

July 2020

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Introduction to Cisco Spaces

Cisco Spaces is a powerful location services platform that leverages existing wireless and/or IoT (BLE) infrastructure to provide actionable insights and drive business outcomes through spaces built-in applications.

Insights from Cisco Spaces include:

- Location Analytics that provides the capability to slice and dice location data by time or location and get a deeper visibility into behaviour of people that are connected to your network.
- Right Now Reports provide real time count of the number of visitors (identified by devices connected to WiFi) within your physical space and how it compares to the historical average. Based on the authentication method in use, Right Now reports can detect multiple devices belonging to a person and count them as one visitor.
- Business Insights gives the capability to measure how frequently people visit your physical location and how much time do they spend at your business locations. This data is benchmarked monthly across all locations. It also provides the capability to compare and benchmark the performance of your locations historically, by group or by industry.
- Impact Analysis provides the capability to measure the impact of at-location events, campaigns and layout changes on behaviour. It is easy to create an Event using the tool and measure the impact of this event based on specific timeline such as Before, After and During the impact on time spent and frequency.

Cisco Spaces applications include customer experience management apps such as Captive Portals, Location Personas, and Engagemens that allows you to connect with your customers in real time when they are at your physical location. Additional applications also include an Asset Tracking app, a service manager to manage and configure IoT Services (Bluetooth Low Energy (BLE)) as well as an open API framework in case you would like to extract this data and correlate it or integrate it into other enterprise systems.

Cisco Spaces provides a single dashboard interface to avail these multiple services through various location based technologies and intelligence. Cisco Spaces enables you to connect and engage with visitors at your

physical business locations. It covers various verticals of business such as work spaces, retail, manufacturing, hospitality, healthcare, education, financial services, and so on. The asset tracking application in Cisco Spaces provides solutions for monitoring and managing assets in your premises. Cisco Spaces offers a variety of toolkits, apps and APIs to turn these insights into actions.

Cisco Spaces through its partner program, offers businesses access to various different partner applications across verticals.

Cisco Spaces is compatible across Cisco Catalyst, Cisco AireOS and Cisco Meraki infrastructure.

In addition to the above services, the scope of Cisco Spaces apps have been extended to meet the business requirements that arise due to the global pandemic, COVID 19. Extensions have been built on existing applications and newer applications have been added to meet specific requirements for COVID 19. Extensions to apps such as Impact Analytics, Location analytics, Behaviour Metrics, and Right Now, allow you to analyse the impact of COVID 19 at your business locations as well as take appropriate actions. For example you can now create a rule based on device density at your location such that you will be automatically notified if the number of people at your location exceeds a specific count or density (people/area). The Location Analytics app now has the capability to share executive summary reports with your colleagues in the organization. Additionally, COVID-19 based trend analysis for individual/group locations can now be done using the Behaviour Metrics app, and you can compare specific business locations with that of the overall organisation as well as specific industry vertical.

Cisco Spaces has added a new Proximity Reporting App that provides a quick way to review the location history as well as device proximity history of any impacted device. One needs to just enter the user ID or MAC address, and a report for the device location in the building for the last 14 days along with the proximity of other devices is generated. This report can be exported or shared using the share feature. Similarly the Detect and Locate app now has the capability to cluster devices into specific counts to check and report on areas that may be violating social distancing guidelines.

The following are the major features of this release:

- Relabelled the **Monitoring and Support** feature to **Monitor**, and the **Support** tab is removed.
- Replaced Cumulative Visits chart in **Right Now on WiFi** with Cumulative Visitors chart.
- Removed the "Total Visitors" chart for All locations and Key locations from **Right Now on WiFi**.
- In the **Right Now on Camera** report, the **Cumulative visits during the day** chart is replaced with **Cumulative Footfall during the day**.
- The Partner dashboard is unified across all regions.
- New workflow for app approval process through Partner dashboard.
- In the Partner dashboard, new events to support **IOT** services.

New Features - July 2020

Cisco Spaces Dashboard

The following new features are added to the Cisco Spaces dashboard:

Proximity Reporting App

A new app, **Proximity Reporting** is now available in the Cisco Spaces dashboard home page to generate Proximity Reports. Currently, the app is in Beta.

The **Proximity Reporting** app helps the workplace administrators to create a safe environment for employees who are returning to work during the COVID-19 pandemic. The wireless devices of the reporting users (people to be monitored) must be associated with the wireless networks and mapped to physical locations. The Proximity Reporting app enables you to trace the movement of a person tested positive for COVID-19.

Some of the key capabilities of the Proximity Reporting app are as follows:

- It helps you understand the locations where an affected person was during a particular period (usually 14-28 days).
- Provides a list of other people who were in the same location as a affected person.
- Provides a timeline that shows when an affected person entered and exited a location.

The report will be having the following sections:

- **Location Summary**: Provides a summary of locations that a reporting person has traversed in a particular period.
- **Proximity Report**:
  - **Proximity Summary**: Provides a summarized report of the impact a reporting person has on other users in the location.
  - **Proximity Tracing**: Provides a detailed history of other users who have been in contact with a reporting person.
- **Daily Journey Report**: Visually traces the day-by-day journey of a reporting user across various locations(Campus, Building, Floor), along with the time spent by the reporting user on each location.

Camera Metrics

A new app **Camera Metrics** is now available in the Cisco Spaces dashboard. This app enables you to view a Metrics report based on the data captured using Meraki Camera.The report will be shown for a particular month.

The report currently will be having the following details:

- **Monthly Footfall**: Displays the total footfall count for the entire month.
- **Daily Footfall**: Displays the total footfall count for each day of the selected month.
- **Footfall Distribution: By hour of day**: Displays the average footfall for each hour of the day on the selected month.
- **Presence Index : By hour of day**:Displays the average number of the people present for each hour of the day for the selected month.
- **Peak Presence : By hour of day**: This graph will be available only for network locations. Displays the cumulative number of the peak presence of people for each hour of the day for the selected month. Also, it displays the average number of the people present for each hour of the day on the selected month.

Note All the charts are based on the entry and exit of visitors through tripwire line drawn for the cameras.

Right Now Report on Camera

The Right Now app now shows the Right Now report for the Meraki Cameras installed on your locations. A new option **Right Now on camera** is now available in the **three-line** menu that appears at the top-left of the **Right Now** window.

The report will be having the following details:

Note The **# of the people present: Key Cameras Zones** chart will be based on the people on camera's vicinity, and all the remaining charts will be based on entry and exit of people through tripwire line drawn for the cameras.

- **# of people present**: The total number of people currently present at the selected location and its child locations..
- **#of people present: Key Locations**: The total number of people currently present at each of the child location. If the total number of locations are more than or equal to 15, it will display the count for top and bottom three locations. In such cases, you can pin upto three locations to view the current presence count for the locations of your choice. This graph will appear only for the root location.
- **# of the people present: Key Cameras**: The total number of people currently present for each Camera in the filtered location. If the total number of Cameras are more than Six, it will display the count for top and bottom three Cameras. In such cases, you can pin upto three cameras to view the current presence count for the cameras of your choice This graph will appear only for network level locations.
- **# of the people present: Key Cameras Zones**: The total number of people currently present for each camera zones defined for the cameras in the filtered location. If the total number of Camera Zones are more than Six, it will display the count for top and bottom three Camera Zones. In such cases, you can pin upto three camera zones to view the current presence count for the camera zones of your choice.This graph will appear only for network level locations.
- **Cumulative visits during the day**: Displays the total number of visits during each hour of the day on which the Right Now report is viewed, in a cumulative manner. For example, the total number of visits at 3 am will be total number of visits that occurred from 00 am to 3 am.
- **Presence: By Location**: The location selected for the report, and its child locations are displayed in the Global Map, along with the count of vistors currently present at these locations in the **Map View** . You can also know the present visitor count as a hierarchy using the **List View**

Enhancements - July 2020

Cisco Spaces Dashboard

The following changes are made to the Cisco Spaces dashboard

Monitoring and Support

In the Cisco Spaces dashboard, the following changes are made to the **Monitoring and Support** option:

- Removed the **Support** tab in the **Monitoring and Support** window. Previously, the ticket details were shown in the **Support** section. You can now check the status of the tickets through the support emails.
- The **Monitoring and Support** option is renamed as **Monitor**.

Right Now

The following changes are made to the Right Now on WiFi report:

- The **Cumulative Visits: All Locations** chart is replaced with **Cumulative Visitors: All Locations**. This chart will show the cumulative visitors during each hour of the day. The cumulative count chart will be displayed based on the time zone of the network locations.
- The charts, **Total Visitors present last 3 hours: All locations** and **Total Visitors present last 3 hours: Key Locations**, are removed.

Right Now on Camera

The following changes are made to the Right Now on Camera report:

- The **Cumulative visits during the day** chart is replaced with **Cumulative Footfall during the day**. This chart will show the cumulative footfall during each hour of the day. Previously, cumulative visitis during each hour of the day was shown.
- The time zones of the network locations will be considered when displaying the **Cumulative Footfall during the day** chart.
- The **Historical Average** graph is removed from **#of people present: Key Locations** , **# of the people present: Key Cameras**, and **# of the people present: Key Cameras Zones** charts.

Cisco Spaces Partner Dashboard

The following enhancements are made to the Cisco Spaces Partner dashboard:

Partner Dashboard

The following changes are made to the Partner dashboard:

- A unified dashboard for creating, managing, and publishing apps for both **Europe** and **Rest of the World** regions. Previously, there were seperate dashboards for creating apps for **Europe** and **Rest of the World** regions.

To suport this feature, in the **App Center** window, **Europe Region** and **Rest of the world (except Europe region)** options are displayed under the **Choose the Region** area.

Note After creating the app, the Sandbox activation for the apps created for Europe must be conducted in **https://partners.dnaspaces.eu** itself.

- New workflow for app approval process through dashboard.

  Once the app is created and tested, the Partners can submit the app for approval by clicking **Submit**. Then the Cisco Spaces team evaluates the app, and takes the necessary actions. If approved, the app status gets changed to **Approved**, and the Partners can publish the app using **Publish**. Once the app is published, it will become live and will be available under **Get Partner Apps** > **App Center** section in the Cisco Spaces dashboard.

Note As earlier, the apps published for europe region will be listed only in the **https://dnaspaces.eu**, and for the Rest of the world will be listed in **https://dnaspaces.io**.

Events

The following new events are added to the Partner dashboard:

- **IOT_TELEMETRY**: This event is triggered when there are telemetry updates from IOT devices such as BLE or RFID.
- **IOT_USER_ACTION** : This event is triggered when an user action (such as button click) is performed on the IOT devices.
- **DEVICE_COUNT** : This event is triggered when there is a change in count of devices at the location.

As **BLE Manager** is replaced with **IOT** services, the event **BLE_UPDATE** is removed.

Cisco Spaces Runtime

The following changes are made to the Cisco Spaces runtime:

Enhancements for Enterprise Captive Portal

Cisco Spaces now provides the following support for the Enterprise Captive Portals.

- Support to send notifications to an API endpoint using Trigger API.
- Support to tag the Captive Portal Users based on their actions.

Issues

Issues describe unexpected behavior in the Cisco Spaces application. The Resolved Issues and Open Issues sections list the issues in this release.

The following information is provided for each issue:

- Identifier: Each issue is assigned a unique identifier (ID) with a pattern of CSC*xxNNNNN*, where *x* is any letter (a-z) and *N* is any number (0-9). These IDs are frequently referenced in Cisco documentation, such as Security Advisories, Field Notices, and other Cisco support documents. Cisco Technical Assistance Center (TAC) engineers or other Cisco staff can also provide you with the ID for a specific issue.
- Description: A description of what is observed when the issue occurs.

This section contains the following topics:

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a gateway to the Cisco bug-tracking system, which maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. The BST provides you with detailed defect information about your products and software.

Open Issues

Table 1: Open Issues

Issue Identifier	Issue Description
CSCvq83680	RBAC - Admin users who have access only to specific locations are not able to login to dashboard.
CSCvt29202	By default Visitor and Visits counts are displayed for newly created account in Digitization Stats.
CSCvs79627	Meraki camera - User is able to import non camera devices as well.
CSCvs97445	Incorrect “Users Count” is displayed in location hierarchy.
CSCvu46143	Proper error message should be displayed when trying to use the already accepted invitation.
CSCvt93539	In the Right Now -Visits by floor section, Floor names are not shown in tooltip text, when count of visits is low.

Resolved Issues

Table 2: Resolved Issues

Issue Identifier	Issue Description
CSCvu87384	sub_type event is not captured as "Promotions" for promos click.
CSCvv07571	Promos & Menu clicks doesn't have language-based event logging.