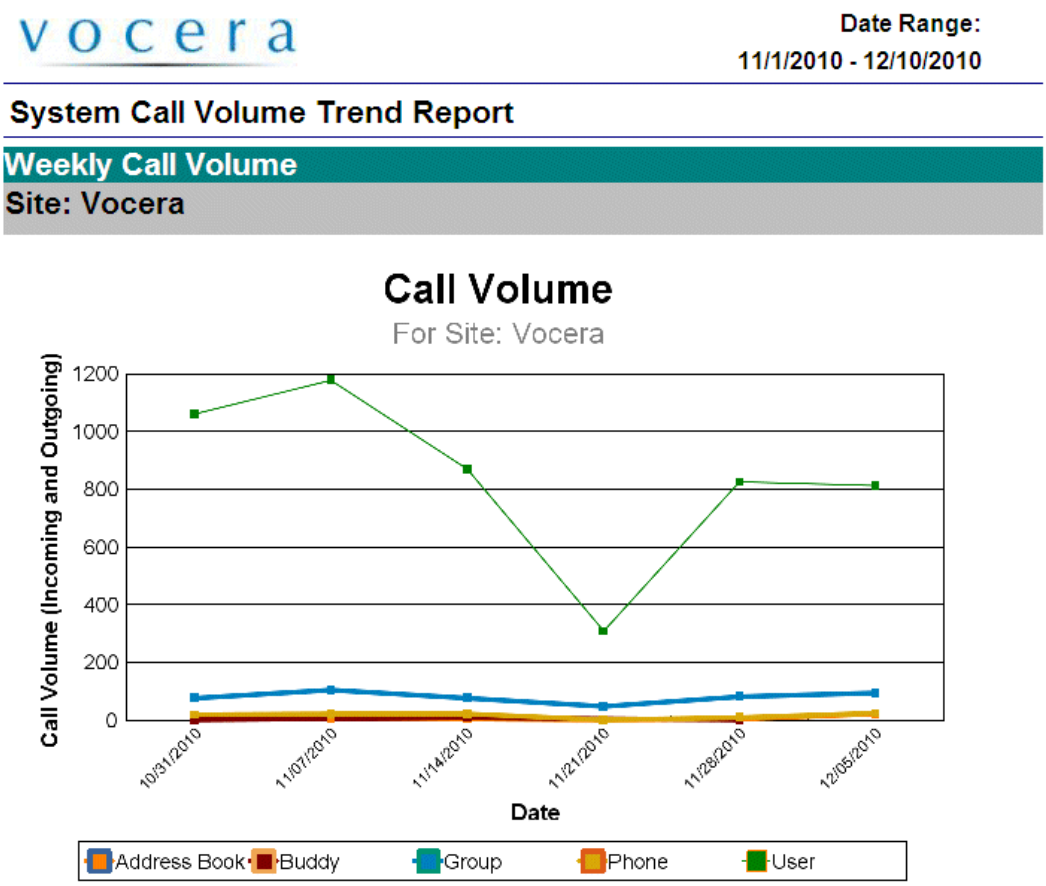

Figure 13: System Call Volume Trend report

The System Call Volume Trend report shows incoming and outgoing call volume trends over a specified date range. It shows all Vocera calls, including PBX calls, and it replaces the daily, weekly, and monthly System Call Volume reports available in previous versions. You can plot the trend over daily, weekly, or monthly periods. If you generate the report for multiple sites, the report provides data for each site as well as the overall system.

Call volume results are grouped by site. For each site, three different reports are provided:

- A line chart showing call volume trends over time
- A pie chart showing slices for each category of call volume results
- A table showing detailed call volume data

Call volume results are categorized as follows:

- To Badge User
- To Group
- To Phone
- To Address Book Entry
- To Personal Buddy

PBX Call Volume Trend Report

The following figure shows a page from a PBX Call Volume Trend report, available from the Summary Reports page.

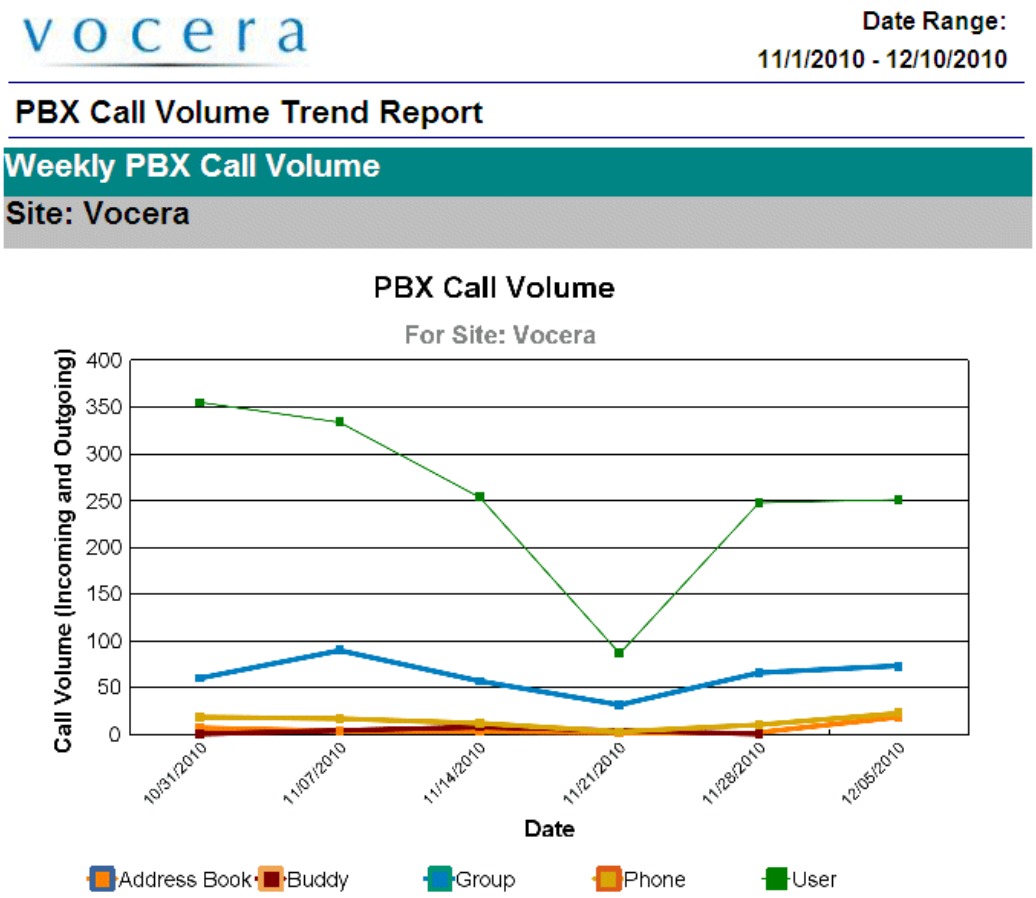

Figure 14: PBX Call Volume Trend report

The PBX Call Volume Trend report shows incoming and outgoing PBX call volume trend over a specified date range. You can plot the trend over daily, weekly, or monthly periods. It replaces the daily, weekly, and monthly PBX Call Volume reports available in previous versions. If you generate the report for multiple sites, the report provides data for each site as well as overall totals.

Call volume results are grouped by site. For each site, three different reports are provided:

- A line chart showing call volume trends over time
- A pie chart showing slices for each category of call volume results
- A table showing detailed call volume data

Call volume categories are the same as in the System Call Volume Trend report; see System Call Volume Trend Report on page 19.

Unassigned APs Report

The Unassigned APs report shows access points that do not have corresponding Vocera locations. Users must have had a Genie interaction within the specified date range while connected to an unassigned AP for the AP to appear in this report. The unassigned access points are sorted by MAC address.

The following figure shows a page from an Unassigned APs report, available from the Summary Reports page.

vocera

Date Range:
12/1/2010 - 12/12/2010

List of Unassigned Access Points

0015c7a8b5a3
00169c48f665
0023045986e0
002304599790
0023045998a0
0025456b1f80
0025456b21a0
00260b919080

Total Access Points: 8

Figure 15: Unassigned APs report

Best practice is to filter this report by a small date range (one or two weeks) to identify unassigned APs. It's possible that an unassigned AP is actually a rogue AP that may be active on your network for a short time and for which you would not want to assign a corresponding Vocera location. Consequently, a rogue AP may appear on the report for a particular date range and then drop off when you run the report for a later date range even though you did not assign the AP to a Vocera location.

Unassigned access points can cause Vocera devices to roam from their current site to the Global site incorrectly, which can result in speech recognition problems because of the difference in site grammars. Each site has its own dynamic grammar, which includes the names of users, groups, sites, locations, address book entries, and all their possible alternates.

Access points without location names also affect the location-related voice commands: **Locate**, **Where Is?**, and **Where Am I?**. These commands allow users to find the physical location of a particular user or member of a group. If an access point is not assigned a location name, the Genie will respond with the MAC address of the access point instead, which is not useful to most Vocera users.

Call Reports

Call reports provide different views of how the system is being used. To access Call reports, click **Call Reports** in the navigation bar.

Administrators can track call volume and average call duration by department, group, user, and location. Call reports show both completed and incomplete calls. Incomplete calls occur when the caller hangs up before reaching the called party, or when the called party is unavailable (whether or not the caller leaves a message).

User Activity Report

The User Activity report shows the activities of selected users or of all users from selected departments. It provides a detailed view of the following activities of users on each day:

- Incoming Calls
- Outgoing Calls
- Broadcasts
- Login/Logout
- DND (turning Do Not Disturb on or off)
- Push-to-Talk (Instant Conference)
- Voice Messages

- Add/Remove from Group

There are several events the report cannot capture. It only captures events that occur when users are connected to the organization's Wi-Fi network. Consequently, it cannot capture when users roam off network or power off their devices. It also does not report on automatic logouts or on calls made remotely using Vocera Collaboration Suite or Vocera Access Anywhere.

The User Activity report can take a long time to generate. Consequently, you may want to schedule this report to run overnight.

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Date Range:
6/27/2012 - 6/27/2012

User Activity Report

Site: Global

Department: Radiology Department

User: Clavin, Paul

06/27/2012	08:41:03 AM	Missed call from Erin Carroll due to not answered/rejected	00:00:00
	08:53:58 AM	Accepted call from Irene Dalisay	00:00:41
	09:26:15 AM	Accepted call from Erin Carroll	00:00:33
	09:39:35 AM	Called Mary Brady; Incomplete due to not online	00:00:00
	09:39:54 AM	Left message for Mary Brady	00:00:18
	09:41:46 AM	Called Elric Elias; Incomplete due to busy	00:00:00
	09:41:59 AM	Left message for Elric Elias	00:00:05
	09:42:26 AM	Called Erin Carroll; Accepted by Erin Carroll	00:00:13
	10:49:45 AM	Missed call from Erin Carroll due to not answered/rejected	00:00:00
	10:49:49 AM	DND on	
	01:57:31 PM	DND off	
	01:59:10 PM	Called Rachel Holmes; Incomplete due to not answered/rejected	00:00:00
	01:59:30 PM	Left message for Rachel Holmes	00:00:10
	02:09:22 PM	Called Esperanza Sandell; Accepted by Esperanza Sandell	00:01:29
	02:17:19 PM	Accepted call from 4134	00:02:02
	02:45:02 PM	Called Erin Carroll; Incomplete due to not answered/rejected	00:00:00
	02:45:14 PM	Left message for Erin Carroll	00:00:07
	02:48:43 PM	Accepted call from Erin Carroll	00:00:18
	02:50:37 PM	Called Erin Carroll; Incomplete due to call wait rejected	00:00:00
	02:51:05 PM	Left message for Erin Carroll	00:00:04
	03:25:12 PM	Called Stan Alston; Incomplete due to DND/blocked call	00:00:00
	03:25:25 PM	Left message for Stan Alston	00:00:21
	03:27:35 PM	Accepted call from Stan Alston	00:01:18
	04:02:13 PM	Called Erin Carroll; Accepted by Erin Carroll	00:00:08
	04:58:02 PM	Accepted call from Kelsey Kleckner	00:00:25

Figure 16: User Activity report

Incoming Calls Reports

Incoming Calls reports summarize the number of completed and incomplete calls, average duration of each call and the total time spent on the calls by each user or group or address book entry.

Vocera Report Server provides the following incoming call reports:

- **Incoming Calls to Users (Summary and Detail)**—lists calls made directly to users.

  Note: Calls to groups that are answered by users are NOT included in this report; they are included in the Incoming Calls to Groups reports instead.

- **Incoming Calls to Groups (Summary and Detail)**—lists calls made to groups.
- **Incoming Calls to Address Book Entries (Summary and Detail)**—lists calls made to Vocera address book entries.

These Call reports can help you identify users, groups, and address book entries that are not being used. By removing unused entities (groups, users, and address book entries) from the Vocera database, you can improve speech recognition and system performance.

The **Incoming Call to Users - Summary** provides information on the number of completed calls and incomplete calls, average duration of each call and the total time spent on the calls.

The following figure shows a page from the Incoming Calls to Users summary report.

vocera

Date Range:
11/1/2010 - 11/15/2010

Incoming Calls to Badge Users - Summary

Site: Global

Case Management

Ayala, Cat — Total Calls: 4

Completed Calls 1
Incomplete Calls 3
Average Duration: 24 Seconds — Total Call Time: 0 Hours 0 Minutes 24 Seconds

Barreiro, Jeff — Total Calls: 6

Completed Calls 5
Incomplete Calls 1
Average Duration: 52 Seconds — Total Call Time: 0 Hours 4 Minutes 22 Seconds

Bowles, Mary — Total Calls: 5

Completed Calls 3
Incomplete Calls 2
Average Duration: 155 Seconds — Total Call Time: 0 Hours 7 Minutes 46 Seconds

Brune, Pam — Total Calls: 5

Completed Calls 3
Incomplete Calls 2
Average Duration: 142 Seconds — Total Call Time: 0 Hours 7 Minutes 5 Seconds

Cavanagh, Claudia — Total Calls: 5

Completed Calls 3
Incomplete Calls 2
Average Duration: 77 Seconds — Total Call Time: 0 Hours 3 Minutes 51 Seconds

Figure 17: Incoming Calls to Users summary report

The **Incoming Call to Users - Detail** reports the following information about each call:

- Date and time of the call
- Caller's Name
- Recipient's name or number if call forwarding is set up
- Duration of the call
- Reason the call was not answered if the call was incomplete

The following figure shows a page from the Incoming Calls to Users detail report. This report can take a relatively long time to generate.

vocera

Date Range:
11/1/2010 - 11/15/2010

Incoming Calls to Badge Users - Detailed

Site: Global

Case Management

Barreiro, Jeff — Total Calls: 6

Completed Calls

Date / Time	Called By	Accepted By	Duration (Seconds)
11/7/2010 4:21:45PM	Farah Dinvil	Jeff Barreiro	121

Incomplete Calls

Date / Time	Called By	Reason Unanswered
11/6/2010 11:19:19AM	4242	Call rejected

Average Duration: 52 Seconds — Total Call Time: 0 Hours 4 Minutes 22 Seconds

Bowles, Mary — Total Calls: 5

Completed Calls

Date / Time	Called By	Accepted By	Duration (Seconds)
11/7/2010 11:38:36AM	Evan PECSON	Mary Bowles	95
11/7/2010 12:58:13PM	Sara Pankratz	Mary Bowles	303
11/7/2010 3:13:23PM	Jessica Clarke-Cuffy	Mary Bowles	68

Incomplete Calls

Date / Time	Called By	Reason Unanswered
11/7/2010 9:04:30AM	Genevieve Sakyi	Not online
11/9/2010 8:32:30AM	Betty Ditillo	Not logged in

Average Duration: 155 Seconds — Total Call Time: 0 Hours 7 Minutes 46 Seconds

Brune, Pam — Total Calls: 5

Completed Calls

Date / Time	Called By	Accepted By	Duration (Seconds)
11/12/2010 10:10:22AM	Lydia Midura	6786124659	5
11/15/2010 10:34:53AM	Mary Brady	Pam Brune	407
11/15/2010 11:00:18AM	Samuel Foster	Pam Brune	13

Incomplete Calls

Date / Time	Called By	Reason Unanswered
11/15/2010 9:11:23AM	Samuel Foster	Call rejected

Average Duration: 142 Seconds — Total Call Time: 0 Hours 7 Minutes 5 Seconds

Figure 18: Incoming Calls to Users detail report

In the Completed Calls table for each user, the **Accepted By** column shows the user or phone that accepted a call. Use the **Accepted By** column to determine whether a user has forwarded calls to another user or phone.

In the Incomplete Calls table for each user, the **Reason Unanswered** column shows the reason a call was not answered. Possible reasons a user did not answer a call include:

- **Busy**—The user was busy on another call.
- **Call rejected**—The user declined to accept the call.
- **Call wait rejected**—The call was placed in Call Waiting, but the user did not accept it.
- **Caller blocked**—The user blocked calls from that caller or was in Do Not Disturb mode.
- **Not logged in**—The user was not logged into Vocera.
- **Not online**—The user roamed off network.
- **Phone not answered**—No one answered the phone.
- **Phone line unavailable**—All available telephony phone lines are in use.
- **Conference too large**—Tried to conference too many parties.
- **Unavailable**—The user was unavailable for another reason.
- **Unknown**—Report Server cannot determine why the call was not answered.

Outgoing Calls by User Reports (Summary and Detail)

The Outgoing Calls by User report provides information about each outgoing call including the date and time of call, the number or the person called, and the duration of the call. Information on the total number of calls placed by the user and the total time spent on the calls is also provided.

Note: Outgoing Calls reports include calls that were made using Vocera Connect apps and Vocera Access Anywhere.

The following figure shows a page from an Outgoing Calls by User summary report, available from the Call Reports page:

vocera

Date Range:
11/1/2010 - 11/15/2010

Outgoing Calls by User - Summary

Site: Global

O R

Frischman, Rowland — Total Calls: 19

Completed Calls	15
Incomplete Calls	4

Average Duration: 145 Seconds — Total Call Time: 0 Hours 36 Minutes 22 Seconds

Martins, Nancy — Total Calls: 3

Completed Calls	1
Incomplete Calls	2

Average Duration: 340 Seconds — Total Call Time: 0 Hours 5 Minutes 40 Seconds

P A C U

Bushway, Tyrone — Total Calls: 16

Completed Calls	9
Incomplete Calls	7

Average Duration: 25 Seconds — Total Call Time: 0 Hours 3 Minutes 42 Seconds

Mikel, Lucy — Total Calls: 3

Completed Calls	3

Average Duration: 195 Seconds — Total Call Time: 0 Hours 9 Minutes 45 Seconds

Figure 19: Outgoing Calls by User summary report

The following figure shows a page from a detailed report about outgoing calls by a specified user:

vocera

Date Range:
11/1/2010 - 11/15/2010

Outgoing Calls by Users - Detailed

Site: Global

Emergency Department

Fink, Gloria — Total Calls: 14

Completed Calls	Called	Accepted By	Duration (Secs)
11/7/2010 4:27:53PM	Carla DeNunzio	Carla DeNunzio	14
11/7/2010 4:48:55PM	Nicky Jackman	Nicky Jackman	30
11/9/2010 1:16:03PM	Kelly Bajwa	Kelly Bajwa	22
11/10/2010 2:00:56PM	Patty Peirano	Patty Peirano	94

Subtotal: 9

Incomplete Calls	Called	Reason Incomplete
11/7/2010 9:39:46AM	Jackie Anderson	Not logged in
11/7/2010 10:07:25AM	Norma Finlay	Not logged in
11/7/2010 2:05:19PM	Emile Guevara	Call rejected
11/9/2010 9:45:45AM	Jessica Fischer	Call rejected
11/9/2010 2:05:34PM	Lyra Espolong	Not logged in

Subtotal: 5

Average Duration: 37 Seconds — Total Call Time: 0 Hours 5 Minutes 30 Seconds

Galvan, Rossy — Total Calls: 4

Completed Calls	Called	Accepted By	Duration (Secs)
11/12/2010 11:12:41AM	Karen DeFilippis	Karen DeFilippis	23
11/12/2010 1:20:59PM	Tessa Migliaccio	Tessa Migliaccio	57
11/12/2010 3:34:35PM	Jemilat Fadojutimi	Jemilat Fadojutimi	15
11/12/2010 4:38:22PM	Karen DeFilippis	Karen DeFilippis	97

Subtotal: 4

Average Duration: 48 Seconds — Total Call Time: 0 Hours 3 Minutes 12 Seconds

Figure 20: Outgoing Calls by User detail report

Outgoing Calls Summary Report

The Outgoing Calls Summary report summarizes information on each user's outgoing calls. The information is categorized by number of calls placed to another user, to a group, to an Address Book Entry and to a personal buddy.

The following figure shows a page from an Outgoing Calls Summary report.

vocera

Date Range:
11/1/2010 - 11/30/2010

Outgoing Calls Summary by User

Site: Global

Dietary

	Total		To User		To Personal Buddy	
	Total Calls	Avg. Duration (Secs)	Total	Avg. Duration (Secs)	Total	Avg. Duration (Secs)
West, Brenda	5	59	5	59	0	0

Emergency Department

	Total		To User		To Group		To Phone		To Personal Buddy	
	Total Calls	Avg. Duration (Secs)	Total	Avg. Duration (Secs)	Total	Avg. Duration (Secs)	Total	Avg. Duration (Secs)	Total	Avg. Duration (Secs)
Arroyo, Yanni	5	53	5	53	0	0	0	0	0	0
Barnhardt, Rory	19	333	19	333	0	0	0	0	0	0
Bernard, Shenma	15	103	15	103	0	0	0	0	0	0
Candelaria, David	9	151	7	54	0	0	0	0	2	248
Chan, Natalia	11	57	11	57	0	0	0	0	0	0

Figure 21: Outgoing Calls Summary Report

Broadcasts Report

The Broadcasts report summarizes the broadcasts sent by a user to groups. The information includes the date and time of each broadcast, the user who initiated the broadcast, and the duration of each broadcast. The information is listed by the group receiving the broadcast.

Note: The Broadcasts report includes broadcasts that were made using Vocera Connect apps.

The following figure shows a page from a Broadcasts report:

vocera

Date Range:
10/1/2010 - 10/31/2010

Broadcasts to Groups

Site: Global

Department: N I C U

N I C U Charge Nurse

Date / Time	User	Cost Centers	Duration (Secs)
10/13/2010 1:04:47PM	Ross, Kristine		10
10/13/2010 2:02:48PM	Blake, Eliza		33

Total Broadcasts: 2 Average Duration: 22 Seconds

Department Total: 2

Department: O R

O R 9 Scrub Nurse

Date / Time	User	Cost Centers	Duration (Secs)
10/3/2010 10:43:38AM	Diaz, Mia		8
10/3/2010 10:45:00AM	Garcia, Cesar		1
10/3/2010 12:18:47PM	Bandayrel, Julia		4

Total Broadcasts: 3 Average Duration: 4 Seconds

O R Nurse Manager

Date / Time	User	Cost Centers	Duration (Secs)
10/31/2010 10:16:10AM	Anderson, Jackie		5

Total Broadcasts: 1 Average Duration: 5 Seconds

O R Operations Nurse Manager

Date / Time	User	Cost Centers	Duration (Secs)
10/16/2010 10:43:38AM	Blair, Danny		8
10/16/2010 10:45:00AM	Zellars, Naomi		1
10/16/2010 12:18:47PM	Hassan, Amanda		4

Total Broadcasts: 3 Average Duration: 4 Seconds

Figure 22: Broadcasts report

Speech Reports

Speech reports provide recognition statistics to help pinpoint devices, access points, departments, or users experiencing speech recognition problems. To access Speech Reports, click **Speech Reports** in the navigation bar.

Speech reports are generated for one or all sites.

Note: For details on how speech recognition results are calculated, see "Understanding Speech Recognition" in the Vocera Report Server Guide.

The following table describes the possible fields in the generated report:

Table 3: Recognition Result Report Generation Fields

Field	Description
AP MAC Addr	This report field indicates the MAC address of the AP, for reports that show results by AP.
Department Name	The name of the department, for reports that show results by department.
No. of Total Users	The total number of devices users in the department, for reports that show results by department.
Active Users	The number of active users in the department, based on the report date range, for reports that show results by department.
User Name	The name of the user.
Speech - Recognized	The amount of recognized communication attempts and the percentage of successful attempts, by the user on the indicated device. This field shows the number of occurrences, and the percentage, based on the total number of speech attempts.
Speech - Rejected	The amount of rejected communication attempts, by the user, on the indicated device. This field shows the number of occurrences, and the percentage, based on the total number of speech attempts.
Speech - Others	Speech was received, but the Vocera system was unable to process it. This can happen if the duration of the speech exceeds the system's ability to interpret it, or if the speech started earlier than the Genie prompt.
Speech - Attempts	The amount of communication attempts by the user on the indicated device. This total value includes: • Speech - Recognized • Speech - Rejected • Speech - Others
No Speech - Occurrences	The amount of communication attempts, by the indicated user, where no speech occurred. This field shows the number of occurrences, and the percentage, based on the total number of attempts.
Total Attempts	The total number of Speech Attempts, and No Speech Attempts, by the user, on the indicated device.

Speech Recognition Results by User Detail Report

The Recognition Results by User Detail report provides speech recognition result metrics listed by user and sorted by last name. The report can be generated to show results by site, department, or for one or more specific users.

This report allows you to generate filtered results to obtain very specific report data. You can filter the results to show only high recognition rates, or filter the information for results specific to users with speech recognition problems. For example, a **Recognition Filter** set to **Below** and a **Recognition Filter Rate** set to **70%**, would filter the results to include only data with a recognition rate of 0% to 69.9%. To see all data, leave the **Recognition Filter** set to **Above** and the **Recognition Filter Rate** set to **0%**.

Login attempts are not included in the recognition results.

Note: No speech results reflect a no speech timeout occurrence. A no speech timeout occurs when the call is ended after three attempts to prompt the user for a command.

When Vocera users respond to Genie prompts, they can press the Call button to signify "Yes" or the DND button to signify "No." These button responses are not treated as speech attempts, and are not included in the speech recognition reports.

The following figure shows a page from a Recognition Results by User - Detail report.

vocera

Date Range:
9/1/2012 - 10/1/2012

Recognition Results by User

Site: Global

Department: Emergency Department

User Name	MAC Addr Device Type	Speech			No Speech		Total Attempts
		Recognized	Rejected	Attempts	Occurrences		
Esquela, Maryann	0009ef065ada B2000	12 80%	3 20%	15	0		15
	0009ef07d8b5 B2000	1 100%	0	1	0		1
	002210b93a32 Smartphone	3 38%	5 63%	8	1	11%	9
	0023a2b063f9 Smartphone	1 50%	1 50%	2	0		2
	Total	17 65%	9 35%	26	1	4%	27
Gray, Sonia	0009ef0341f2 B1000A	1 100%	0	1	0		1
	0009ef0732a2 B2000	8 100%	0	8	0		8
	0009ef079627 B2000	1 50%	1 50%	2	0		2
	002210b93a32 Smartphone	3 38%	5 63%	8	1	11%	9
	Total	13 68%	6 32%	19	1	5%	20
Total		30 67%	15 33%	45	2	4.26%	47

Figure 23: Speech Recognition Results by User Detail Report

Speech Recognition Results by User Report

The **Recognition Results by User** report describes overall recognition statistics for specific users. The data is sorted by user and provides speech, no speech, and total attempts detail. This report includes speech recognition attempts made after users have successfully logged into the device. Login attempts are not included in the recognition results.

Note: No speech results reflect a no speech timeout occurrence. A no speech timeout occurs when the call is ended after three attempts to prompt the user for a command.

Following is an example of the Recognition Results by User report where the data was filtered by user and two users were selected.

vocera

Date Range:
9/1/2012 - 10/1/2012

Recognition Results by User

Site: Global
Department: P I C U

User Name	Speech			No Speech		Total Attempts
	Recognized	Rejected	Attempts	Occurrences		
Argain, Jody	11 92%	1 8%	12	1	8%	13
Coppola, Joni	13 87%	2 13%	15	1	6%	16
Friedman, Deborah	18 100%	0	18	0	0%	18
Ghaly, Maged	5 100%	0	5	0	0%	5
Midura, Lydia	18 100%	0	18	0	0%	18
Tigner, Helen	11 73%	4 27%	15	0	0%	15
Total	**76 92%**	**7 8%**	**83**	**2**	**2%**	**85**

Reported Active Users in Department: 6
Total Users in Department: 6

Figure 24: Speech Recognition Results by User report

Speech Recognition Results by Access Point Report

The Recognition Results by Access Point report shows recognition statistics for each access point. This information can help you determine if a specific access point is failing, overloaded, or incorrectly configured, and causing poor speech recognition.

This report allows you to generate filtered results to obtain very specific report data. You can filter the results to show only high recognition rates, or filter the information for results specific to access points with speech recognition problems. For example, a **Recognition Filter** set to **Below** and a **Recognition Filter Rate** set to **70%**, would filter the results to include only data with a recognition rate of 0% to 69.9%. To see all data, leave the **Recognition Filter** set to **Above** and the **Recognition Filter Rate** set to **0%**.

Because users may experience login issues due to access point issues, this report includes login attempts in the recognition results.

Note: No speech results reflect a no speech timeout occurrence after the Call button is pressed and no speech is recognized by the Genie. A no speech timeout occurs when the call is ended after three attempts to prompt the user for a command.

The following figure shows a page from a Recognition Results by Access Point report.

vocera

Date Range:
7/1/2012 - 10/11/2012

Recognition Results by AP

Site: Global
Location: I C U

AP MAC Addr	Speech				No Speech		Total Attempts
	Recognized	Rejected	Others	Attempts	Occurrences		
001da17587c5	1,302 86%	172 11%	34 2%	1,508	35	2%	**1,543**
001da1759905	954 82%	205 18%	0	1,159	35	3%	**1,194**
Total	**2,256 85%**	**377 14%**	**34 1%**	**2,667**	**70**	**3%**	**2,737**

Figure 25: Speech Recognition Results by AP Report

Speech Recognition Results by Department Report

The Recognition Results by Department report shows recognition statistics for each department, sorted by department name. The report includes speech recognition attempts made after users have successfully logged into the Vocera device. It does not include login attempts in the recognition results.

In addition to the speech recognition statistics for each department, the report provides data on the total number of users in each department, and users that actively placed calls within the specified date range.

The following figure shows a page from a Recognition Results by Department report.

vocera

Date Range:
7/1/2012 - 8/31/2012

Recognition Results by Department

Site: Global

Department	No. Of Total Users	Active Users	Speech				No Speech		Total Attempts
			Recognized	Rejected	Others	Attempts	Occurrences		
Patient Relations	4	4	196 89%	24 11%	0	220	15	6%	235
PET	1	1	61 92%	5 8%	0	66	3	4%	69
Pharmacy Department	19	19	878 91%	90 9%	1 0%	969	80	8%	1,049
Radiation Oncology	1	1	66 97%	2 3%	0	68	1	1%	69
Radiology Department	10	10	554 91%	54 9%	0	608	47	7%	655
Respiratory	13	13	668 90%	71 10%	1 0%	740	77	9%	817
Same Day Surgery	1	1	16 100%	0	0	16	0		16
Standards	1	1	51 88%	7 12%	0	58	1	2%	59
T M S	4	4	178 86%	30 14%	0	208	1	0%	209
TeleCom	2	2	121 93%	9 7%	0	130	5	4%	135
Transportation	11	11	452 89%	57 11%	0	509	77	13%	586
Unit Management	28	28	1,353 91%	136 9%	1 0%	1,490	97	6%	1,587
Total			**17,016 91%**	**1,698 9%**	**18 0%**	**18,732**	**1,176**	**6%**	**19,908**

Total Departments: 42

Figure 26: Speech Recognition Results by Department report

Speech Recognition Results by Device Report

The Recognition Results by Device report shows speech recognition statistics per device. If devices are shared, the report lists the user of each device. You can use this report to identify if poor speech recognition on a specific device is consistent for all devices or specific to only certain devices. Login attempts are not included in the recognition results.

This report allows you to generate filtered results to obtain very specific report data. You can filter the results to show only high recognition rates, or filter the information for results specific to devices with speech recognition problems. For example, a **Recognition Filter** set to **Below** and a **Recognition Filter Rate** set to **70%**, would filter the results to include only data with a recognition rate of 0% to 69.9%. To see all data, leave the **Recognition Filter** set to **Above** and the **Recognition Filter Rate** set to **0%**.

Note: When Vocera users respond to Genie prompts, they can press the Call button to signify "Yes" or the DND button to signify "No." These button responses are not treated as speech recognitions and therefore are not included in the speech recognition reports.

The following figure shows a page from a Recognition Results by Device report:

vocera

Date Range:
9/1/2012 - 10/1/2012

Recognition Results by Device

Site: Global
Owner: Emergency Department

MAC Addr Device Type	Speech			No Speech	Total Attempts
	Recognized	Rejected	Attempts	Occurrences	
0009ef0013f1 B1000A	8 100%	0	8	0	8
0009ef0136dd B1000A	12 100%	0	12	0	12
0009ef0246bc B1000A	153 100%	0	153	0	153
0009ef034481 B1000A	16 46%	19 54%	35	0	35
0009ef055bb8 B2000	322 95%	16 5%	338	0	338
0009ef05c91d B2000	38 100%	0	38	0	38
0009ef06b876 B2000	123 82%	27 18%	150	8 5%	158
0009ef0732a2 B2000	64 100%	0	64	0	64
001641f8116c B2000	132 71%	55 29%	187	0	187
002210b939c6 Smartphone	22 50%	22 50%	44	11 20%	55

Figure 27: Speech Recognition Results by Device Report

Speech Recognition Distribution Chart

The Speech Recognition Distribution Chart shows speech recognition distribution statistics for selected sites. The results are represented in two pie charts for each site. If you show all sites, the report also includes charts that summarize results across all sites. The report includes recognition attempts for users who are not assigned to a department.

For more information, see "How Speech Recognition Rates Are Calculated " in the Vocera Report Server Guide.

The following table describes the data provided in the two charts that make up the generated report:

Table 4: Speech Recognition Distribution Charts

Chart	Description
Speech Statistics	This chart shows the distribution of recognized speech attempts compared to rejected, and other speech attempts in a pie chart format. The other category considers all other speech attempts that are not otherwise recognized or rejected. The chart includes speech recognition attempts made after users have successfully logged into their devices. It does not include login attempts in the recognition results.
Total Statistics	This chart shows the distribution of total of speech attempts compared to no speech occurrences, in a pie chart format.

Following is an example of the Speech Recognition Distribution report:

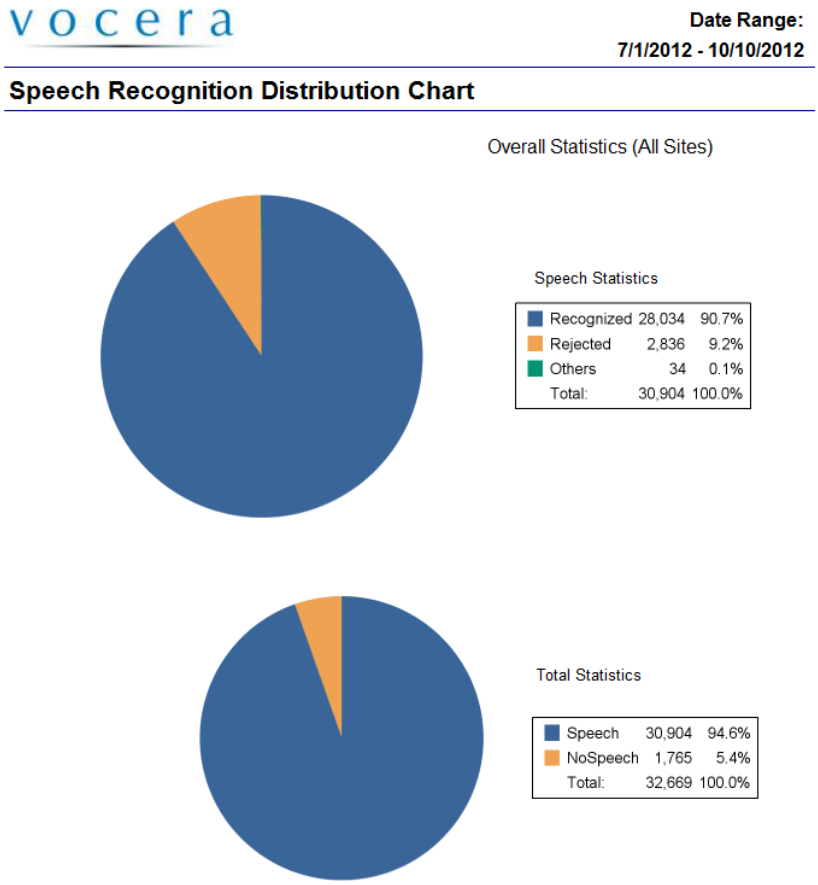

Figure 28: Speech Recognition Distribution chart

Speech Recognition Trend Report

The Speech Recognition Trend report can be configured to show daily, weekly, and monthly speech recognition trends. You can generate results for site and department combinations, or specify one or more users. This report includes two charts:

- **% of Recognition Type** - This chart shows the distribution of recognized speech attempts compared to rejected, and other speech attempts in a line chart format. The other category considers speech attempts where speech occurred, but was not recognized.
- **% of Speech vs. No Speech** - This chart shows the percentage of speech attempts compared to no speech occurrences in a line chart format.

In the following Speech Recognition Trend Report example, the report parameters are configured to include data based on site, including one department, and filtered to include a weekly trend type:

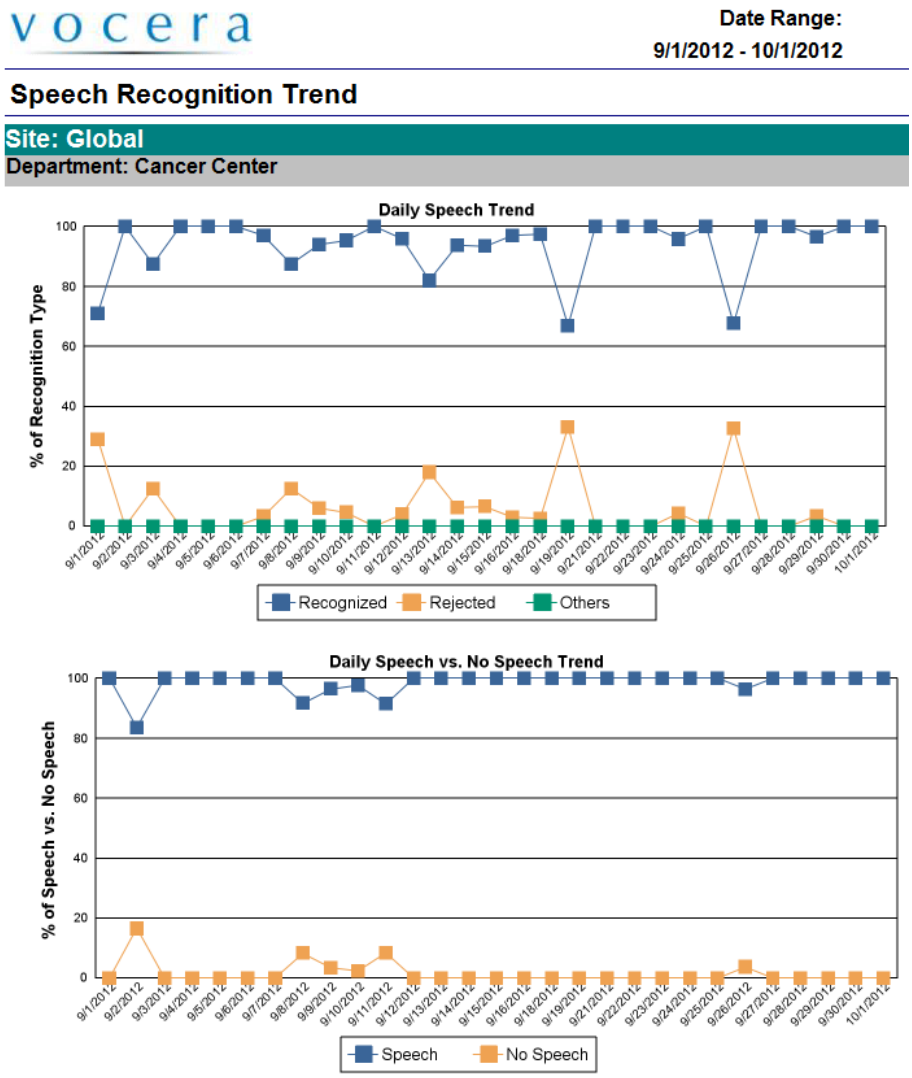

Figure 29: Speech Recognition Trend Report

Integration Reports

Integration Reports provide information about external systems that send messages to Vocera devices. Examples of external systems that integrate with Vocera include nurse call and patient monitoring systems that access Vocera devices using the Vocera Messaging Interface (VMI). To access Integration reports, click **Integration Reports** in the navigation bar. The Integration reports can be filtered by department, group, or user.

Each of the Integration reports has a **Status** column that shows the current status of a VMImessage, and a **Detail** column that shows responses (if any). Here are some possible status values:

- **Server Accepted**—The message has been received on the Vocera Voice Server.
- **Server Rejected**—The message has been rejected by the Vocera Voice Server. If the message was sent to a single user, the user may not be logged in. If the message was sent to a group, a user from that group may not be available.
- **Delivered to Device**—The Vocera Voice Server delivered the message to the recipient.
- **Read/Enunciated**—The recipient opened the message, or the message was automatically played aloud. However, the Vocera system cannot determine whether the recipient fully read or heard the message.
- **Message Response**—The recipient replied with a response shown in the **Detail** column.

- **Call Started**—The recipient called the optional callback phone number.
- **Call Ended**—The call to the callback phone number ended.

Important: Integration report data may included Protected Health Information (PHI). Any report that includes PHI data must not be distributed via email. For specific information about PHI regulations, see HIPAA 'Protected Health Information': What Does PHI Include? [1]

Integration Messages Group Activity, Ordered By Transaction ID

The Integration Messages Activity, Ordered By Transaction ID report lists messages to groups, ordered by the associated Transaction ID. This report reveals integration message activity per client group, with messages listed by message ID.

Note: This report produces data only for integrated systems leveraging the `VMI::LogEvent()` method. For more information about the Vocera Administration Interface, see the Vocera Messaging Interface Guide.

This report provides insight into the efficiency of the integrated system workflow. The time lapse data is provided to track workflow forwarding of urgent and non-urgent messages, until the transaction is completed. This information can help you determine the efficiency of the workflow response times.

The following figure shows an example of the generated report:

vocera

Date Range:
3/18/2013 - 3/18/2013

Integration Message Activity, Ordered By Transaction ID

Site: Global
Department: 4 West
Client: WTCVOCERAB
Transaction ID: {B28B0F2B-366B-4F25-8928-A50D63AE7648}

Message ID	Priority	Date / Time	Message Destination	Message	
5377	Urgent	3/18/2013 9:21:06AM	Room 4101 Nurse	Room 4101 Nurse Call	
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**
	00:00:00	3/18/2013 9:21:06AM	Room 4101 Nurse	Server Accepted	
	00:00:00	3/18/2013 9:21:06AM	Cathy Jenkins	Delivered to device	
	00:00:31	3/18/2013 9:21:37AM	Cathy Jenkins	CallStarted	
	00:00:40	3/18/2013 9:21:46AM	Cathy Jenkins	CallEnded	
5378	Urgent	3/18/2013 9:21:36AM	Room 4101 Assistant	Room 4101 Nurse Call	
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**
	00:00:30	3/18/2013 9:21:36AM	Room 4101 Assistant	Server Accepted	
	00:00:30	3/18/2013 9:21:36AM	Brent James	Delivered to device	
	00:00:35	3/18/2013 9:21:41AM	Brent James	Read/Enunciated	
N/A	00:00:31	3/18/2013 9:21:37AM		Transaction Canceled	

Figure 30: Integration Messages Group Activity, Ordered By ID report

Integration Messages Group Activity, Ordered By ID

The Integration Messages Group Activity, Ordered By ID report provides details about integration call messages sent to groups. This information can help you determine the efficiency of the workflow.

The generated report data includes:

- Information about the routing and progression of urgent and non-urgent messages.
- Details about message activity data, including activity per group, with messages listed by ID.
- The elapsed time between message initiation and message termination.
- Information about how the message was initiated and the accepting responder.

[1] http://www.hipaa.com/2009/09/hipaa-protected-health-information-what-does-phi-include/

vocera

Date Range:
4/1/2012 - 5/17/2012

Integration Messages Group Activity, Ordered By ID

Site: Global
Department: B I C U
Group: Room 1206
Client: Nurse Call

Message ID	Priority	Date / Time	Message Destination	Message		
508124	*Normal*	5/8/2012 8:47:27AM	*Room 1206*	*Room 1206 pillow*		
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**	
	00:00:05	5/8/2012 8:47:32AM	Ken Griffin	Message Response	Accept	
4011210	*Normal*	4/1/2012 11:13:19AM	*Room 1206*	*Room 1206 pillow*		
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**	
	00:00:00	4/1/2012 11:13:19AM	Room 1206	Server Accepted		
4021214	*Urgent*	4/2/2012 4:47:13PM	*Room 1206*	*Room 1206 high heart rate*		
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**	
	00:00:00	4/2/2012 4:47:13PM	Room 1206	Server Accepted		
	00:00:01	4/2/2012 4:47:14PM	Debbie Rosenblatt	Delivered to device		
	00:00:03	4/2/2012 4:47:16PM	Debbie Rosenblatt	Message Response	Accept	
4191220	*Urgent*	4/19/2012 10:34:58AM	*Room 1206*	*Room 1206 Code Blue*		
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**	
	00:00:00	4/19/2012 10:34:58AM	Room 1206	Server Accepted		
	00:00:01	4/19/2012 10:34:59AM	Eli Drendall	Delivered to device		

Figure 31: Integration Messages Group Activity, Ordered By ID report

Integration Messages Group Activity, Ordered By Time

The Integration Messages Group Activity, Ordered By Time report provides details about call messages sent to groups, with messages listed in chronological order. This information can help you determine the efficiency staff response times.

The generated report data includes:

- Information about the routing and progression of urgent and non-urgent messages.
- Details about message activity data, including activity per group, with messages ordered by time.
- The elapsed time between message initiation and message termination.
- Information about how the message was initiated and the accepting responder.

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Date Range:
4/1/2012 - 5/17/2012

Integration Messages Group Activity, Ordered By Time

Site: Global
Department: B I C U
Group: Room 1217

05/09/2012	Client ID	Message ID	Priority	Message	Message Responder	Status	Detail	Elapsed Time
12:04:26 PM	Nurse Call	5091215	Urgent	Room 1217 high saturation	Room 1217	Server Accepted		00:00:00
12:04:29 PM	Nurse Call	5091215	Urgent	Room 1217 high saturation	James Franco	Delivered to device		00:00:03
12:04:31 PM	Nurse Call	5091215	Urgent	Room 1217 high saturation	James Franco	Message Response	Accept	00:00:05
05/13/2012	**Client ID**	**Message ID**	**Priority**	**Message**	**Message Responder**	**Status**	**Detail**	**Elapsed Time**
06:59:19 AM	Nurse Call	5131213	Urgent	Room 1217 pillow	Room 1217	Server Accepted		00:00:00
06:59:20 AM	Nurse Call	5131213	Urgent	Room 1217 pillow	Debbie Rosenblatt	Message Response	Accept	00:00:01

Department: I C U
Group: Room 2116 B

04/14/2012	Client ID	Message ID	Priority	Message	Message Responder	Status	Detail	Elapsed Time
12:04:26 PM	Nurse Call	4141215	Urgent	Room 2116 B leads off	Room 2116 B	Server Accepted		00:00:00
12:04:29 PM	Nurse Call	4141215	Urgent	Room 2116 B leads off	Eli Drendall	Delivered to device		00:00:03
12:04:31 PM	Nurse Call	4141215	Urgent	Room 2116 B leads off	Eli Drendall	Message Response	Accept	00:00:05
04/26/2012	**Client ID**	**Message ID**	**Priority**	**Message**	**Message Responder**	**Status**	**Detail**	**Elapsed Time**
10:34:58 AM	Nurse Call	4261220	Urgent	Room 2116 B leads off	Room 2116 B	Server Accepted		00:00:00
10:34:59 AM	Nurse Call	4261220	Urgent	Room 2116 B leads off	Mary Cherbonneau	Delivered to device		00:00:01
01:38:20 PM	Nurse Call	4261225	Urgent	Room 2116 B IV beeping	Room 2116 B	Server Accepted		00:00:00
01:38:21 PM	Nurse Call	4261225	Urgent	Room 2116 B IV beeping	Amelia Carneiro	Delivered to device		00:00:01
01:38:24 PM	Nurse Call	4261225	Urgent	Room 2116 B IV beeping	Amelia Carneiro	Message Response	Accept	00:00:04
05/02/2012	**Client ID**	**Message ID**	**Priority**	**Message**	**Message Responder**	**Status**	**Detail**	**Elapsed Time**
10:53:28 AM	Nurse Call	502126	Urgent	Room 2116 B high heart rate	Room 2116 B	Server Accepted		00:00:00
10:53:38 AM	Nurse Call	502126	Urgent	Room 2116 B high heart rate	Barbara Frischman	Delivered to device		00:00:10

Figure 32: Integration Messages Group Activity, Ordered By Time report

Integration Messages User Activity, Ordered By ID

The Integration Messages User Activity, Ordered By ID report provides information about integration messages received by users. This report provides insight about user message activity, with messages listed by ID.

The generated report data includes:

- Information about the routing and progression of urgent and non-urgent messages
- Details about user message activity, with messages ordered by ID
- The elapsed time between message initiation and message termination
- Information about how the call was initiated and the user activity associated with the message

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Date Range:
4/1/2012 - 5/17/2012

Integration Messages User Activity, Ordered By ID

Site: Global
Department: I C U
User: Angelica Feiger
Client: Nurse Call

Message ID	Priority	Date / Time	Message Destination	Message	
403126	*Urgent*	4/3/2012 10:53:28AM	Room 2123 B	*Room 2123 B leads off*	
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**
	00:00:10	4/3/2012 10:53:38AM	Angelica Feiger	Delivered to device	
	00:00:12	4/3/2012 10:53:40AM	Angelica Feiger	Message Response	Reject
407125	*Urgent*	4/7/2012 11:09:56AM	Room 1212	*Room 1212 high saturation*	
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**
	00:00:02	4/7/2012 11:09:58AM	Angelica Feiger	Message Response	Accept
417126	*Urgent*	4/17/2012 10:53:28AM	Room 1210	*Room 1210 IV beeping*	
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**
	00:00:10	4/17/2012 10:53:38AM	Angelica Feiger	Delivered to device	
	00:00:12	4/17/2012 10:53:40AM	Angelica Feiger	Message Response	Reject
503125	*Urgent*	5/3/2012 11:09:56AM	Room 2124 B	*Room 2124 B high heart rate*	
	Elapsed Time	**Date / Time**	**Message Responder**	**Status**	**Detail**
	00:00:02	5/3/2012 11:09:58AM	Angelica Feiger	Message Response	Accept

Figure 33: Integration Messages User Activity, Ordered By ID report

Integration Messages User Activity, Ordered By Time

The Integration Messages User Activity, Ordered By Time report provides information about integration messages received by users, in chronological order.

The generated report data includes:

- Information about the routing and progression of urgent and non-urgent messages
- Details about user message activity, with messages ordered by time
- The elapsed time between message initiation and message termination
- Information about how the message was initiated and the user activity associated with the call

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Date Range:
4/1/2012 - 5/17/2012

Integration Messages User Activity, Ordered By Time

Site: Global
Department: B I C U
User: Amelia Carneiro

04/01/2012	Client ID	Message ID	Priority	Message	Message Destination	Status	Detail	Elapsed Time
10:53:38 AM	Nurse Call	401126	Urgent	Room 2124 A IV beeping	Room 2124 A	Delivered to device		00:00:10
10:53:40 AM	Nurse Call	401126	Urgent	Room 2124 A IV beeping	Room 2124 A	Message Response	Reject	00:00:12

04/02/2012	Client ID	Message ID	Priority	Message	Message Destination	Status	Detail	Elapsed Time
04:49:23 PM	Nurse Call	4021226	Normal	Room 1209 bathe patient	Room 1209	Delivered to device		00:00:01
04:49:24 PM	Nurse Call	4021226	Normal	Room 1209 bathe patient	Room 1209	Read/Enunciated		00:00:02

04/06/2012	Client ID	Message ID	Priority	Message	Message Destination	Status	Detail	Elapsed Time
08:47:29 AM	Nurse Call	406124	Normal	Room 1211 bathroom assist	Room 1211	Delivered to device		00:00:02
08:47:30 AM	Nurse Call	406124	Normal	Room 1211 bathroom assist	Room 1211	Read/Enunciated		00:00:03
08:47:32 AM	Nurse Call	406124	Normal	Room 1211 bathroom assist	Room 1211	Message Response	Accept	00:00:05
01:38:21 PM	Nurse Call	4061225	Urgent	Room 1211 IV beeping	Room 1211	Delivered to device		00:00:01
01:38:24 PM	Nurse Call	4061225	Urgent	Room 1211 IV beeping	Room 1211	Message Response	Accept	00:00:04
04:47:14 PM	Nurse Call	4061214	Urgent	Room 2123 A high heart rate	Room 2123 A	Delivered to device		00:00:01
04:47:16 PM	Nurse Call	4061214	Urgent	Room 2123 A high heart rate	Room 2123 A	Message Response	Accept	00:00:03

04/13/2012	Client ID	Message ID	Priority	Message	Message Destination	Status	Detail	Elapsed Time
08:47:29 AM	Nurse Call	413124	Normal	Room 1205 bed pan	Room 1205	Delivered to device		00:00:02
08:47:30 AM	Nurse Call	413124	Normal	Room 1205 bed pan	Room 1205	Read/Enunciated		00:00:03
08:47:32 AM	Nurse Call	413124	Normal	Room 1205 bed pan	Room 1205	Message Response	Accept	00:00:05
01:38:21 PM	Nurse Call	4131225	Urgent	Room 1207 IV beeping	Room 1207	Delivered to device		00:00:01
01:38:24 PM	Nurse Call	4131225	Urgent	Room 1207 IV beeping	Room 1207	Message Response	Accept	00:00:04

04/18/2012	Client ID	Message ID	Priority	Message	Message Destination	Status	Detail	Elapsed Time
01:38:21 PM	Nurse Call	4181225	Urgent	Room 1211 high saturation	Room 1211	Delivered to device		00:00:01

Figure 34: Integration Messages User Activity, Ordered By Time report

Average Response Time Detailed Report

The Average Response Time Detailed report shows data for specific users and provides information more granularly than what is available on the Average Response Time Trend report.

The generated report data includes:

- Site and Client: Lists the location and client (for example, in the graphic below the client is the User Name).
- Alerted: User at a Vocera site that was alerted by a VMI device.
- Alert Type: Type of alert (request for service) from a user at aVocera site.
- Message ID: Unique ID of the message that was sent by a user and accepted by the recipient.
- Priority: The default priorities include:
  - Urgent
  - High
  - Normal
- Action Type:
  The table below lists the action types and includes a description of each.

  Table 5: Action Types

Action Types	Definition
Accepted	The communication (call, alert) is accepted by the VMI Server.
CallEnded	The communication (call, alert) was terminated before the client could accept the Vocera client device.
Delivered	The communication (call, alert) was delivered to the Vocera client device.
Read	The communication (call, alert) was read by user receiving the communication (call, alert).
Rejected	The communication (call, alert) was rejected by the user receiving the communication (call, alert).
Response	The user responded to the communication (call, alert) from their Vocera Client device.

- Response Time: Length of time it take the client to respond.

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3/26/2015 - 4/24/2015
Shift: 00:00 - 23:59

Average Response Time

Department: Engineering — No. of Alerts: 83 — Average Response Time: 47.70s
Year: 2015 — No. of Alerts: 83 — Average Response Time: 47.70s
April Sub totals: — No. of Alerts: 83 — Average Response Time: 47.70s

Site & Client	Alerted	Alert Type	MessageID	Priority	ActionType	ResponseTime
Day: 20						
Vocera - ccardinal	Candace Cardinal (ccardinal)	test message on	0	Urgent	Accepted	0s
Vocera - ccardinal	Candace Cardinal (ccardinal)	test message on	0	Urgent	Delivered	0s
Vocera - ccardinal	Candace Cardinal (ccardinal)	test message on	0	Urgent	Read	19s
Vocera - ccardinal	Candace Cardinal (ccardinal)	test message on	1	Urgent	Accepted	0s
Vocera - ccardinal	Candace Cardinal (ccardinal)	test message on	1	Urgent	Delivered	0s
Vocera - ccardinal	Candace Cardinal (ccardinal)	test message on	1	Urgent	Read	14s
Day: 22						
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	1	Normal	Accepted	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	1	Normal	Delivered	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	1	Normal	Read	3s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	2	Normal	Accepted	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	2	Normal	Delivered	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	2	Normal	Read	3s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	3	Normal	Accepted	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	3	Normal	Delivered	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	3	Normal	Read	211s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	4	Normal	Accepted	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	4	Normal	Delivered	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	4	Normal	Read	2s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	5	Normal	Accepted	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	5	Normal	Delivered	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	5	Normal	Read	172s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	6	Normal	Accepted	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	6	Normal	Delivered	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	6	Normal	Read	164s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	7	Normal	Accepted	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	7	Normal	Delivered	0s
Vocera - vmimartin	Martin Schlapfer (mschlapfer)	Room 123	7	Normal	Read	140s

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Figure 35: Average Response Time Detailed Report

Average Response Time Trend Report

The Average Response Time Trend report shows the average response time in a visual format containing chart types and graphs which displays your data in multiple formats.

These include line, column, histogram, bar, and donut charts.

The generated report data includes:

- Alert response time by departments
- Alert response time by user
- Average response by department for each month within a year
- Average response by department per month

Average Response Time by Department

This report shows the number of alerts and the average response time for each department displayed in a combination chart. The measures on the chart include:

- Average response time in seconds
- Number of alerts

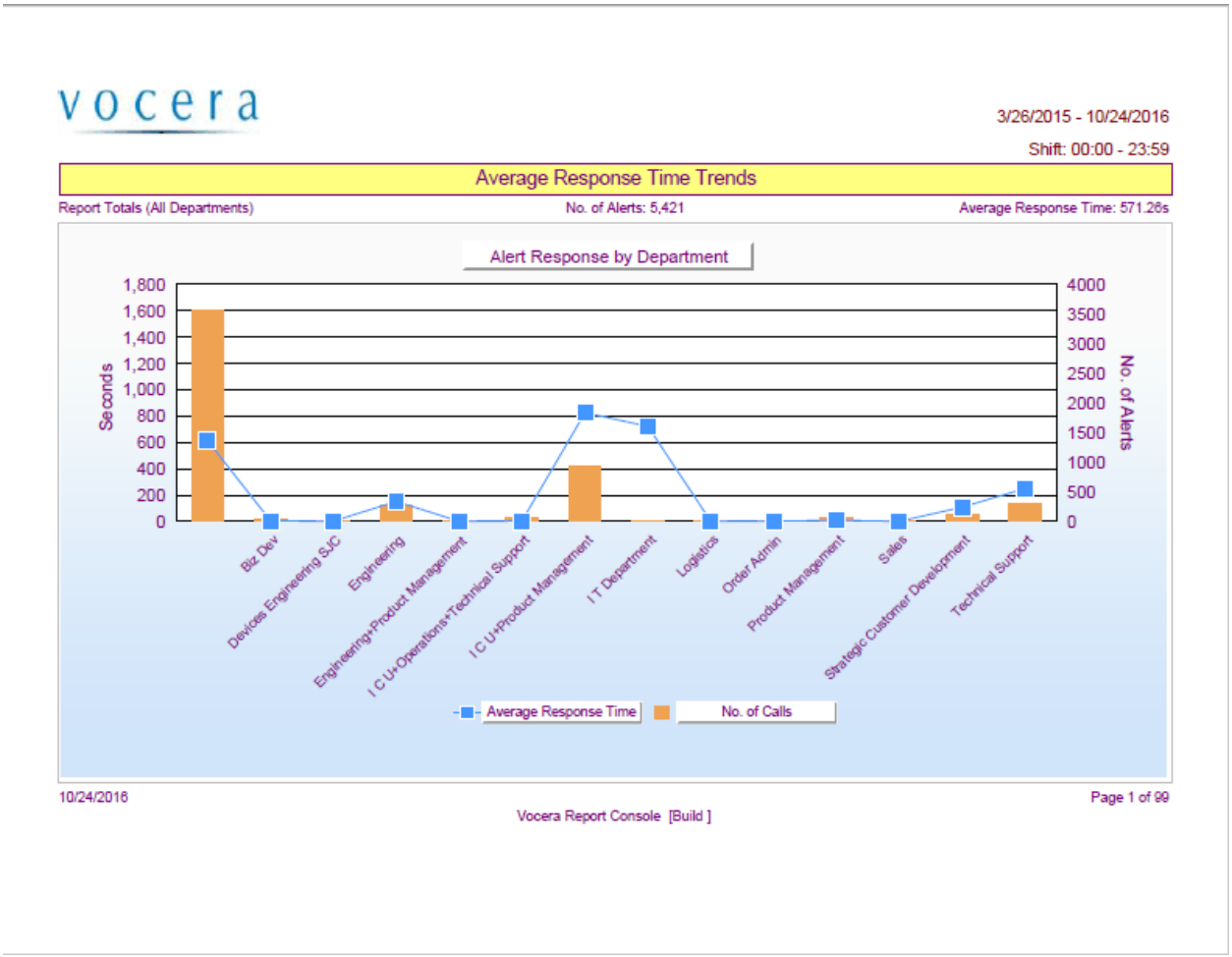

Figure 36: Average Response Time by Department

User Alert Response

This report displays the average response time for each user in your environment measured in seconds across all departments.

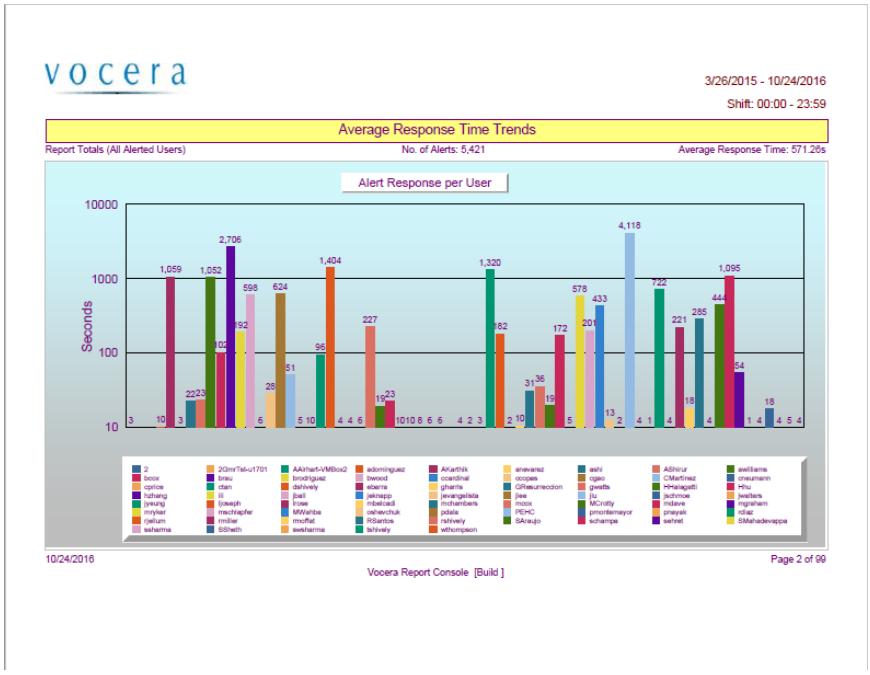

Figure 37: Alert Responses per User

Call Response Activity by Department

This report displays alert information categorized by department within a specified year. The generated report data includes:

- Number of alerts and average response time per month
- Number of alerts by priority
- Number of alerts by action type

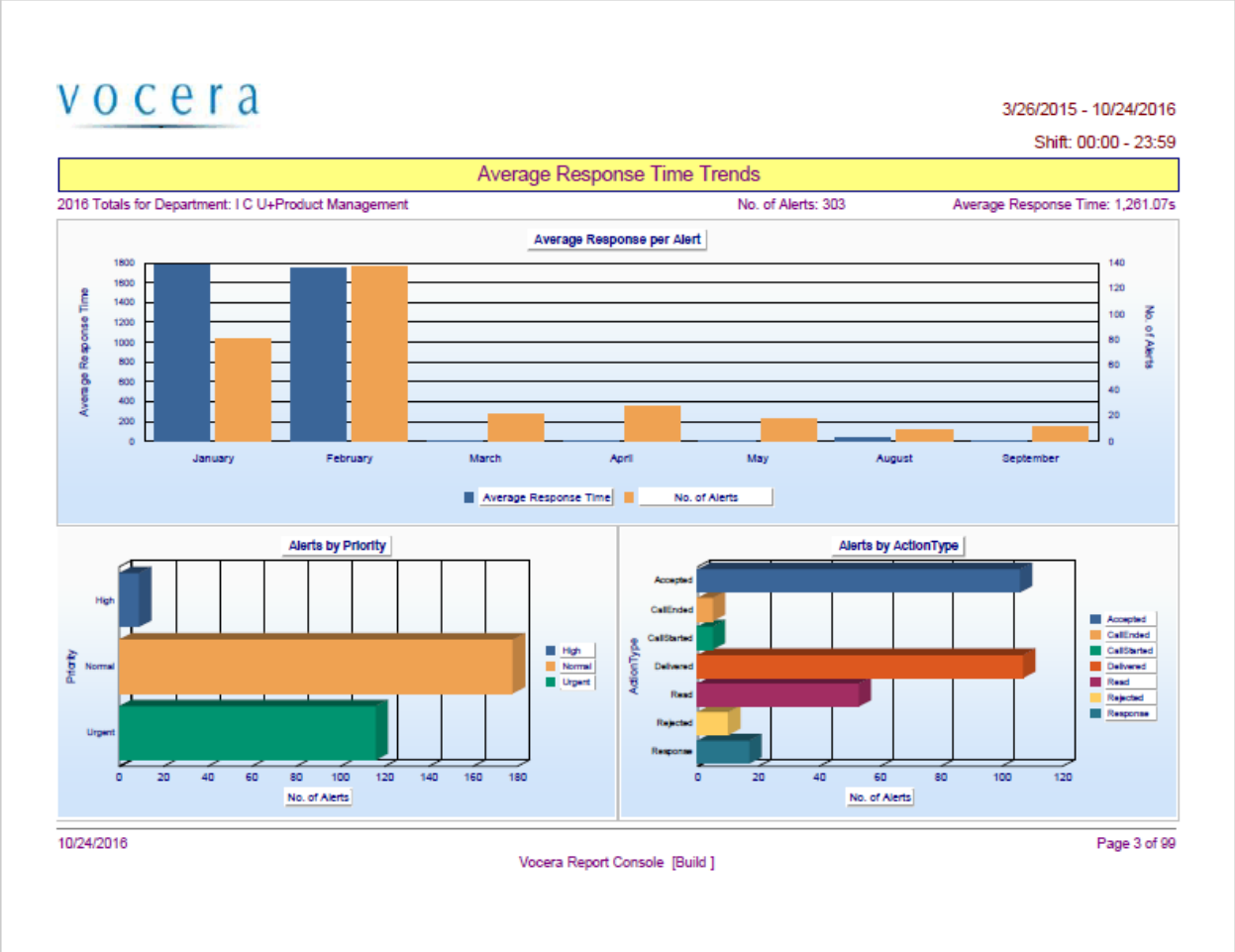

Figure 38: Response Activity report

Monthly Call Response Activity

This report shows the call and alert trends on a monthly basis. The generated report data includes:

- Donut chart: Shows the average user response for each user
- Line chart: Shows the number of alerts by alert type per month
- Cross tab report: Shows the number of alerts by site, client, and priority

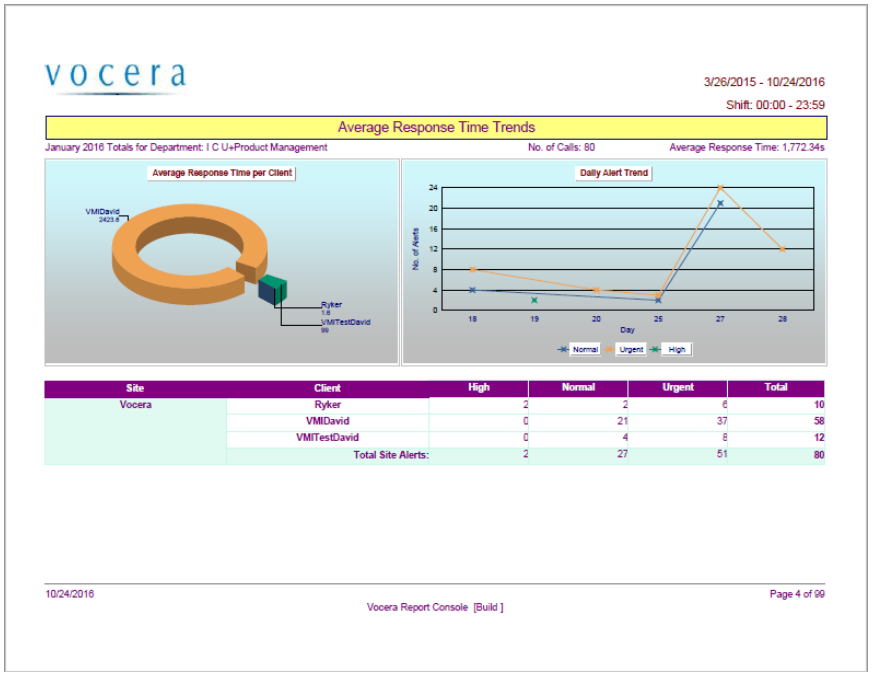

Figure 39: Monthly Call Response Activity report

Device Reports

Device reports are similar to Asset Tracking reports except they are grouped by device owner instead of department. If you do not have a Vocera license that includes Device Management, some fields (such as label, owner, and tracking date) will not appear in the reports.

To access Device reports, click **Device Reports** in the navigation bar.

The Device reports allow you to filter reports by device type. If you choose "All Device Types," you include all devices, including non-Vocera devices running the Vocera Collaboration Suite app. When a non-Vocera device connects to the Vocera Voice Server, the server automatically assigns it a special 4-character MAC address prefix for identification purposes.

Table 6: MAC address prefixes for non-vocera devices

MAC Address Prefix	Device
aaaa	Apple iPhone, iPod, or iPad
cccc	Cisco Unified Wireless IP Phone 7921G, 7925G, or 7926G
dddd	Android smartphone
eeee	Vocera Smartphone (from Motorola)

Device Last User Access Report

The Device Last User Access report displays the last user to log in to a device. This report can be configured to show all devices that have accessed the Vocera system, devices where users have not logged in for several days (lost devices), and devices that users have logged in for the first time ever (unregistered devices) or for the first time in a long time (lost devices that have been found).

Use the **Shared Device** parameter to choose whether to report on all devices, devices that are assigned to an individual user, or devices that are shared between multiple users.

Use the **Device Last Used** and **Number of Days** parameters to include devices that have not been used less than or equal to or greater than or equal to the specified number of days. To include devices in the report regardless of when they were last used, make sure the **Device Last Used** parameter is set to "Greater than or equal to" and the **Number of Days** parameter is set to `0`.

The Device Last User Access report does not provide a date range in its report parameters. Instead, the report's date range is calculated by subtracting the threshold of days the device was not used from today's date.

Devices that have never logged in display in red. If these devices are spares, retired, or RMA'd, the system device manager should select the appropriate device status for them and assign them to an owning group.

The following figure shows a page from a Device Last User Access report:

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Device Last User Access

Site: Global — Devices never logged in.

Total Devices Used by Owner: 1

I C U

Label	Serial No.	MAC Address	Device Status	Days Since Last Used	Date Device Last Used	Location	User	Department
I C U-001	C3DB1005D5 7D	0009ef05d57d	Active	3	11/30/2010 1:01:43PM	001da17587c5	Ataide, Katy	Nursing Administration+Sa
I C U-002	B2EC09066C 94	0009ef066c94	Active	5	11/28/2010 5:45:05PM	001e4abe4f76	Walcott, Barrie	Central Distribution

Total Devices Used by Owner: 2

L and D

Label	Serial No.	MAC Address	Device Status	Days Since Last Used	Date Device Last Used	Location	User	Department
	A2AA0805332 1	0009ef053321	Active	3	11/30/2010 1:02:57PM	001e7a276a45	Hassan, Amanda	Inpatient Rehabilitation
L and D-001	A2BC08054A 28	0009ef054a28	Active	3	11/30/2010 12:52:50PM	0015c7a8b5a3	Cala, Michigan	Unit Management
L and D-002	B2KA10073B E3	0009ef073be3	Active	3	11/30/2010 12:58:55PM	001da1759905	Ratto, Nelli	Nursing Administration

Total Devices Used by Owner: 3

N I C U

Label	Serial No.	MAC Address	Device Status	Days Since Last Used	Date Device Last Used	Location	User	Department
N I C U-001	A2AM07050F 60	0009ef050f60	Active	3	11/30/2010 12:43:47PM	001a30c3cef5	Heiberg, Todd	Emergency Department+Nursi

Figure 40: Device Last User Access report

Device Last Network Access Report

The Device Last Network Access report shows when a device last accessed the Vocera server and what access point or area it was associated with. If a user is not logged in to the device at the last access time, the user is identified as "Not Logged In." Otherwise, the actual user name is displayed. Devices are grouped by the owning group. This report includes more detail than the Device Last User Access report, including the device serial number, the tracking date, and any notes for the device. Each device's data spans two rows to accommodate all of the information. Values in the **Days Since Last Used** column are red when they are greater than 5.

The following figure shows a page from a Device Last Network Access report.

vocera

Date Range:
11/1/2010 - 11/30/2010

Device Last Network Access

Site: Global — Devices not in use for more than 5 days.

N I C U

Label / User	Serial Number	MAC Address / Department	Device Status / Tracking Date	Days Since Last Used / Notes	Date Device Last Used	Last Location
N I C U-005 / Carney, Ellen		002210b938ef / Administration	Active	0	11/30/2010 1:06:12PM	001da17587c5
N I C U-006 / Lozano, Mary		0023a2b068ba / N I C U+Nursing Administration	Active	0	11/30/2010 1:02:49PM	002304598fa0

Total Devices Used by Owner: 6

Nursing Administration

Label / User	Serial Number	MAC Address / Department	Device Status / Tracking Date	Days Since Last Used / Notes	Date Device Last Used	Last Location
Nursing Admin-003 / Zellars, Naomi	X00983GG0700046	0009ef01c773	Active	0	11/30/2010 1:03:57PM	001e4abe4f76
Nursing Admin-004 / Martin, Linda		0009ef01dced / Nursing Administration+P A C U	Active	0	11/30/2010 12:12:31PM	001e4abe4f76
Nursing Admin-005	A00983FA0703566	0009ef0215c3	Active	0	11/30/2010 12:30:57PM	001da174b805

Figure 41: Device Last Network Access report

Device Inventory - Summary Report

The Device Inventory - Summary report summarizes which devices each department is using. Information is grouped by department, and within each department, by label and device MAC address.

The following figure shows a page from a Device Inventory - Summary report.

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Date Range:
11/1/2010 - 11/30/2010

Device Inventory Report - Summary

Site: Global

Owner: O R

Label	Serial Number	MAC Address	Department	Days Used	Date First Used	Date Last Used	% of Days in Use	Device Status
	A2AN07050030	0009ef050030	Emergency Department	30	11/1/2010	11/30/2010	100.00	Active
O R-001		0009ef05459f	Nursing Administration	20	11/1/2010	11/28/2010	66.67	Active

Devices Used by *Owner: O R* : 2

Owner: P A C U

Label	Serial Number	MAC Address	Department	Days Used	Date First Used	Date Last Used	% of Days in Use	Device Status
P A C U-001		0009ef012401	Administration	30	11/1/2010	11/30/2010	100.00	Active

Devices Used by *Owner: P A C U* : 1

Owner: P I C U

Label	Serial Number	MAC Address	Department	Days Used	Date First Used	Date Last Used	% of Days in Use	Device Status
P I C U-001	A00983KE0800003	0009ef034104	Cancer Center	20	11/1/2010	11/30/2010	66.67	Active
P I C U-002	A00983KE0800264	0009ef03434e	Radiology Department	10	11/1/2010	11/28/2010	33.33	Active
P I C U-003		001641f7f2ea	Unit Management	30	11/1/2010	11/30/2010	100.00	Active

Devices Used by *Owner: P I C U* : 3

Figure 42: Device Inventory - Summary report

Device Inventory - Detail Report

The Device Inventory - Detail report shows details about which devices each user in each department is using. Information is grouped by department, and within each department, by device MAC address.

vocera

Date Range:
12/1/2010 - 12/10/2010

Device Inventory Report - Detailed

Site: Global

N I C U

Label:	N I C U-001	**MAC Address:**	0009ef050f60	**Days Used:**	2
Serial Number:	A2AM07050F60	**Last Status:**	Active	**Percentage of Days Used:**	20.00

Date	User	Department	Cost Centers	Last Location
12/01/2010	Hays, Sarah	N I C U		001a30c3cef5 N I C U
12/03/2010	Gonzalez, Rogelio	N I C U		001a30c3cef5 N I C U

Label:	N I C U-002	**MAC Address:**	0009ef072322	**Days Used:**	2
Serial Number:	B2JN09072322	**Last Status:**	Active	**Percentage of Days Used:**	20.00

Date	User	Department	Cost Centers	Last Location
12/01/2010	Price, Loretta	N I C U		001da174fc95 N I C U
12/01/2010	Martins, Nancy	N I C U		001da174fc95 N I C U
12/03/2010	Guevara, Emile	Transportation		001da174fc95 N I C U
12/03/2010	Anderson, Jackie	T M S		001da174fc95 N I C U

Figure 43: Device Inventory - Detail report

Device Usage Report

The Device Usage report shows which devices each user in each department is using. This report helps identify devices that have moved to a different department and devices that may not be working properly (based on short periods of use). You can also determine if devices have been returned after each shift.

The following figure shows a page from a Device Usage report:

vocera

Date Range:
12/1/2010 - 12/3/2010

Device Usage Report

Site: Global

Owner: Cancer Center

Label	Serial Number	MAC Address	Device Status
Cancer-001	X3FC0905E457	0009ef05e457	Active
Date / Time Last Used	**User**	**Department**	**Last Location**
12/1/2010 12:55:29PM	Deseo, Alegria	Cancer Center	001e4abe4f76 Cancer Center
12/2/2010 4:55:56PM	Boakye, Akirita	Cancer Center	001e4abe4f76 Cancer Center
12/3/2010 12:55:29PM	Everson, Sandra	Cancer Center	001e4abe3d16 Cancer Center
Label	**Serial Number**	**MAC Address**	**Device Status**
Cancer-003	A00983BA0603513	0009ef0136dd	Active
Date / Time Last Used	**User**	**Department**	**Last Location**
12/1/2010 1:06:20PM	Wong, Yu	Cancer Center	001e4abe4f76 Cancer Center
12/2/2010 4:49:14PM	Gozsa, Peter	Cancer Center	001e4abe4f76 Cancer Center
12/3/2010 1:06:20PM	Grimes, Lauren	Cancer Center	001e4abe3d16 Cancer Center

Total Devices with Owner: 2

Figure 44: Device Usage report

Device Status Tracking Report

The Device Status Tracking report shows the device status changes that occurred for each device. You can track when each status change happened, and you can filter the report by different status types. This report helps identify which devices are currently Unregistered, Lost, In Repair, or RMA'ed. Information is grouped by device owner, changed device MAC Address, and changed date.

The following figure shows a page from a Device Status Tracking report.

vocera

Date Range:
12/1/2010 - 12/2/2010

Device Status Tracking Report

Site: Global

Owner: Administration

Label: Admin-001 Serial Number: A00983BK0502900 MAC Address: 0009ef011519 Current Status: Sent for Repair

Status Changed To	Date Changed
Sent for Repair	12/02/2010

Total Devices for : 1

Owner: P A C U

Label: P A C U-001 Serial Number: MAC Address: 0009ef012401 Current Status: Active

Status Changed To	Date Changed
Active	12/01/2010

Total Devices for : 1

Figure 45: Device Status Tracking report

Asset Tracking Reports

Asset Tracking reports show which devices are being used, and by which users or departments. They can also help you find missing devices. To access Asset Tracking reports, click **Asset Tracking Reports** in the navigation bar.

Note: The Asset Tracking reports should only be used if your Vocera license does not include Device Management and you have integrated the Asset Tracking reports into internal applications and spreadsheets. Otherwise, use the Device reports instead.

Badge Last Used Report

The Badge Last Used report, available from the Asset Tracking page, shows who last used the device and what access point or area they were last associated with.

The Badge Last Used report can help you find devices that have been placed into service with the Vocera server but are now lost or unaccounted for. In certain workplaces (for example, where groups of people work in shifts), devices are not assigned to specific individuals. Instead, they are stored with battery chargers, used by workers on a shift, and then returned when the shift is over.

If a device hasn't been used for more than five days, it is highlighted in red in the Days Since Last Used column.

The following figure shows a page from a Badge Last Used report:

vocera

Date Range:
12/1/2010 - 12/12/2010

Badge Last Used Report

Site: Global

P I C U Cost Center: -

Badge MAC	Serial Number	User	Date Badge Last Used	Days Since Last Used	Last Location
0009ef0741a2	B2KA100741A2	Friedman, Deborah	12/10/2010 4:34:10PM	2	001e7a276ab6 Dietary
0023a2b0690b		Ghaly, Maged	12/10/2010 4:15:06AM	2	0023045986e0

Total Badges Used by Department: 2

Pathology Cost Center: -

Badge MAC	Serial Number	User	Date Badge Last Used	Days Since Last Used	Last Location
0009ef0215c3	A00983FA0703566	Anday, Mindy	12/10/2010 4:51:25PM	2	001da174b805 P A C U
0009ef0341f2	A00983KE0800258	Mustacchio, Mark	12/9/2010 9:47:12PM	3	001e4abe4f76 Cancer Center
0009ef05d57d	C3DB1005D57D	Anday, Mindy	12/10/2010 4:03:22PM	2	001da17587c5 I C U
0009ef063eba	C3EB10063EBA	Bouquet, Abby	12/10/2010 12:12:00PM	2	001e13860805 I C U

Total Badges Used by Department: 4

Figure 46: Badge Last Used report

Badge Usage Report

The Badge Usage report shows daily device usage. Information is sorted by device MAC address. Some groups like to have devices returned after each shift. The Badge Usage report available from the Asset Tracking page can help you determine if that is truly occurring.

The following figure shows a page from a Badge Usage report. In this example, devices are being shared.

vocera

Date Range:
9/1/2011 - 9/10/2011

Badge Usage Report

Site: Global

Date / Time Last Used	User	Department	Last Location
MAC: 0009ef05d9bc		SN: X3FC0905D9BC	
9/8/2011 4:11:40PM	Velez, Ray	Emergency Department	001e7a276ab6 Dietary
9/3/2011 4:57:42PM	Bernard, Shenma	Emergency Department	001e7a276ab6 Dietary
MAC: 0009ef05e457		SN: X3FC0905E457	
9/4/2011 4:55:56PM	Dedios, Gina	Emergency Department	001da174b805 P A C U
9/3/2011 6:30:05PM	Galvan, Rossy	Emergency Department	001e4abe3d16 Cancer Center
MAC: 0009ef060922		SN: B3FM08060922	
9/2/2011 12:59:28PM	McEnrue, Jim	Emergency Department	001e7a276b26 Emergency
9/9/2011 6:51:54PM	Bernard, Shenma	Emergency Department	001e7a276b26 Emergency
MAC: 0009ef06ae3b		SN: B3EE0906AE3B	
9/6/2011 4:46:41PM	Green, Quianna	Emergency Department	001da1759905 I C U
MAC: 0009ef06bc72		SN: B3HH0906BC72	
9/9/2011 6:30:01PM	Go, Becky	Emergency Department	001da1749225 W O D C
9/10/2011 1:05:24PM	Hasan, Nataliya	Emergency Department	001da17516a5 B I C U
MAC: 0009ef0705c6		SN: B2JK090705C6	
9/6/2011 5:14:19PM	Barnhardt, Rory	Emergency Department	001e4abe4f76 Cancer Center
9/5/2011 5:14:19PM	Velez, Ray	Emergency Department	001e4abe4f76 Cancer Center
MAC: 0009ef0716e6		SN: B2JM090716E6	
9/2/2011 9:23:35AM	Velez, Ray	Emergency Department	001e4abe3d16 Cancer Center

Figure 47: Badge Usage report

Department Inventory - Summary and Detailed Reports

The Department Inventory - Summary report summarizes which devices each department is using. Information is grouped by department, and within each department, by device MAC address. The report gives information on the date the device was first used and the date the device was used last within the specified date range. To see who in that department is using the device, use the detailed version of the report.

The following figure shows the first page of the Department Inventory - Summary report.

vocera

Date Range:
12/1/2010 - 12/10/2010

Department Inventory Report - Summary

Site: Global

L and D+Unit Management

Badge Mac Address	Badge Serial Number	Days Used	Date First Used	Date Last Used
0009ef063eba	C3EB10063EBA	1	12/9/2010	12/9/2010
0009ef065dec	B0EB09065DEC	1	12/2/2010	12/2/2010
0009ef076921		1	12/10/2010	12/10/2010

Badges Used by Department: 3

N I C U

Badge Mac Address	Badge Serial Number	Days Used	Date First Used	Date Last Used
0009ef0246bc		1	12/2/2010	12/2/2010
0009ef0507b9	A1DK070507B9	1	12/6/2010	12/6/2010
0009ef050a17		1	12/5/2010	12/5/2010
0009ef055bb8	A2CD08055BB8	1	12/10/2010	12/10/2010
0009ef058286	A2DF08058286	1	12/8/2010	12/8/2010
0009ef059b6e	C3DB10059B6E	1	12/6/2010	12/6/2010
0009ef05e457	X3FC0905E457	1	12/8/2010	12/8/2010
0009ef063eba	C3EB10063EBA	1	12/7/2010	12/7/2010
0009ef0641f3	B2EA090641F3	1	12/7/2010	12/7/2010
0009ef074301	B2KA10074301	1	12/3/2010	12/3/2010
0009ef078801	B2KC10078801	1	12/2/2010	12/2/2010
001570d36c10		1	12/6/2010	12/6/2010
002180515768		1	12/2/2010	12/2/2010
0023a2b068ba		1	12/3/2010	12/3/2010
0023a2b06982		1	12/8/2010	12/8/2010

Badges Used by Department: 15

Figure 48: Department Inventory - Summary report

The Department Inventory - Detail report shows details about which devices each user in each department is using. Information is grouped by department, and within each department, by device MAC address. This report may take time to generate if there are large numbers of records.

The following figure shows the a page from the Department Inventory - Detail report.

vocera

Date Range:
12/1/2010 - 12/10/2010

Department Inventory Report - Detailed

Site: Global
L and D

Badge Mac Address: 0009ef053321 **Badge Serial Number: A2AA08053321** **Days Used: 1**

Date	User	Cost Centers	Last Location
12/3/2010	Martinez, Alan		001e7a276a45 Pharmacy

Badge Mac Address: 0009ef054289 **Badge Serial Number: A2BB08054289** **Days Used: 1**

Date	User	Cost Centers	Last Location
12/6/2010	Agard, Jill		001e4abe4f76 Cancer Center

Badge Mac Address: 0009ef05459f **Badge Serial Number:** **Days Used: 1**

Date	User	Cost Centers	Last Location
12/8/2010	DeFilippis, Karen		001e13860805 I C U

Badge Mac Address: 0009ef0546fc **Badge Serial Number:** **Days Used: 1**

Date	User	Cost Centers	Last Location
12/3/2010	Elias, Elric		001d46fc5d36 Communications

Badge Mac Address: 0009ef0641f3 **Badge Serial Number: B2EA090641F3** **Days Used: 1**

Date	User	Cost Centers	Last Location
12/9/2010	Agard, Jill		001a30c3cef5 Classroom A

Badge Mac Address: 0009ef066005 **Badge Serial Number: B0EB09066005** **Days Used: 1**

Date	User	Cost Centers	Last Location
12/6/2010	OBrian, Sarah		001e7a276b26 Emergency

Figure 49: Department Inventory - Detail report

Exporting Data Reports

The Export Data reports allow you to export Vocera Report Server data to a comma-separated values (CSV) file. To access Export Data reports, click **Export Data Reports** in the navigation bar. After you export report data to a comma-separated values (CSV) file, you can load the exported data into a spreadsheet, database manager, or other application for further processing.

To export data to a CSV file:

1. Click **Export Data Reports** to display the **Export Data** page.
2. Choose a report to export.
3. Click **Generate**.
4. Specify report parameters. See "Using Reports to Answer Questions" in the Vocera Report Server Guide.
5. Click **Export Data**.
6. Specify whether you want to open the generated file immediately or save it to disk.

   If the downloaded report is not shown by the Windows Explorer download manager, type CRTL J on the keyboard to reveal the downloaded report.

   - If you choose to open the generated file immediately, it will be opened using the default application for CSV files, as defined for your computer.
   - If you choose to save the file to disk, specify a destination for the file.

Data - Outgoing Calls by Badge Users Report

The Data - Outgoing Calls by Badge Users report exports a CSV file containing records for calls placed by Vocera users. The following table describes the report columns.

Table 7: Data - Outgoing calls by Badge Users report

Column	Description
TxDateTime	Date and time of the event, accurate to the second.
CallerLastName	The caller's last name.
CallerFirstName	The caller's first name.
CallerDepts	The caller's department(s).
CallerSite	The caller's home site.
CallerCostCtr	The caller's cost center.
Called	User ID, group name, or phone number of the called party.
CalledSite	Site of the called party.
Accepted	Whether the call was accepted (Yes or No).
AcceptedBy	If the call was accepted, the user ID or phone number of the person who accepted the call.
AcceptedBySite	Site of the person who accepted the call.
DurationSecs	Duration of the call in seconds.

Data - Incoming Phone Calls Report

The Data - Incoming Phone Calls report exports a CSV file containing records for incoming phone calls. The following table describes the report columns.

Table 8: Data - Incoming Phone Calls Report

Column	Description
DateTime	Date and time of the event, accurate to the second.
PhoneNo	Outside phone number that placed the call.
Called	User ID, group name, or phone number of the called party.
CalledType	Type of called party. Example values: User, Group, Phone.
CalledSite	Site of the called party.
Accepted	Whether the call was accepted (Yes or No).
AcceptedBy	If the call was accepted, the user ID or phone number of the person who accepted the call.
AcceptedBySite	Site of the person who accepted the call.
DurationSecs	Duration of the call in seconds.

Data - Recognition Results Report

The Data - Recognition Results report exports a CSV file containing records for recognition results for users. The following table describes the report columns.

Table 9: Data - Recognition Results report

Column	Description
DateTime	Date and time of the event, accurate to the second.
UserID	Vocera user ID.
FirstName	The user's first name.

Column	Description
LastName	The user's last name.
DeptName	The user's department(s). If none, the value is "No Department Assigned".
CostCenters	The user's cost centers.
SiteName	The user's home site.
BadgeMACAddr	MAC address of the user's device.
APMACAddr	MAC address of the access point.
RecStatus	Recognition status. Possible values are: Recognized, Rejected, NoSpeech, or SpeechTooEarly.
Score	Confidence score for the utterance. Values range from 0 to 100. The confidence score gives an indication of the reliability that the system attaches to its interpretation of the utterance. By default, any confidence score below 40 causes the speech to be rejected by the system, thus changing the score to 0.
Recognized	The speech that was recognized by the Vocera system. Example values: WhereIs Randy Floren, Call Chris Long, Yes, and LogOut.

Data - Inventory Report

The Data - Inventory report exports a CSV file containing device location records for use with inventory. It includes location information for a device even if no user is logged into the device when it pings the server. For such devices, the UserID for that moment is "__NLI__" and the LastName is "Not Logged In". The following table describes the report columns.

Table 10: Data - Inventory report

Column	Description
DateTime	Date and time of the event, accurate to the second.
UserID	Vocera user ID. If a user is not logged into a device when it pings the server, the UserID is "__NLI__" (for "Not Logged In").
FirstName	The user's first name.
LastName	The user's last name. If a user is not logged into a device when it pings the server, the LastName is "Not Logged In".
DeptNames	The user's department(s). If none, the value is "No Department Assigned".
CostCenters	The user's cost centers.
SiteName	The user's home site.
BadgeMACAddr	MAC address of the user's device.
APMACAddr	MAC address of the access point.
SerialNo	Device serial number.
LocationName	Location name associated with the access point.
UIState	Whether a device is in use (for example, on a call). Example values: Active, Standby.

Data - Broadcasts Report

The Data - Broadcasts report exports a CSV file containing broadcast records. The following table describes the report columns.

Table 11: Data - Broadcasts report

Column	Description
DateTime	Date and time of the event, accurate to the second.
UserID	The caller's Vocera user ID.
FirstName	The caller's first name.
LastName	The caller's last name.
CallerDepartments	The caller's department(s). If none, the value is "No Department Assigned".
CallerCostCenters	The caller's cost centers.
CallerSite	The caller's home site.
GroupName	Vocera group to which the broadcast was sent.
GroupSite	Vocera site associated with the group to which the broadcast was sent. In a single-site installation, this value is null.
Duration	Duration of the broadcast in seconds.

Data - Badge Last Used Report

The Data - Badge Last Used report exports a CSV file containing information about when devices were last used. It can help you find devices that have been placed into service with the Vocera server but are now lost or unaccounted for. The following table describes the report columns.

Table 12: Data - Badge Last Used report

Column	Description
SiteName	Vocera site where the device is located.
Department	Department of the user who last used the device.
BadgeMACAddr	MAC address of the device.
SerialNo	Device serial number.
UserName	User who last used the device.
MaxDateTime	Date and time the device was last used, accurate to the second.
DaysSinceUsed	Number of days since the device was last used.
LastLocation	Location where the device was last used. Includes the MAC address of the access point and the name—if available—of the location.
CostCenters	Cost centers of the user who last used the device.

Data - Device Migration Report

The Data - Device Migration report exports a CSV file containing device information for the specified date range and site. The output conforms to the Vocera devices import template (although it has an additional field, User). The report allows you to migrate your device information into the Device Management solution provided by Version 4.4. After you create the report, fill in any empty fields (such as Label, Status, Owning Group, and Tracking Date), and then use theAdministration Console to update the system data. For more information about importing and updating Vocera data, see the Vocera Administration Guide and the Vocera Data-Loading Reference.

The following table describes the report columns:

Table 13: Data - Device Migration report

Column	Description
BadgeMACAddr	Media Access Control address (MAC address) is a hardware address that acts like a unique name for the device. The MAC address is 12 characters long. Most Vocera device MAC addresses have the following prefix: `0009ef`. For B3000 and B2000 devices, this field is optional because the MAC address can be derived from the serial number; the last 6 characters of the MAC address and the serial number are identical. For B1000A devices, this field is required; the MAC address and serial number are unrelated for B1000A badges.
SerialNo	Serial number of the device. This field is required. You cannot add a device without the serial number. For B3000 and B2000 badges, the serial number is 12 characters. For B1000A badges, the serial number is 15 characters.
Label	A label that identifies the device. The label must be unique; it cannot be used by another device.
Status	The device status. The value must match one of the existing device status values.
TrackingDate	The date used to track the device, for example, the date it was sent for repair or RMA'ed. The date string uses the following format: United States and Canada: `mm/dd/yyyy` Other locales: `dd/mm/yyyy`
OwningGroup	The group that owns the device. To qualify a group by specifying its site, use a colon to separate the value from the site name (GroupName:SiteName). If you do not specify a site, the Global site is assumed by default.
Notes	Provide further information about the device status, for example, "Badge stopped working after accidentally being immersed in water" or "Badge sent to IT to repair the battery latch."
UserSiteName	The site of the user who last used the device.
Shared	Specify `TRUE` if the device is shared between multiple users. Otherwise, specify `FALSE`.
UserName	User who last used the device.

Data - Device Last User Access Report

The Data - Device Last User Access report exports a CSV file containing device information for the last user to log in to a device. It can be configured to show all devices that have accessed the Vocera system, devices where users have not logged in for several days (lost devices), and devices that users have logged in for the first time ever (unregistered devices) or for the first time in a long time (lost devices that have been found). The following table describes the report columns.

Table 14: Data - Device Last User Access report

Column	Description
SiteName	Vocera site where the device is located.
Owner	The group that owns the device.
Label	A label that identifies the device. The label must be unique; it cannot be used by another device.
MAC Address	Media Access Control address (MAC address) is a hardware address that acts like a unique name for the device. The MAC address is 12 characters long. Most Vocera device MAC addresses have the following prefix: `0009ef`.

Column	Description
Device Status	The device status. The value must match one of the existing device status values.
Days Since Last Used	The number of days since the device was last used.
Date Device Last Used	The date on which the device was last used.
Location	Location where the device was last used. Includes the MAC address of the access point and the name—if available—of the location.
User	User who last used the device.
Department	The user's departments. If a user belongs to multiple departments, they are separated by a plus sign (+).

Data - Device Last Network Access Report

The Data - Device Last Network Access report exports a CSV file containing device information for the specified date range, site, device type, owning entity, and device status. The report helps you find devices that have been placed into service with the Vocera server but are now lost or unaccounted for. It is similar to the Badge Last Used report, but it allows you to filter on more fields. The following table describes the report columns.

Table 15: Data - Device Last Network Access report

Column	Description
Site	Vocera site where the device is located.
Label	A label that identifies the device. The label must be unique; it cannot be used by another device.
MAC Address	Media Access Control address (MAC address) is a hardware address that acts like a unique name for the device. The MAC address is 12 characters long. Most Vocera device MAC addresses have the following prefix: `0009ef`.
Serial Number	Serial number of the device. This field is required. You cannot add a device without the serial number. For B3000 and B2000 devices, the serial number is 12 characters. For B1000A devices, the serial number is 15 characters.
Device Status	The device status. The value must match one of the existing device status values.
Owning	The group that owns the device.
User	User who last used the device.
Departments	The user's departments. If a user belongs to multiple departments, they are separated by a plus sign (+).
Date Device Last Used	The date on which the device was last used.
Days Since Last Used	The number of days since the device was last used.
Location Last Used	Location where the device was last used. Includes the MAC address of the access point and the name—if available—of the location.
Notes	Note providing further information about the device status, for example, "Badge stopped working after accidentally being immersed in water" or "Badge sent to IT to repair the battery latch."
Cost Center	Cost centers of the user who last used the device.

Scheduler Diagnostics Reports

Scheduler Diagnostics Reports help administrators determine why a scheduled system task failed to run. To access Scheduler Diagnostics reports, click **Scheduler Diagnostics** in the navigation bar.

Task Scheduler Diagnostics - Standard Report

The Task Scheduler Diagnostics - Standard report shows the list of exceptions that occurred during the Task Scheduler execution process. Exceptions are listed in reverse chronological order.

Task Scheduler Diagnostics - Filter Report

The report Task Scheduler Diagnostics - Filter Report shows the list of exceptions that occurred during the Task Scheduler execution process. You can filter the report by date range and exception category. Exceptions are listed in reverse chronological order.

Custom Reports

You can customize Vocera Report Server by designing your own reports using Crystal Reports, and then add them to the Report Console. To access custom reports, click **Custom Reports** in the navigation bar. For more information on how to create custom reports, see the Vocera Report Server Database Schema.

Sample Custom Report- Badge Firmware

This report shows data related to the Vocrea firmware and client device.

The available data shows the following for the total number of badges, the total number of badges for each site, and the total number of badges by department and includes the following:

- Firmware Version
- Badge Mac Address
- Serial Number
- User
- Date the badge was last used
- Days since the badge was last used
- Location were the badge was last used

vocera

Last Used Date Range:
3/27/2015 - 10/26/2016

Badge Firmware Version

Site: Vocera

Order Admin

Firmware Version: 1032

Badge MAC	Serial Number	User	Date Badge Last Used	Days Since Last Used	Last Location
0009ef110b69	F5BJ11110B69	James, Antoine	9/1/2016 4:25PM	55	40f4ec61ed34 Services
0009ef120324	E4EE12120324	Montiel, Josephine	8/24/2016 9:32PM	63	b4148982bb45 Area 51 East
0009ef13385f	G4BD1313385F	Montiel, Josephine	7/26/2016 7:22PM	92	54781a657684 Staffing

Firmware Version: 1035

Badge MAC	Serial Number	User	Date Badge Last Used	Days Since Last Used	Last Location
0009ef1422e2	G4EK131422E2	Nicholson, Dennis	4/14/2015 4:02PM	561	64d98946aa7d IT Department
0009ef1559a2	G4EE141559A2	Gomes, Carole	3/27/2015 10:50AM	579	64d98946aa7d IT Department

Firmware Version: 1055

Badge MAC	Serial Number	User	Date Badge Last Used	Days Since Last Used	Last Location
0009ef3008d4	H5ZH143008D4	Nicholson, Dennis	9/1/2016 2:02PM	55	6c504db6b52a Area 51 South

Firmware Version: 1056

Badge MAC	Serial Number	User	Date Badge Last Used	Days Since Last Used	Last Location
0009ef300743	H5ZH14300743	James, Antoine	9/14/2016 4:16AM	42	b4148982bb4a Area 51 East
0009ef300c53	H4ZM14300C53	Gomes, Carole	9/13/2016 5:06PM	43	54781a65932a Order Admin

Firmware Version: 1079

Badge MAC	Serial Number	User	Date Badge Last Used	Days Since Last Used	Last Location
0009ef300841	H5ZH14300841	Soliman, Rosita	7/26/2016 11:03AM	92	6c504db6b52b Area 51 South

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Figure 50: Sample Custom Report- Badge Firmware