

Integrating Cisco Spaces with the ServiceNow Application

This chapter describes how to integrate Cisco Spaces with the **ServiceNow** application.

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ServiceNow

Cisco Spaces can be integrated with the **ServiceNow** application so that you can auto transfer the data from Cisco Spaces apps to **ServiceNow** and avail its service offerings.

Note Currently the **ServiceNow** integration support is available only for Proximity Reporting.

Integrating Cisco Spaces with ServiceNow

To integrate Cisco Spaces with the **ServiceNow** application, perform the following steps::

Note Ensure that you have a **ServiceNow** account, and have created the required task IDs.

Procedure

Step 1 Choose the three-line menu icon displayed at the top-left of the Cisco Spaces dashboard.

Step 2 Choose **Integration** > **ServiceNow** .

Step 3 In the **ServiceNow Integration** window that appears, enter the ServiceNow URL, Client ID, and Secret Key for your **ServiceNow** account.

Step 4 Click **Register**.

Step 5 Click **Authenticate** dispalyed at Step 2.

You are redirected to the **ServiceNow** log in window.

Step 6 Enter your credentials, and click **Login**.

A message stating that Cisco Spaces would like to establish connection with **ServiceNow** is shown.

Step 7 Click **Allow** to authenticate the integration.

Once successfully connected, the status **Active** is shown in the **ServiceNow Integration** window. You can disconnect at anytime using the **Disconnect** link.

Step 8 Now in the Cisco Spaces app for which you want to use the **ServiceNow** application, configure the task ID. For example, in the **Proximity Reporting** app, to auto-transfer reports to the **ServiceNow** application, do the following:

a) Open **Proximity Reporting**.
b) Click **Create Report**
c) In the **Look Up Summary** window, search for a user name or mac address for which you want to generate the report. For example, to view all the mac addresses starting with **00:**, enter **00:** in the **Search** field.

   The mac addresses of all the devices found will be listed.

d) Check the mac addresses for which the report is to be generated.
e) In the **Time Range** area, specify the start date and end date of the period for which the report is to be generated.
f) Check **Auto-submit report data to ServiceNow task**.

   Note
   The **Auto-submit report data to ServiceNow task** check box will appear only if you have authenticated the ServiceNow integration with Cisco Spaces as explained in Step 1 to Step 7.

g) In the **DiagnosticTask ID** field, enter the task ID created in the **ServiceNow** application.

   Note
   The **DiagnosticTask ID** field will appear only if you have checked **Auto-submit report data to ServiceNow task**.

h) In the **Report Name** field, enter a name for the report.
i) Click **Generate Report**.

   Now when the report is generated, this report will be automatically transfered to the **ServiceNow** application, and the **ServiceNow** application will use this report to perform the task with respect to the task ID configured.