

# Delivery Flows (Event Delivery) Doc Planning Notes

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## NOTES:

**Delivery Flows.** Most of the development to date is tagged as Event Deliveries, but the product is now named Delivery Flows. Event Delivery is the category in Web Console that will contain Delivery Flows, as well as future content such as patient subscriptions or call flows. See the UI.

Proposed GA date November 23 2021

July 27 2021

Slack with Cora: she is working with combination of Event Delivery and Escalation Service for system of system testing. Will schedule a meeting with Tech Pubs and Training soon. These PD wiki pages are the start of the release plan:

Tentative proposed schedule: [Event Delivery 1.0.X](#)

Team exit plans: [Event Delivery 1.0 Planning Phase Exit](#)

## JIRA

Query for Tech Pubs Event Delivery tickets:

issuetype = Documentation AND fixVersion = "Event Delivery 1.0" order by created DESC

OT Program Planning Board for [PI1](#)

- <https://vocera.atlassian.net/browse/WEB-7878> (Phase 1)
- <https://vocera.atlassian.net/browse/WEB-7620>

## Heretto

Currently developing documentation in Heretto as a standalone tree: platform-ed-100

At some point the platform-ed-100 content will be merged into the platform (v6.x?)

Need to create two user ditamaps: (work began on view only just 10/27)

- Admin user - will be the superset of documentation for IE, Support, customer Admins, and will allow access to all functions (except editing the Clinicals dataset).
- View only user - will not be able to use any functionality, can only view the UI.

## Reference Materials

Wiki page Jeff Prentice created in 2020 of (proposed) user actions:

[Delivery Flow User Actions](#)

Recording from Jeff's Demo early 2021:

[https://vocera.zoom.us/rec/share/LVuSvmthszuxvmF\\_CexKoGRaUjL36mAeeaZLZzOMR2DcZA09NAGTYHyEHeXLFgQ.pl8vIxMaxW0cThnk](https://vocera.zoom.us/rec/share/LVuSvmthszuxvmF_CexKoGRaUjL36mAeeaZLZzOMR2DcZA09NAGTYHyEHeXLFgQ.pl8vIxMaxW0cThnk)

Access Passcode: YCh=5FT3

Recording from Jeff's demo for training and tech pubs in Oct 2021 (Casey Hamar, Jan Robertson):

[https://vocera.zoom.us/rec/share/EQyRtfv1sV6tMA8WLCNEs1ZHhGDJBMcedrM7WgGguUqvz8HCQXXYb75iVzof56O.03vyolx\\_r6n-jB4F](https://vocera.zoom.us/rec/share/EQyRtfv1sV6tMA8WLCNEs1ZHhGDJBMcedrM7WgGguUqvz8HCQXXYb75iVzof56O.03vyolx_r6n-jB4F)

Access Passcode: N#SW9BRD

Existing Workflow Guide Links that may have some similar concepts:

[http://pubs-staging01.vocera.local/pubs\\_portal/live/platform/aca/6.3.3/help/aca\\_workflow\\_help/index.html#platform/aca/6.3.3/topics/eng\\_manage\\_user\\_groups.html](http://pubs-staging01.vocera.local/pubs_portal/live/platform/aca/6.3.3/help/aca_workflow_help/index.html#platform/aca/6.3.3/topics/eng_manage_user_groups.html)

[http://pubs-staging01.vocera.local/pubs\\_portal/live/platform/aca/6.3.3/help/aca\\_workflow\\_help/index.html#platform/aca/6.3.3/topics/eng\\_message\\_tracking.html](http://pubs-staging01.vocera.local/pubs_portal/live/platform/aca/6.3.3/help/aca_workflow_help/index.html#platform/aca/6.3.3/topics/eng_message_tracking.html)

## Tech Pubs VMs

Created April 2021 (Enrique)

LOCATION PATH IN VSPHERE: [sc-vsphere-01.voceracommunications.com](https://sc-vsphere-01.voceracommunications.com)\San Jose\Engineering\Development\TechPub\Susan Fife

### Don't cluster the VMs

Both VMs repaired by Mike Riff 9/8/2021

### VMs and Logins

VM Gui Interface (when accessing the VM via a web browser)

U: eisupport

P: eXten\$ion

This VM has the SAML adapter installed August 2021:

HOST NAME: sjc-tpub0038

FQDN: [sjc-tpub0038.vcraeng.com](https://sjc-tpub0038.vcraeng.com)

IP ADDRESS: 10.37.0.38

This VM was updated - 9/7 BROKEN - OCTOBER 2021

HOST NAME: sjc-tpub0039

FQDN: [sjc-tpub0039.vcraeng.com](https://sjc-tpub0039.vcraeng.com)

IP ADDRESS: 10.37.0.39

**In addition**, Archana provided the Engineering VM:

<https://fw-dev-up64.vcraeng.com/app/messaging/>

**In addition**, Jeff has an instance that we can use:

<https://pspreview.vcraeng.com>

U: administrator

P: admin

### Maintenance Steps in PuTTY

SSH: (when accessing the VM thru command line or using a software like SSH or Putty)

Username: tpx-admin

Password: tr1pr@ct1x

To update the VMs for Delivery Flows:

```
$ sudo yum clean all
```

```
$ sudo yum check-update
```

```
$ sudo yum update
```

```
$ sudo reboot now
```

To check installed packages:

```
sudo yum list installed | grep "vocera-delivery-flow"
```

To delete and install the RPMs:

```
sudo yum clean all
```

```
sudo yum remove vocera-delivery-flow-client
```

```
sudo yum remove vocera-delivery-flow-service
```

```
sudo yum install vocera-delivery-flow-client
```

```
sudo yum install vocera-delivery-flow-service
```

Outline v1.0

- 2 users; view only, admin
- v1.0 supports only XMPP (CUCM will not display until v1.1)

#### Delivery Flows Overview

- Delivery Flow Components - alarms, alarm definitions, priority, endpoints, location, presets, escalation paths, settings
- Search - flows, attributes
- History - archive, restore
- Bulk Actions - import, export, reset

#### Alarms

#### Alarm Definitions

#### Delivery Flows

#### Escalation Paths - destinations (recipients)

#### Locations

#### Endpoints - adapters (XMPP only in v1.0)

Splitting Delivery Flow Attributes by destination (future will include adapter (endpoint) but will be only XMPP in v1.0)

#### Initial Notes 2020

The primary users for the Event Delivery App are:

**System Admin Users** (including **Vocera Onsite Sys Admins**)

**Vocera Implementation Engineers, Support** (additional more configuration features open to this set of users)

For Phase 1 release, we are **not targeting any End Users**. So the content focus should be for System Admin Users and Implement Engineers.

#### General Overview

With Event Delivery App, users can configure event delivery flow using the easy to use UI elements in the Web Console UI, instead of using Rules in the Adapter.

User choose can configure:

- which types of alerts they want to deliver.
- who should receive (delivery flow recipients) those alerts?
- where (location) they want the alerts delivered.

In the backend, the event delivery service watches the alerts behind the scene and find the appropriate delivery flow and send it to the correct recipients.

**Note:** Vocera Implementation engineers/staff can access more features, especially the option to Edit the Clinical Delivery Flows and Clinical Alarm Definitions. Clinicals Datasets are regulated by the FDA so check with the PM if the documentation around these features should remain internal-only.

#### Adapter Supported Information

- Following Adapters are fully supported for the Event Delivery feature:
  - XMPP
  - CUCM
  - OutgoingWCTP - Phase 3
  - SpectraLink - Phase 3
  - Ascom - Phase 3
- Supported Adapters that require advanced configuration
  - OutgoingEmail - Phase 3
  - TAP - Phase 3
- Unsupported Adapters
  - HL7 - could support a specialized alert form but not in scope
  - Vocera - no need for Outgoing VMI on Platform 6, are we supporting Trio?
  - VMP - no need for VMP on Platform 6, or are we supporting Trio?
  - OAI - deprecated

**Note:** This information is from the EPIC, please confirm with the Product Manager or Lead Developer to confirm this information. Sometimes the EPICs are not updated for the current scope of the feature.

#### Installing Event Delivery App

System Requirement: Vocera Platform Version 6.4. or later

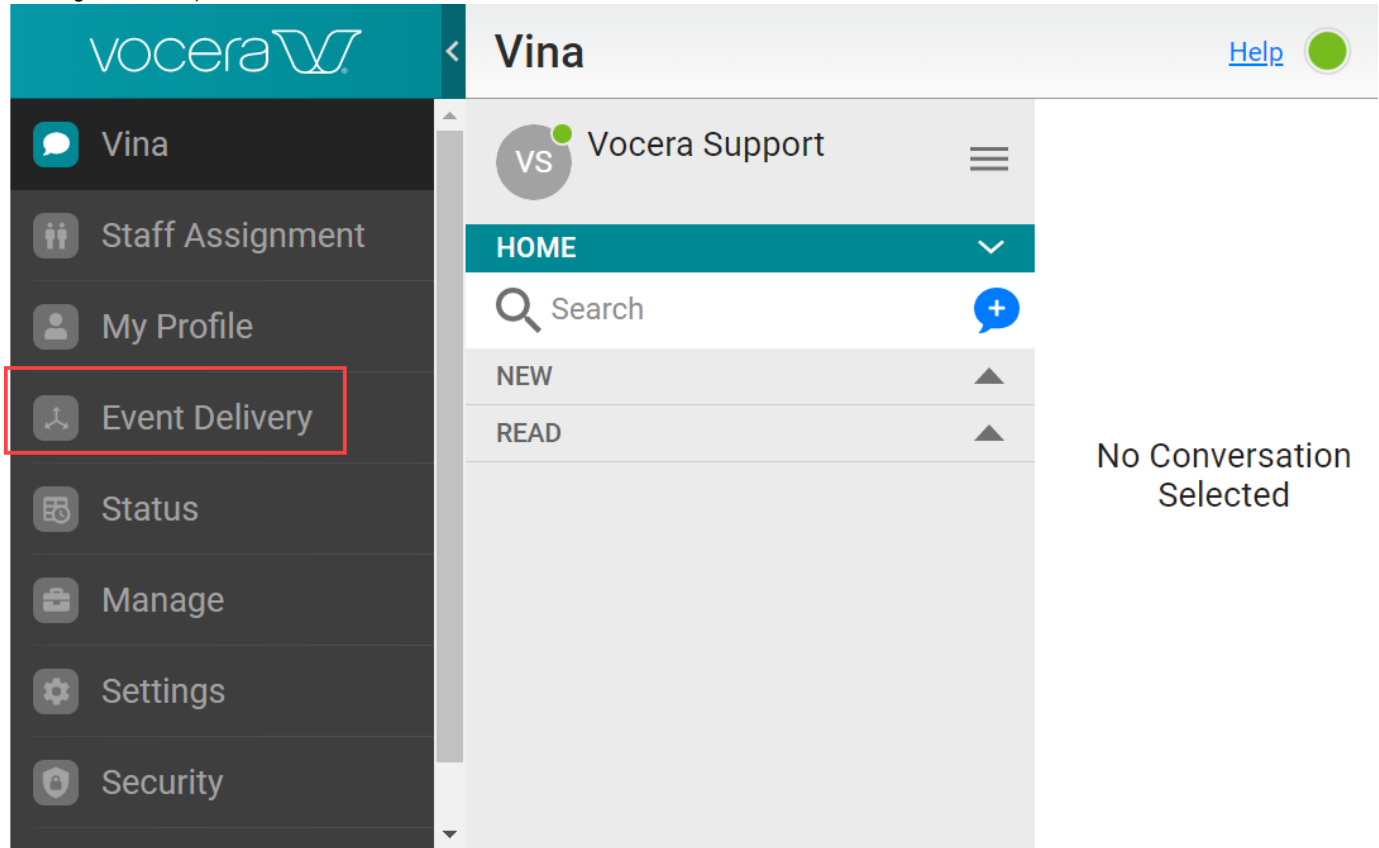
Install the following services to get the Event Delivery App installed on your VM:

extension-escalation-service

vocera-delivery-flow-service

vocera-delivery-flow-client

Once the Configuration is turned on, the Event Delivery Menu displays as a new module within the Vocera Platform Web Console. (see the following screenshot)



#### Getting Started [Reuse Existing]

Not needed if the content is merged in the Admin Guide

#### Login Information [Reuse Existing]

Not needed if the content is merged in the Admin Guide

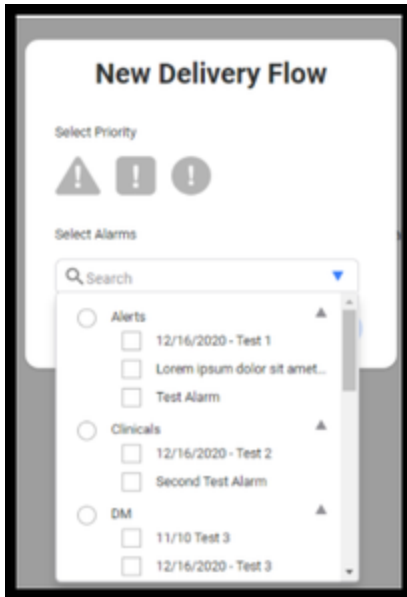
#### Concepts:

- Alarms (in context to the UI)
- Alarm Definitions

#### Tasks

- Create/Add Alarms
- Create/Add Alarm Definitions
- View Alarms
- Modify Alarm Definitions

#### Delivery Flows



### Concepts:

- What's an event delivery flow
- How can users use the Platform UI to create or modify delivery flows

### Tasks:

- Create a new Delivery Flow

Select option to add new delivery flow

Select priority and alarm

Select add recipient icon and create the first destination

- Edit an existing Delivery Flow
- Delete a Delivery Flow
- Monitor Delivery Flow

### Edit/Modify

- Edit/Modify settings that are used across multiple workflows at the same time within an alert group
- Configure delivery flows at different tiers ranging from basic to advanced
- Change the escalation times, destinations, and locations are the base level of changes
  1. Advanced options to change any configurable item

### Splitting a Delivery Flow

**Concept:** Cover what is splitting a delivery flow, why is it useful/needed.

### Tasks:

- Split a delivery flow based on alert or location
- Split a delivery flow based on the recipient
- Split a delivery flow based on location

**Note:** If this is a simpler task (when performed from the UI, we can have single task covering all these options)

### Delivery Flow Bulk Actions

Import/export configurations is required

### View Delivery Flow History

Track changes via the History tab.

By using a delivery flow history table we can have a snapshot of the flow on each save allowing a revert to be possible

### **Delivery Flow Reporting [Not Ready]**

1. TBD after analytics discussion
2. Delivery History needed
3. Response History needed