



Cisco Spaces: Smart Workspaces Solution Guide

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Preface

This preface describes the audience, organization, and conventions of this document. It also provides information on how to obtain other documentation.

This preface contains the following sections:

- [Audience, on page iii](#)
- [Document Conventions, on page iii](#)
- [List of Acronyms and Abbreviations, on page iv](#)
- [Related Documentation, on page iv](#)
- [Communications, Services, and Additional Information, on page v](#)

Audience

This document is designed for those persons who are responsible for enabling your Cisco Spaces: Smart Workspaces account. This document is intended primarily for the following audiences:

- Cisco Spaces account administrators who can enable the hybrid work experience
- Building managers who can improve workspace facilities to enrich the employee experience
- IT and network administrators who deploy Smart Workspaces
- System administrators who are responsible for configuring WebEx and Meraki technologies

Document Conventions

This document uses the following conventions:

Table 1: Document Conventions

Convention	Description
Bold font	Commands and keywords and user-entered text appear in bold font. Commands, command options, and keywords are in boldface.

Convention	Description
<i>Italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic</i> font.
Option > Option	Used to describe a series of menu procedures in the GUI.

Reader Alert Conventions

This document may also use the following conventions for reader alerts:



Note Means the following information includes helpful suggestions or references to material not covered in this document.



Tip Means the following information will help you solve a problem.



Caution Means you need to be careful. In this situation, you might perform an action that could result in equipment damage or loss of data.

List of Acronyms and Abbreviations

Table 2: List of Acronyms and Abbreviations

Acronym	Expansion
BLE	Bluetooth Low Energy
RSSI	Received Signal Strength Indicator
SSID	Service Set Identifier
UUID	Universally Unique Identifier

Related Documentation

- [Release Notes for Cisco Spaces](#)
- [Cisco Spaces Configuration Guide](#)
- [All support documentation for Cisco Spaces](#)

For detailed information about the Cisco Spaces solution, go to <https://cisco.com/go/spaces>.

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CHAPTER 1

Overview of Cisco Spaces: Smart Workspaces

The Cisco Spaces: Smart Workspaces solution enables hybrid work for your office facilities through applications such as **Space Experience** and **Space Manager**. This solution offers a quick and easy onboarding experience both for your employees and building facility managers.

- The **Space Manager** app provides access to real-time occupancy data such as meeting room capacity and availability. The app also displays environment-related telemetry such as ambient temperature, humidity, air quality, and noise.
- The **Space Experience** app allows you to enable signages across buildings, and floors through Cisco Spaces.
- [Licensing Requirements, on page 1](#)

Licensing Requirements

Both the **Space Experience** and **Space Manager** applications are tied to the Cisco Spaces **ACT** license.



CHAPTER 2

Space Experience

- [Overview of Space Experience, on page 3](#)
- [Manage Devices using Space Experience, on page 3](#)
- [Manage Users Using Space Experience, on page 7](#)

Overview of Space Experience

The **Space Experience** app enables you to onboard, configure, and manage digital signages across meeting rooms, floors, and buildings in the workplace using Cisco Spaces. This app also helps you configure the telemetry parameters on Cisco Webex and non-Cisco-Webex signages and publish them. These updates are auto-notified to the respective signages.

The Space Experience app is tied to the **ACT** license in Cisco Spaces.

Manage Devices using Space Experience

Step 1 In Cisco Spaces, choose **Dashboard** > .
The **Space Experience** window is displayed.

Step 2 In the left navigation pane, click **Devices**.

Step 3 Choose between **Webex Devices** and **Non-Webex Devices** by clicking the corresponding tab.

For signage-specific instructions, select the desired procedure by clicking one of the links listed below:

- [Set Up Webex Signage, on page 3](#)
 - [Set Up non-Cisco Webex Signage, on page 6](#)
-

Set Up Webex Signage

Step 1 Activate **Cisco Smart Workspaces** in Webex Control Hub.

Step 2 Connect Webex Control Hub in Cisco Spaces.

Step 3 Configure **Cisco Smart Workspaces** on your Cisco Webex signage.

What to do next

For detailed instructions, see the procedures listed below:

Integrate Cisco Webex

The integration of Cisco Webex with Cisco Spaces enables Cisco Webex devices in the **Webex Control Hub** account to perform a cloud-to-cloud integration between **Webex Control Hub** and Cisco Spaces.



Note Cisco Webex integration supports only **Cisco Smart Workspaces** users.

This integration supports:

- Synchronization of Cisco Webex entities such as Cisco Webex workspaces, devices, workspace locations, and floor details from the **Webex Control Hub**. The synchronization process is scheduled at the backend every three hours after the token is configured in the Cisco Spaces dashboard. Choose **Setup > Webex** to configure the tokens.
- Cisco Webex devices to send device data such as temperature, air quality, occupancy, and so on, which is then used in **Cisco Smart Workspaces**.

As part of **Cisco Webex** integration, Cisco Spaces supports integration with persistent web app for **Cisco Webex** navigators. When a customer activates the control hub integration with Cisco Spaces, the necessary configuration supporting this integration is updated in the **Cisco Webex** control hub.




Note Currently, this integration is only available for **Cisco Smart Workspaces** users.

Set Up Cisco Webex

You can connect your Cisco Webex account to Cisco Spaces and then import the Cisco Webex networks into Location Hierarchy.

Step 1 Log in to [Cisco Spaces](#).

Step 2 In the Cisco Spaces dashboard, click the **Menu** icon () and choose **Setup > Webex**.

Step 3 In the **Connect your Webex** window, click **Connect**.

The Webex Token slider is displayed.

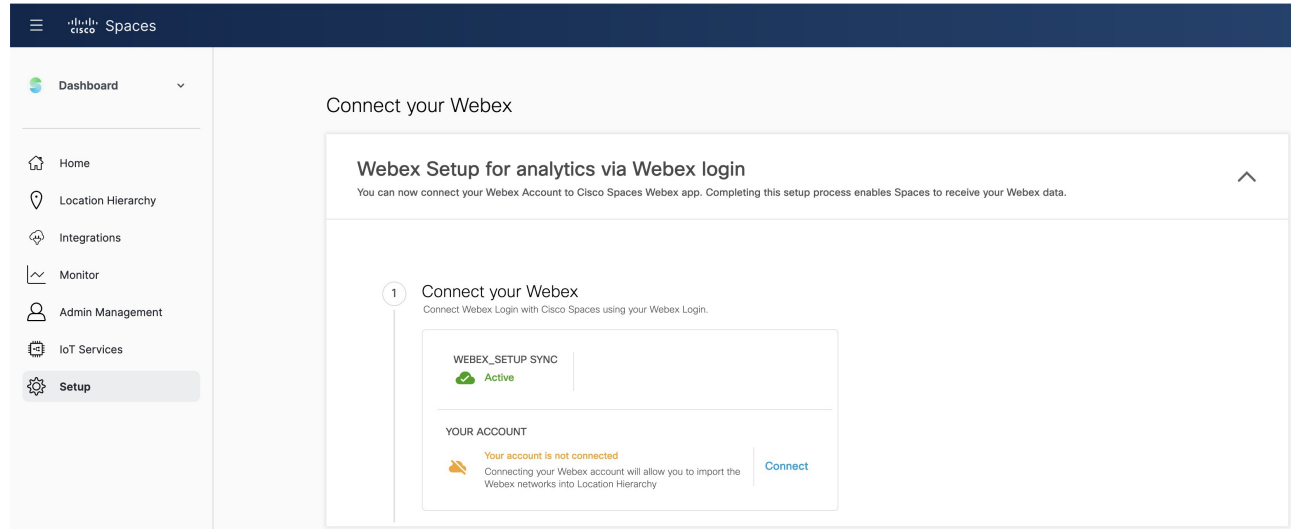
Step 4 In the **Enter or copy-paste your Webex Token** field, enter the Cisco Webex token.

You can get the token from the **Webex Control Hub**. For more information about generating an activation code, see [Generate an Activation Code, on page 5](#).

Step 5 Click **Connect**.

The Cisco Webex synchronization status is displayed as **Active** for all active users in a specific tenant (account) if at least one user successfully connected their Cisco Spaces account with the Cisco Webex account while importing the Cisco Webex networks into **Location Hierarchy**.

Figure 1: Cisco Webex Synchronization Status

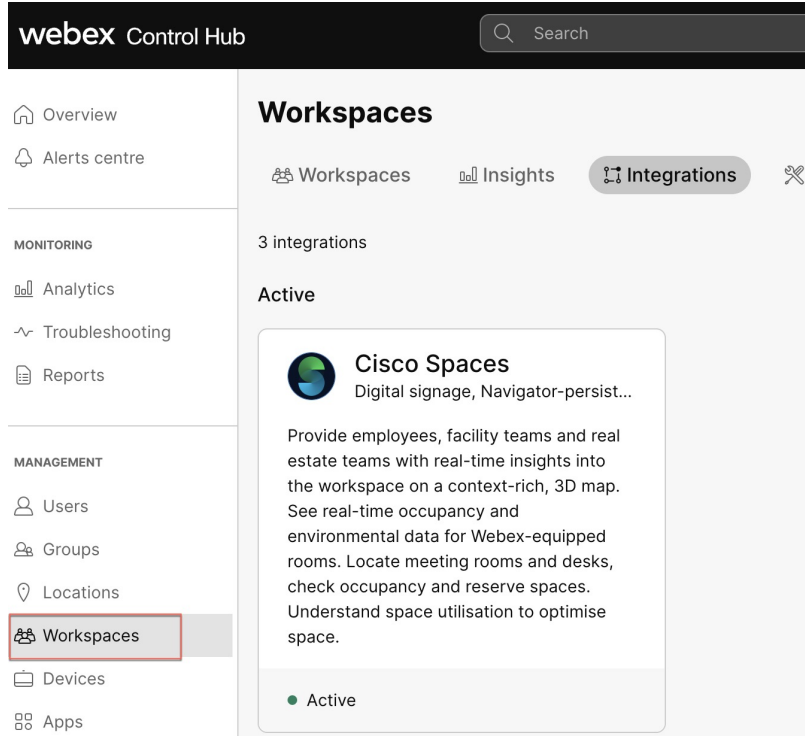


Generate an Activation Code

Use the [Cisco Webex Control Hub](#) to generate codes.

- Step 1** Log in to [Cisco Webex Control Hub](#).
- Step 2** Enter your **Cisco Webex Control Hub** account email ID to sign in.
- Step 3** In the **Cisco Webex Control Hub** dashboard, choose **Management > Workspaces**.
- Step 4** Click the **Integrations** tab.

Figure 2: Cisco Webex Control Hub



Step 5 On the **Cisco Spaces** app tile, click **Details**.

The **Cisco Smart Workspaces** app integration details window is displayed.

Step 6 At the top-right corner of the window, click **Activate**.

Step 7 Review the permissions requested by **Cisco Smart Workspaces** and check the **Terms and Conditions** check box.

Step 8 Click **Activate**.

Step 9 Use the **Copy to Clipboard** option to copy the activation code and paste the code in **Cisco Spaces** to integrate **Cisco Webex**.

The generated activation code's expiry details are displayed in the **Activate Integration: Cisco Smart Workspaces** window.

Set Up non-Cisco Webex Signage

This task shows you how to configure a non-Cisco Webex device using the **Space Experience** app and activate **Cisco Smart Workspaces** on the signage.

Before you begin

Step 1 In Cisco Spaces, choose **Dashboard** > .
The **Space Experience** window is displayed.

- Step 2** In the left navigation pane, click **Devices**.
- Step 3** In the **Devices** page, click the **Non-Webex Devices** tab.
The **Signages** table is displayed listing existing non-Cisco Webex signages and their locations.
- Step 4** To generate an activation code for a non-Cisco Webex signage, click **View Activation URL**.
- Step 5** To activate the signage, copy and paste the URL in a browser on the signage.
-

What to do next

Manage Users Using Space Experience

- Step 1** In Cisco Spaces, choose **Dashboard** > .
The **Space Experience** window is displayed.
- Step 2** In the left navigation pane, click **User Management**.
- Step 3** In the **User Management** window, click the **Users** tab.
- a) To invite other Cisco Spaces users to use the **Space Experience** app, click **Invite User**.
Specify the following and then click **Send Invitation**:
- User's email address associated with their Cisco Spaces account
 - Role depending on the user's access privilege. You can choose between **Read Write User** (full access) or **Read Only User** (read-only access).
- Note** To see user roles available in **Space Experience**, in the **User Management** window, click the **Roles** tab.
- Location from the **Location Hierarchy** available in Cisco Spaces. Click **Choose Locations** to see all locations.
- b) To delete an existing user, in the **Users** table, select the desired user(s) and click **Delete**.
The **Users** table is displayed listing available users and their assigned roles.
-



CHAPTER 3

Space Manager

- [Overview of Space Manager, on page 9](#)
- [Manage Devices Using Space Manager, on page 9](#)
- [Manage Workspaces using Space Manager, on page 10](#)
- [Manage Users using Space Manager, on page 10](#)
- [Configure Occupancy Reports using Space Manager, on page 11](#)

Overview of Space Manager

The **Space Manager** app enables facility managers to configure integrated devices such as Cisco Catalyst, Cisco Meraki, Cisco WebEx, and Cisco IoT devices and sensors in your workspace to provide access to real-time occupancy data like meeting room capacity and availability. This app also displays environment-related telemetry such as ambient temperature, humidity, air quality, and noise on 3D rich maps for the meeting room, floor, or building.

- In the **Devices** section, you can view the configured devices and their telemetry details on rich maps
- In the **Space Management** section, you can view the count of configured meeting rooms or workspaces and their details such as number of associated devices. You can also add or remove devices from the selected workspace.
- In the **User Management** section, you can view a listing of all **Space Manager** users and their assigned roles. You also have the option to invite users to a specific workspace.
- In the **Room Occupancy Reports** section, you can configure, view, and download reports containing the occupancy data for a workspace (building or floor).

The **Space Manager** app is tied to the **ACT** license in Cisco Spaces.

Manage Devices Using Space Manager

- Step 1** Log in to [Cisco Spaces](#).
- Step 2** In the Cisco Spaces **Dashboard** > **ACT Apps** section, click the **Space Manager** app tile. The **Space Manager** window appears.
- Step 3** In the left pane, click **Devices**.

- Step 4** Choose between **WebEx Devices** and **Non-WebEx Devices** by clicking the corresponding tab.
For signage-specific instructions, select the desired procedure by clicking one of the links listed below:
-

Manage Workspaces using Space Manager

In the **Space Manager** app, you can view information about various workspaces in a building or floor in the **Space Management** page.

- Step 1** In Cisco Spaces, choose **Dashboard** > .
The **Space Manager** window is displayed.
- Step 2** In the left navigation pane, click **Space Management**.
- Step 3** In the **Space Management** page, a table listing configured workspaces is displayed.
- Step 4** Navigate to the configured location using the hierarchy drop-down at the top of the page.
- a) To filter the records, click any one of these options: **Workspaces without devices**, **Workspaces with Temperature**, or **Workspaces with all sensor types**.
To reset the filter, click **All Workspaces**.
-

Manage Users using Space Manager

- Step 1** In Cisco Spaces, choose **Dashboard** > .
The **Space Manager** window is displayed.
- Step 2** In the left navigation pane, click **User Management**.
- Step 3** In the **User Management** window, click the **Users** tab.
- a) To invite other Cisco Spaces users to use the **Space Manager** app, click **Invite User**.
Specify the following and then click **Send Invitation**:
- User's email address associated with their Cisco Spaces account
 - Role depending on the user's access privilege. You can choose between **Read Write User** (full access) or **Read Only User** (read-only access).
- Note** To see user roles available in **Space Manager**, in the **User Management** window, click the **Roles** tab.
- Location from the **Location Hierarchy** available in Cisco Spaces. Click **Choose Locations** to see all locations.
- b) To delete an existing user, in the **Users** table, select the desired user(s) and click **Delete**.
The **Users** table is displayed listing available users and their assigned roles.
-

Configure Occupancy Reports using Space Manager

In the Space Manager app, you can configure, view, and download Room Occupancy Reports for a floor or building. This report provides the aggregated people count every 15 minutes in different rooms for the chosen floors and buildings.

Room Occupancy Reports contain information such as the building name, floor number, room name, room capacity, and peak people count in the room.

-
- Step 1** In Cisco Spaces, choose **Dashboard** > .
The **Space Manager** window is displayed.
- Step 2** In the left navigation pane of the **Space Manager** window, click **Room Occupancy Reports**.
- Step 3** In the **Room Occupancy Reports** window, click **Create New Report**.
The **Report Parameters** wizard is displayed.
- Step 4** In the **Select Report Level** section, click to choose one among **Buildings**, or **Floors**.
- Step 5** Click **Next**.
The **Locations** pane is displayed.
- Step 6** In the **Locations** pane, expand the hierarchy to navigate to the desired location, and select the corresponding check box.
- Note** Alternatively, in the **Locations** pane, you can search for the desired **Building**, or **Floor**.
- The selected locations are displayed in the right side of the pane.
- Step 7** Click **Next**.
The **Date Range** pane is displayed.
- Step 8** In the **Select Date Range** section, you can either specify a date range or choose a cadence for the occupancy report.
- a) **Specify Date Range**: Choose this option if you need a report for a fixed time period and select the **Start Date** and **End Date** from the date picker.
- Note** The dates are based on the selected location's local time zone.
- b) **Recurring Report**: Choose this option if you want to generate a recurring occupancy report and specify the cadence by choosing one among the following options:
- **Weekly**: This report contains data for the last completed week (Sunday to Saturday).
 - **Bi-weekly**: This report contains data for the last completed two weeks.
 - **Monthly**: This report will contain data for the last completed month.
- Step 9** Specify the **Reporting Time Interval** by choosing one of these options: **15 minutes**, **30 minutes**, or **60 minutes**.
- Step 10** Click **Next**.
The **Report Filters** pane is displayed.
- Step 11** In the **Report Filters** pane, you can specify the following criteria for the occupancy report:
- a) Under **Filter By Specific Day(s)**, you can either select specific days of the week, or **All Days of the Week**.
- Note** You must select at least one day. If not, the following error message is displayed:
- Atleast one day must be selected to generate a report.**

- b) Under **Filter By Specific Hours**, you can either choose **Full Day (24 Hrs)** or specify the **Start Time** and **End Time**.
- c) Under **Filter By Capacity of Room(s)**, choose the desired room capacity.

Note You must select at least one room capacity group. If not, the following error message is displayed:

At least one capacity group must be selected to generate a report.

- d) Choose **Skip Empty Rows** to exclude entries for those intervals where there is no data.

Step 12 Click **Create Report**.

What to do next

From the **Space Manager** left navigation pane, go to **Room Occupancy Reports**. In the **Report History** page, you can perform the following actions:

- Download configured reports by clicking **Download** (for reports configured for a fixed date range) or **Download Recent** (for recurring reports) corresponding to the report name in the table.
- Edit configured reports by navigating to the ellipsis icon (...) corresponding to the desired report in the table and clicking **Edit**.
- [View Occupancy Reports in Space Manager](#)

View Occupancy Reports in Space Manager

Step 1 In Cisco Spaces, choose **Dashboard** > .
The **Space Manager** window is displayed.

Step 2 In the left navigation pane, click **Room Occupancy Reports**.

Step 3 In the **Report History** page, click the desired **Report Name**.
The detailed report is displayed.

Step 4 In the **Reports** pane, you can view the following details:

- **Report Name:** This can be edited and is also updated in the **Report History** table.
- **Buildings:** This is displayed in an occupancy report configured for buildings and indicates the total building count included in this report.
- **Floors:** This is displayed in an occupancy report configured for floors and indicates the total floor count included in this report.
- **Rooms:** This displays the total room count in the buildings or floors included in this report.
- **Reporting Interval:** The frequency at which the room data is reported.
- **Showing <reporting period> data:** The cadence for the report which can be one among weekly, bi-weekly, monthly, or a fixed interval.
- **Additional Filters:** The days, timings, and room capacity based on which the data in the report is filtered.

- A table listing the individual rooms (**Workspace**) along with the corresponding **Floor** and **Building** details, the assigned room capacity, the peak people count in the room, the **Date** and **Interval Start Time (Local)** as per the specified reporting criteria.
-

What to do next

You can edit and download individual **Room Occupancy Reports** both from the **Report History** table or while viewing the specific report.

