

Cisco Spaces: Space Utilization App Guide

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CONTENTS

CHAPTER 1 **Overview** 1

Cisco Spaces: Space Utilization App 1

Overview 2

Licensing Requirements 3

Prerequisites 3

Space Utilization App Features 4

CHAPTER 2 **Interactive Map** 7

Interactive Maps 7

CHAPTER 3 **View Utilization Status** 9

View Campus Utilization Reports 9

View Building Utilization Reports 10

View Floor Utilization Reports 12

Overview Room View Metrics 14

Licensing Requirements 14

Room List View 14

Room Map View 15

Room Metrics detailed view 16

CHAPTER 4 **Share Reports** 19

Share a Report 19

CHAPTER 5 **Utilization Exports** 23

Utilization Exports 23

Create report 25

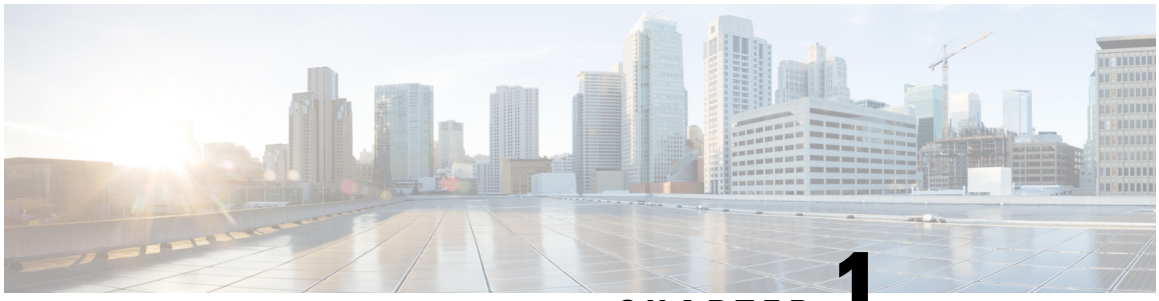
CHAPTER 6 **Deployment Status** 29

Deployment Status 29

CHAPTER 7 **User Management** 33

User Management 33

Send a user invitation 34



CHAPTER 1

Overview

- Cisco Spaces: Space Utilization App, on page 1
- Overview, on page 2
- Licensing Requirements, on page 3
- Prerequisites, on page 3
- Space Utilization App Features, on page 4

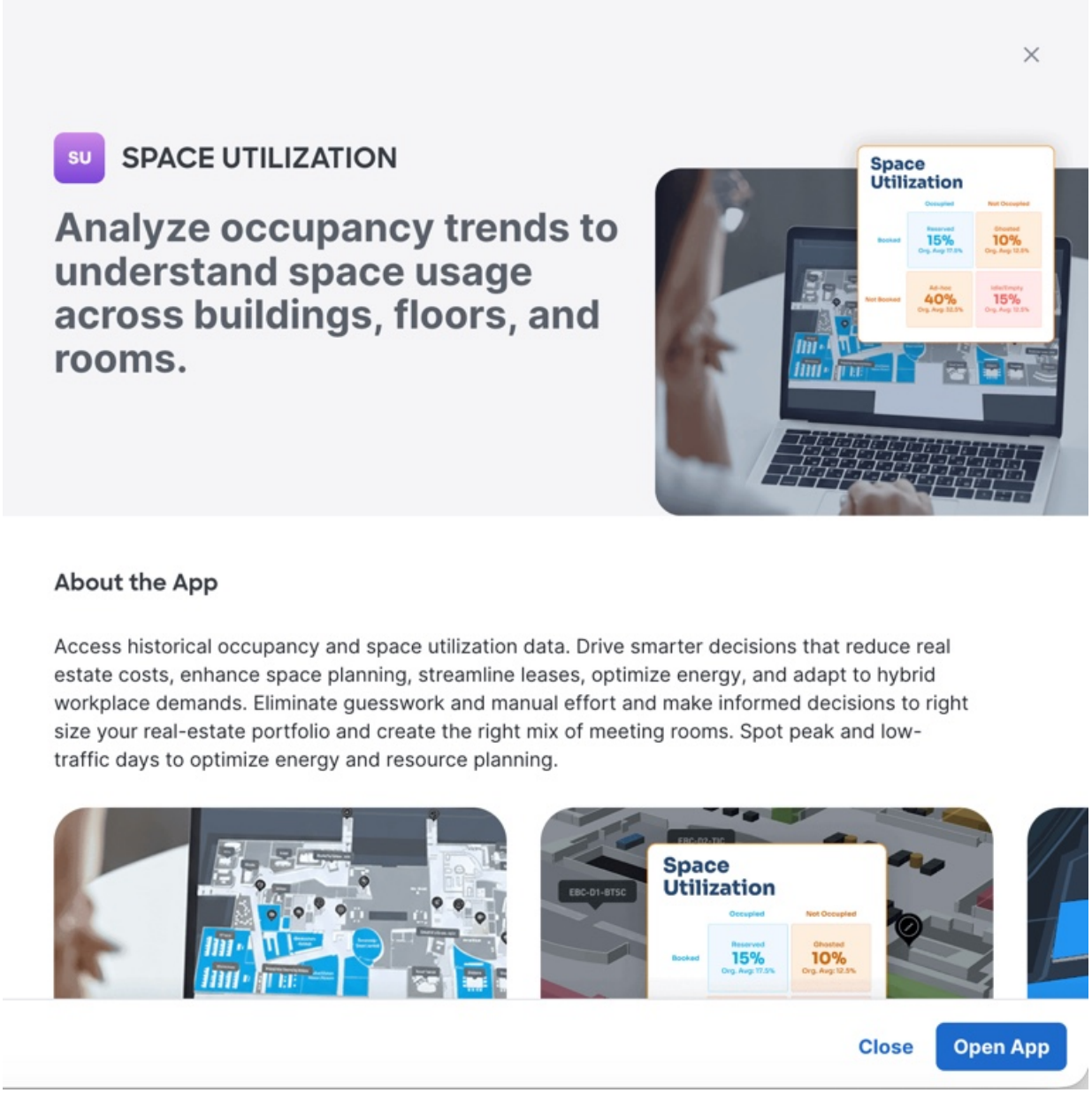
Cisco Spaces: Space Utilization App

The Cisco Spaces: Space Utilization App provides historical insights into the usage of your physical spaces and helps you optimize your space. These insights are derived from data obtained through sensors integrated into the networking and collaboration infrastructure in your space.

The Space Utilization App enables you to view the occupancy and density for any space within a campus, building, or floor. This information includes data such as people count, peak utilization, and time spent by people in that physical space.

Overview

Figure 1: Space Utilization App

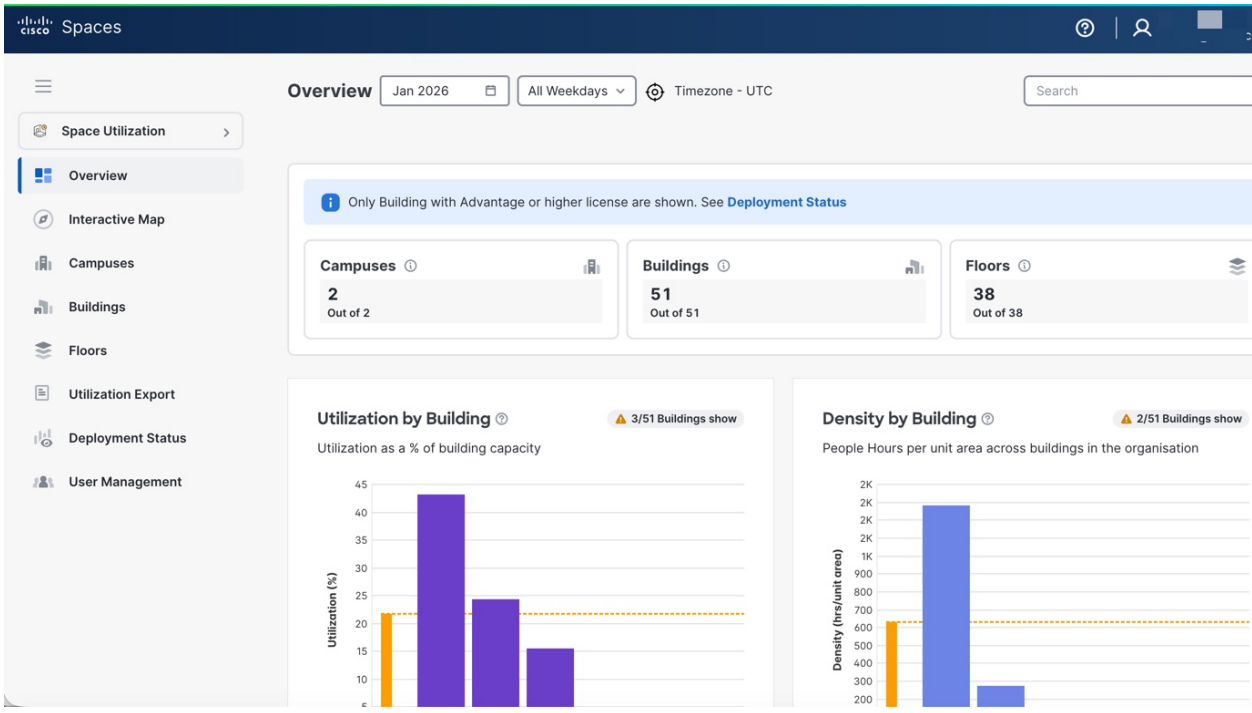


Overview

This section provides a high-level snapshot of how buildings are being used. It highlights key utilization metrics such as the number of campuses, buildings, and floors with active Advantage-level licensing, along with overall building capacity usage. You can quickly understand space availability, monitor utilization trends, and identify locations where deployment or data availability may need attention.

The app supports reporting occupancy data from various sources, including collaboration devices, portal beams, PIR sensors (Thingsee, Moko), Webex, and Wi-Fi.

Figure 2: Space Utilization App



Licensing Requirements

The Space Utilization App is tied to these Cisco Spaces licenses.

- ACT (displayed in UI as Advantage)
- UNLIMITED
- PREMIER_CW
- PREMIER_W

Prerequisites

You can use the Space Utilization App if your Cisco Spaces deployment meets these requirements:

- You need to run the Digital Maps Pro version and meeting rooms must be defined.
- If Webex devices are used to monitor occupancy, these devices must be integrated with Webex Control Hub.
- You must configure Cisco Spaces to work with various wireless networks so that Wi-Fi metrics and insights can be gathered.

Space Utilization App Features

The **Overview** window is divided into two parts. The upper part has icons that present a quick view into the number of **Campuses**, **Buildings**, and **Floors** in your network and a count of these spaces that have rich maps integrated.

In the lower part, you can see the graphical trends for utilization (% average daily occupancy), density (people hours per unit area), and room utilization (% time during work hours) for buildings. In these graphs, click on the network bar to navigate to the detailed network view.

The app also supports the reporting of occupancy data from various sources such as collaboration devices, portal beams and PIR sensors (such as Thingsee and Moko).

To view the data for different time periods, change the selection in the month and days dropdown menus on the top of the **Overview** window.

You can use the search box to look up locations as per the defined **Location Hierarchy**.

UI updates

These enhancements improve user navigation and provide a more intuitive interface.

- **Dynamic Page Title**: The page title and filters now update automatically based on your selected view. You can quickly identify the specific building or floor and see which filter is applied.
- **Location** drop-down: The **Location Selection** drop-down list is now strategically repositioned to the right-hand side of the window. This filter is now available in both building and floor views, enabling you to switch between locations more efficiently.

Heat Maps

The Space Utilization App now introduces **Heat Maps**, offering a new method to visualize historical occupancy trends and the utilization of physical spaces. The heatmap is displayed directly on top of the 3D Digital Map, allowing you to gain a spatial understanding of occupancy density and utilization patterns in an immersive manner.

Key Highlights

- **Heat Map Visualization**: A visual, color-coded representation of historical occupancy density at the floor level, displayed over the 3D Digital Map and helps to understand which areas of a floor have been most or least utilized over time.
- **Multi-Dimensional Analysis**: View heat maps for each day of the month, day of the week, or hour of the day to identify trends and analyze occupancy patterns and utilization trends across different time periods.

The benefits include:

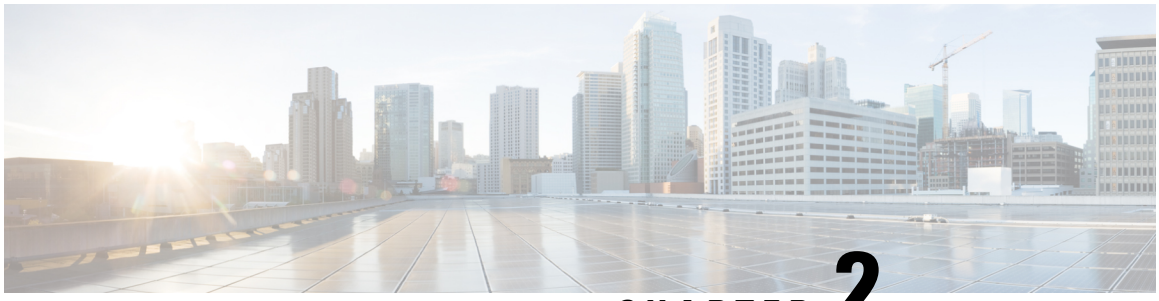
- Identify historically underutilized and high-traffic zones.
- Make informed decisions about space reallocation or redesign.
- Complement traditional chart views with intuitive, map-based visualizations using the 3D Digital Map.
- Gain spatial insights to optimize workspace allocation and enhance the visitor experience.

Interactive Map

The Space Utilization App features **Interactive Maps**, which provide fast and intuitive geographic visualization of locations such as campuses, buildings, and floors on a global map. This feature displays occupancy and utilization metrics with dynamic markers and color-coded clusters. This enables you to gain quick insights at multiple levels.

Key Highlights

- Seamlessly switch between global, campus, building, and floor-level perspectives with dynamic clustering.
- Color-coded **Markers** representing key metrics such as people count, time spent, and percentage utilization.
- Smart Map Controls, zooming, and informative panels that facilitate rapid exploration of your spaces.



CHAPTER 2

Interactive Map

- Interactive Maps, on page 7

Interactive Maps

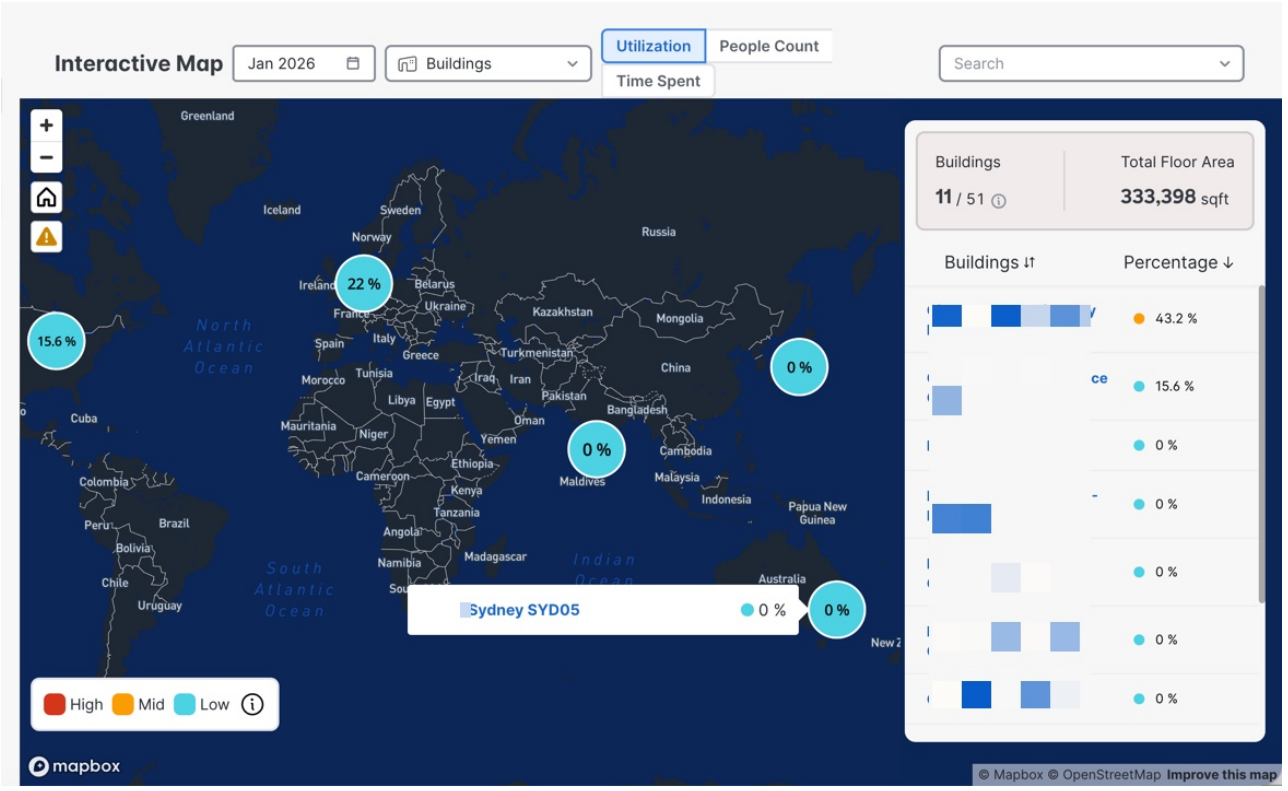
The **Interactive Maps** section in Cisco Spaces provides users with a dynamic, map-based interface to visualize and analyze space utilization across different campuses, buildings, and floors. This map tool leverages real-time and historical data to display metrics such as people count and time spent within various locations, supporting effective workspace management and planning.

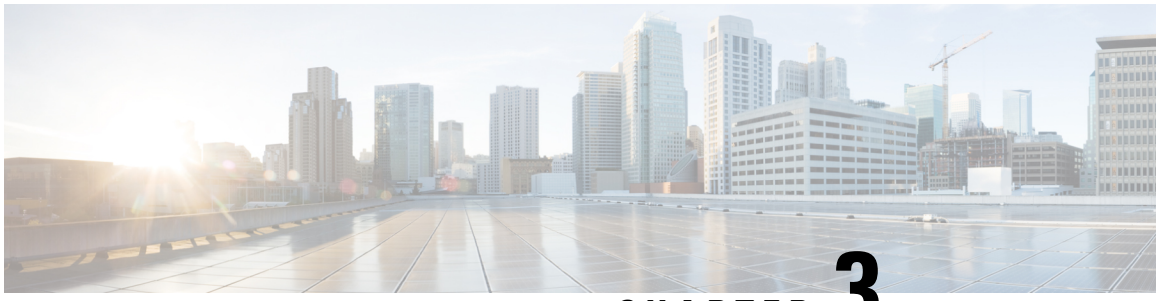
The map is interactive and supports multiple utilization metrics for comprehensive analysis.

Key features:

- **Map Navigation**: You can zoom, pan, and select specific regions on the map to explore facilities in detail.
- **Filtering Options**: The interface allows filtering by date (e.g., Nov 2025), type of location (e.g., Buildings), and utilization metric (e.g., People Count or Time Spent).
- **Search Functionality**: A search bar enables you to quickly locate specific campuses, buildings, or floors.
- **Data Visualization**: Utilizes an overlay on a geographic map (powered by Mapbox and OpenStreetMap) to represent real-world locations and their utilization statistics.
- **Summary Panel**: Provides a snapshot of the number of buildings and total floor area selected. If data is not available, a notification is displayed (e.g., "Building data is unavailable").
- **Color-coded Bubble Markers**: Display aggregated values and clicking on these bubbles zooms into the campus, building, or floor view. Tooltips for bubble markers show campus details for campuses, building details for buildings, and building with all floor details for floors. Clicking on the names in the bubble marker tooltip or the summary panel redirects to the respective campus, building, or floor details pages.

Figure 3: Interactive map





CHAPTER 3

View Utilization Status

- View Campus Utilization Reports, on page 9
- View Building Utilization Reports, on page 10
- View Floor Utilization Reports, on page 12

View Campus Utilization Reports

Procedure

Step 1 In the Space Utilization App left navigation menu, choose **Campuses**.
A table listing the various campuses is displayed.

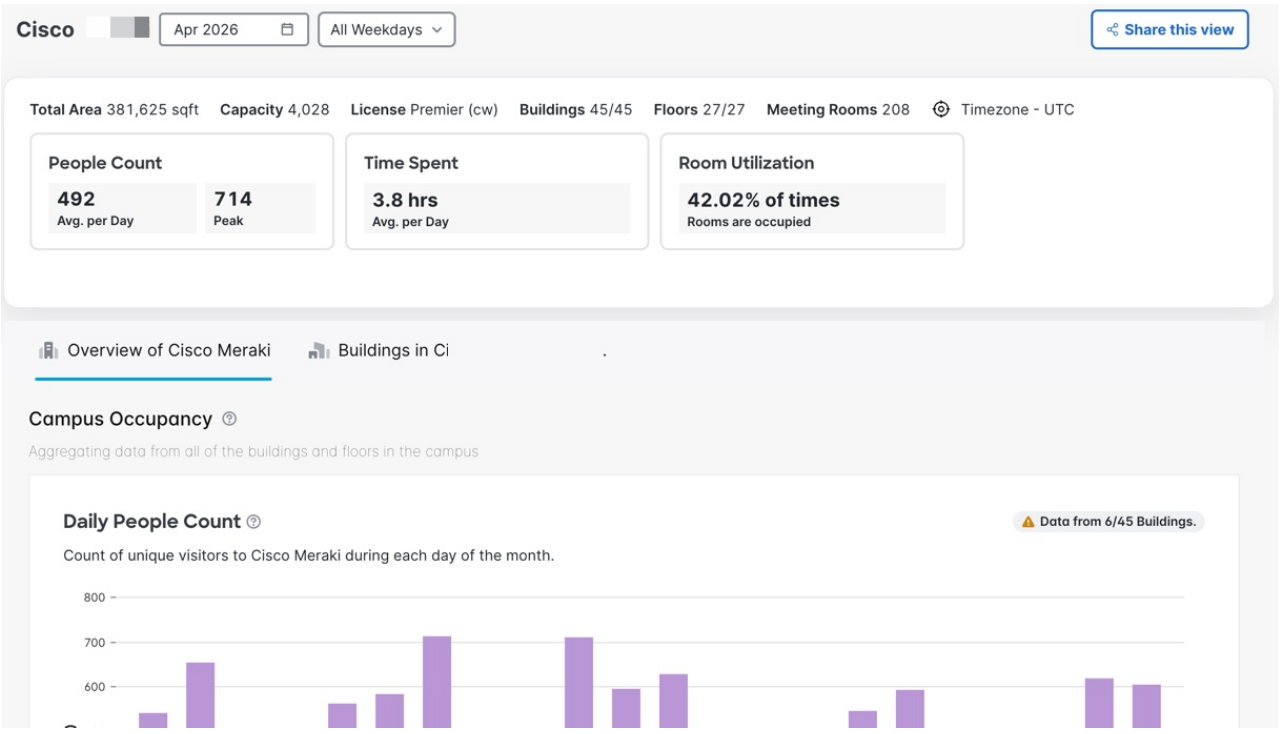
Step 2 Use the calendar filters at the top to select the month and dates as needed.

Step 3 View these details:

- **Name**
- **People Count (Avg)**
- **Time Spent (Avg)**
- **Room Utilization (% Time Occupied)**
- **Location**

Step 4 Use **Search** or click on the desired campus name to display its detailed view.
The **Campus Details** window is displayed. View the displayed information such as total area capacity, license details, buildings, floors, meeting rooms, time zone, people count, time spent, and room utilization.

Figure 4: Campus Reports



Step 5 Choose either the **Overview** tab or the **View by Buildings** tab to understand the space utilization at a campus or building level.

- **Overview**: A summary of the **People Count**, **Time Spent**, and **Room Utilization** for the campus is displayed.
- **View by Buildings**: Graphical charts showing trends in the utilization, people count, time spent, people hours, and density of the spaces within a building are displayed.

View Building Utilization Reports

Procedure

Step 1 In the Space Utilization App left navigation menu, choose **Buildings**.
A table listing the various buildings is displayed.

Step 2 Use the calendar filters at the top to select the month and dates as needed.

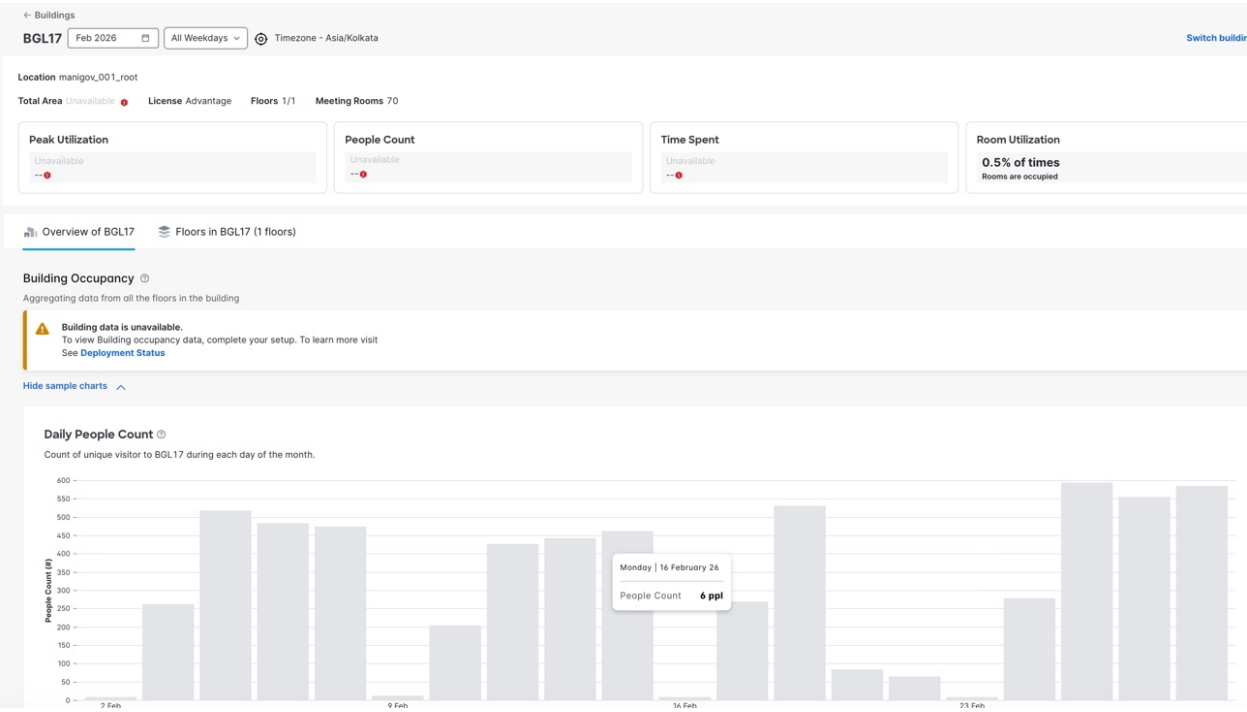
Step 3 View these details:

- **Name**
- **Utilization (%)**

- **People Count (Avg)**
- **Time Spent (Avg)**
- **Room Utilization (% Time Occupied)**
- **Location**

Step 4 Use **Search** or click on the desired building name to display its detailed view.
The **Building Details** window is displayed. View the displayed information such as total area capacity, license details, buildings, floors, meeting rooms, time zone, people count, time spent, and room utilization.

Figure 5: Building



Step 5 Choose either the **Overview** tab or the **Floors in *Building*** tab to understand the space utilization at a building or floor level.

- **Overview**: A summary of the **Peak Utilization**, **People Count**, **Time Spent**, and **Room Utilization** for the building is displayed.
- **Floors in *Building***: Graphical charts showing trends in the utilization, people count, time spent, people hours, and density of the spaces on a floor are displayed.

Step 6 To view the building utilization report for a different building under the same root campus, from the **Switch Building** drop-down list, choose the building.

View Floor Utilization Reports

Procedure

Step 1 In the Space Utilization App left navigation menu, choose **Floors**.
A list of buildings and a table listing the various floors within the chosen building are displayed.

Step 2 Use the calendar filters at the top to select the month and dates as needed.

Step 3 View these details:

- **Name**
- **Utilization (%)**
- **People Count (Avg)**
- **Time Spent (Avg)**
- **Room Utilization (% Time Occupied)**

Step 4 Use **Search** or click on the desired floor name to display its detailed view.
The **Floor Details** window is displayed. View the displayed information such as total area capacity, license details, buildings, floors, meeting rooms, time zone, people count, time spent, and room utilization.

Step 5 Choose either the **Overview** tab or the **Heat Map** tab to understand the space utilization at a floor or room level.

- **Overview**: A summary of the **Peak Utilization**, **People Count**, **Time Spent**, and **Room Utilization** for the building is displayed.
- **Heat Map**: Graphical charts showing trends in the daily utilization, people count by hour of day or day of week, and people hours by day of week for various rooms on a floor are displayed.

Note
The heat map requires **Premier** licenses for visualization.

Figure 6: Overview tab

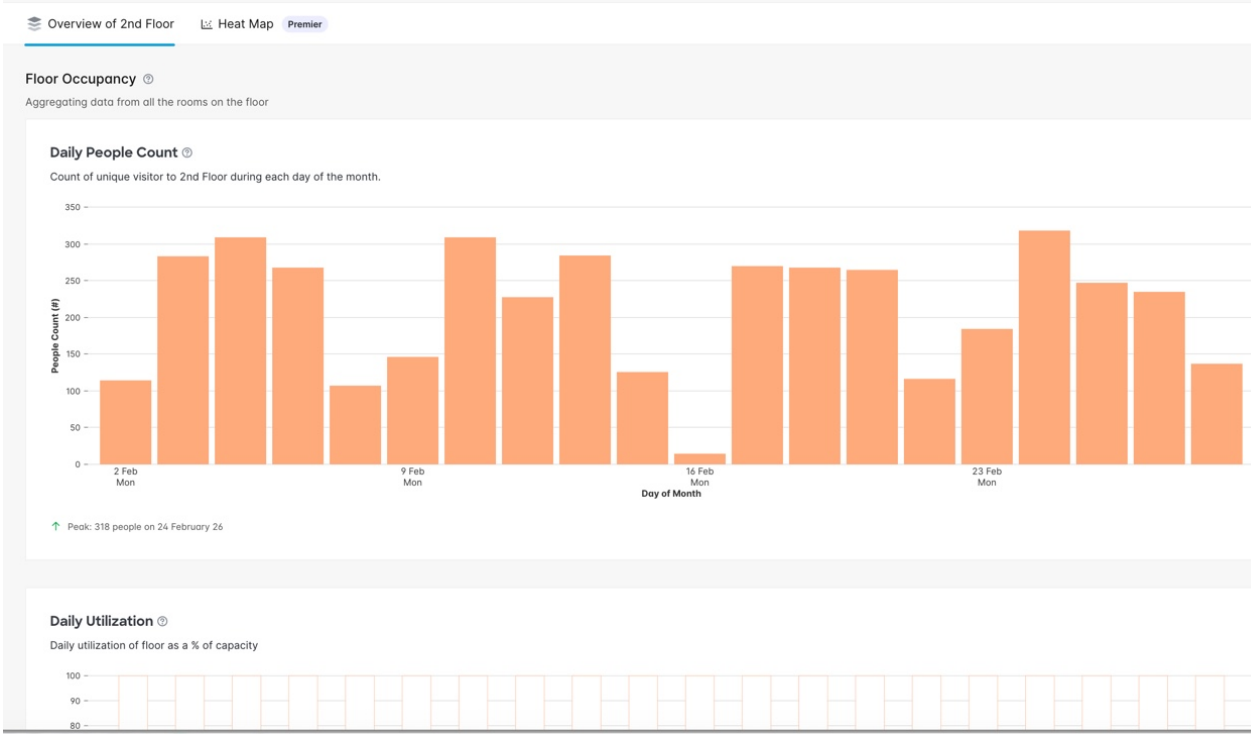
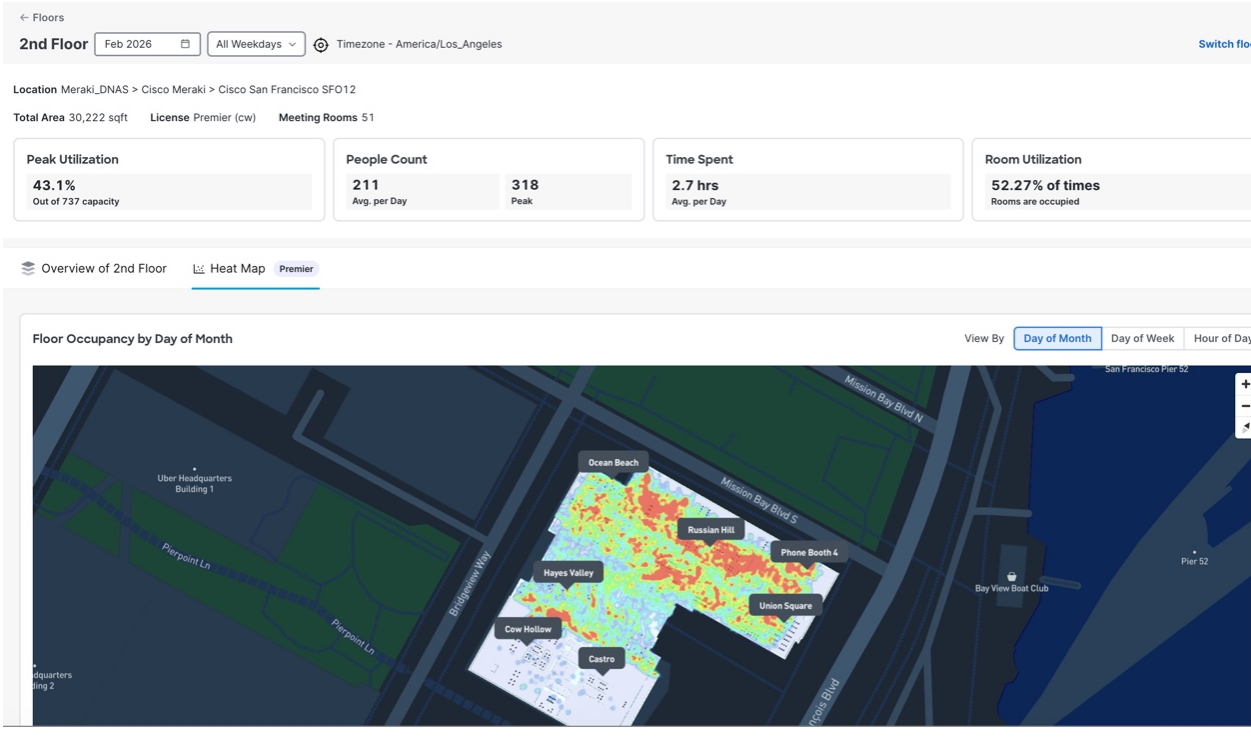


Figure 7: Heat Map tab



Step 6 To view the floor utilization report for a different floor under the same root building and campus, from the **Switch Building** drop-down list, choose the floor.

Overview Room View Metrics

The **Room Metric View** in the Space Utilization app shows how meeting rooms are used across supported locations. It helps users to view utilization and occupancy metrics for individual rooms within the selected Building and Floor context.

Users can navigate from room lists, map-based room workflows, and **% Utilization by Room** views into **Room Details** for a selected room while preserving the originating Building or Floor context.

Licensing Requirements

Room View Metrics is supported for accounts with the following licenses:

- **PREMIER_W**
- **PREMIER_CW**

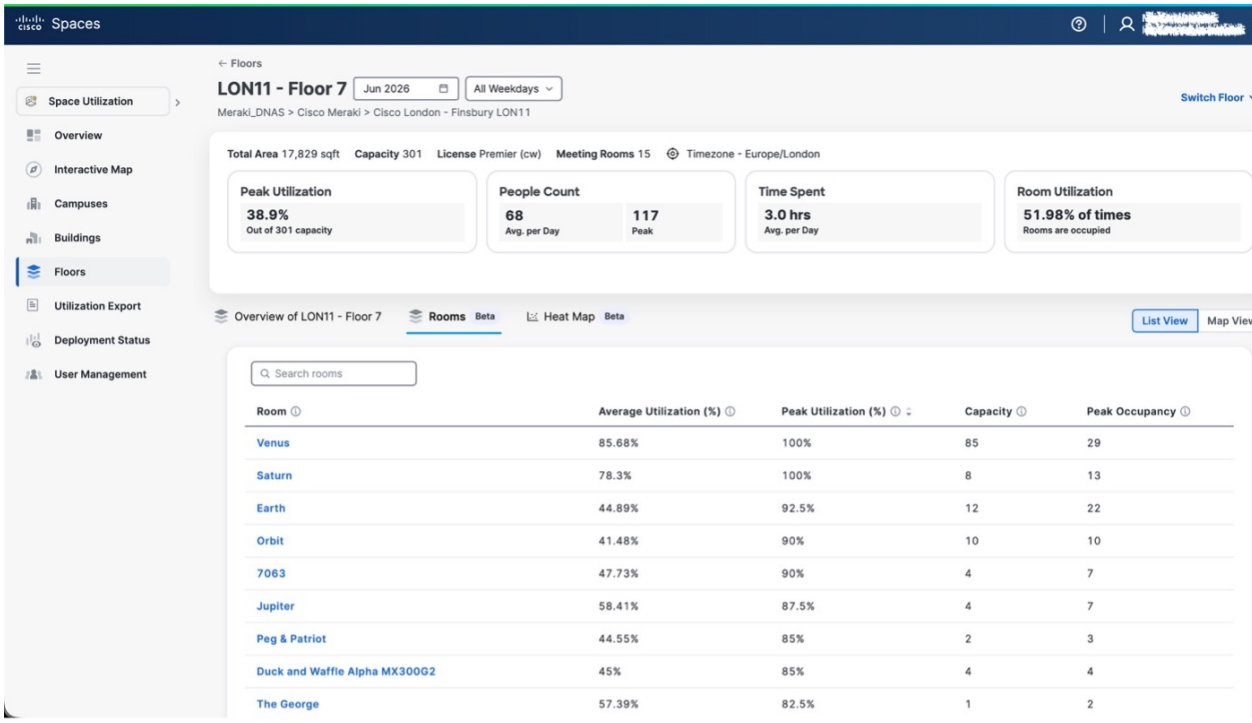
Room List View

List View shows the rooms under the selected floor in a table format. It helps users quickly scan available rooms and compare utilization and occupancy values.

The list includes these columns:

- **Room**
- **Average Utilization (%)**
- **Peak Utilization (%)**
- **Capacity**
- **Peak Occupancy**

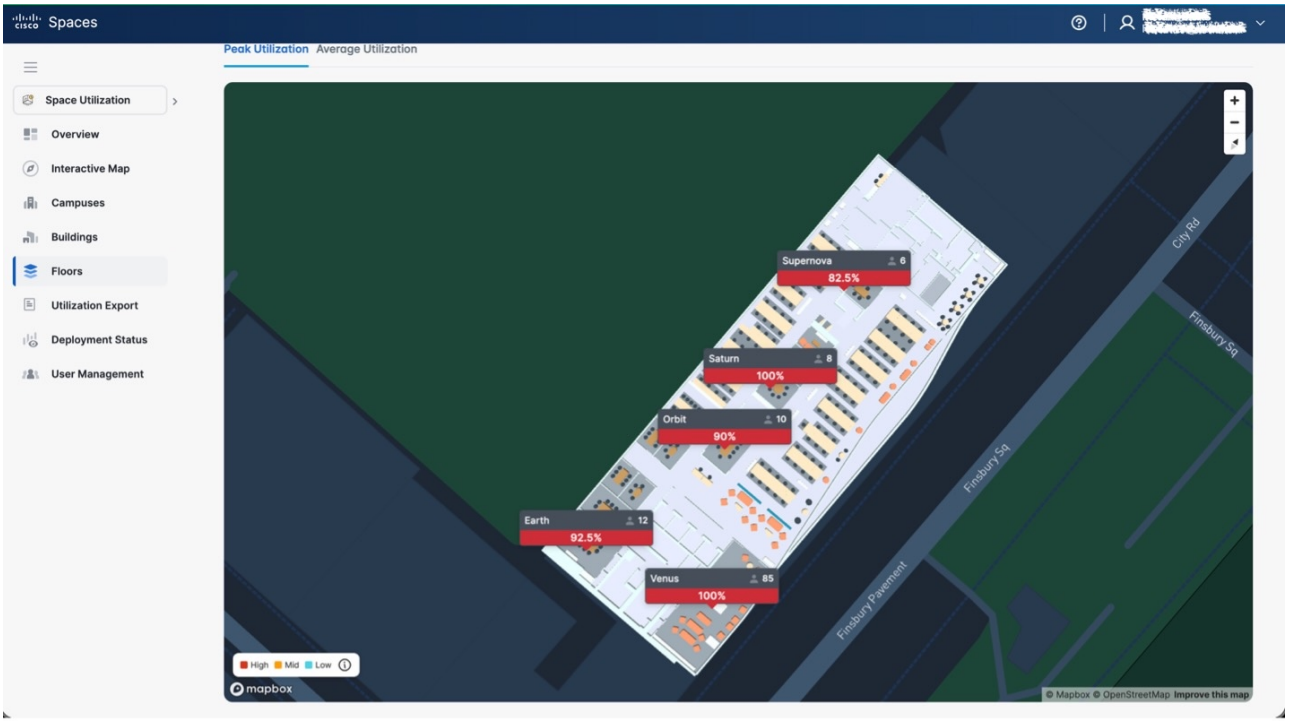
Figure 8: List View



Room Map View

Map View shows the rooms directly on the floor map. It helps users understand room usage visually in the context of the floor layout.

Figure 9: Room Map View



Each room card on the map can show:

- **Room Name**
- **Utilization Percentage**
- **Capacity**

Users can also switch between **Peak Utilization** and **Average Utilization** in Map View.

Room Metrics detailed view

The **Room View** page provides a detailed view of how an individual room is being used during the selected period. After a user opens **Room Details**, the page shows room-level utilization and occupancy insights for that room.

The Room View includes these summary metrics:

- **Room Utilization**
- **Peak Room Utilization**
- **Peak Occupancy**

The Room View also includes detailed charts such as:

- **Daily Utilization**
- **Room Utilization by Time of Day**

- **Room Utilization by Day of Week**
- **Room Occupancy by Occupant Count**
- **Room Occupancy by Booking Status**

These views help users understand how a room is used over time, identify peak usage periods, review occupancy behavior, and analyze booking-based room utilization patterns

Figure 10:

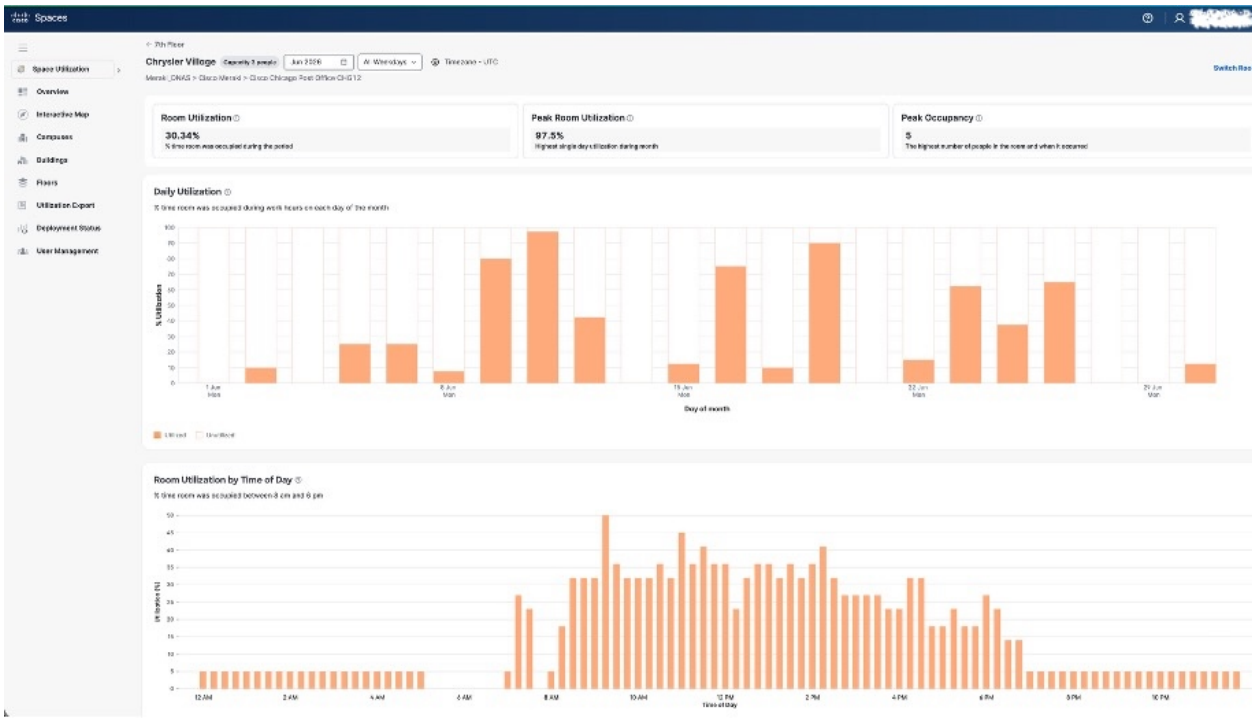
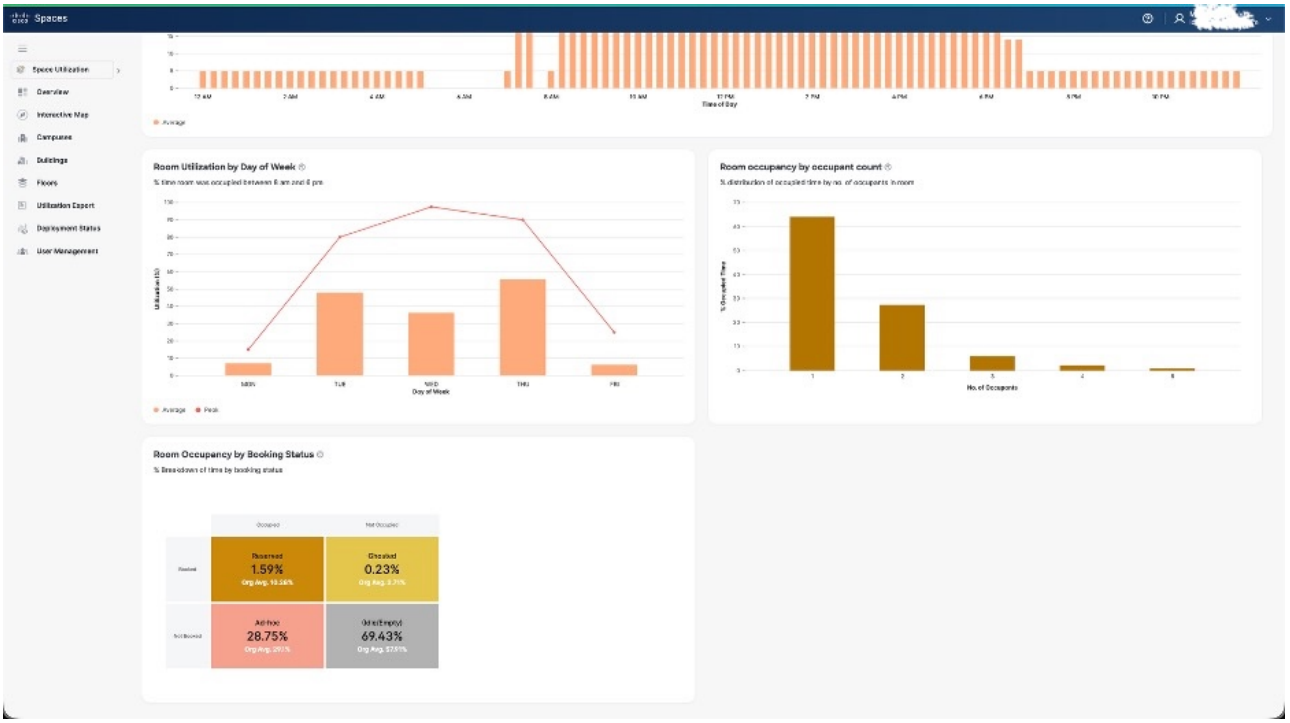
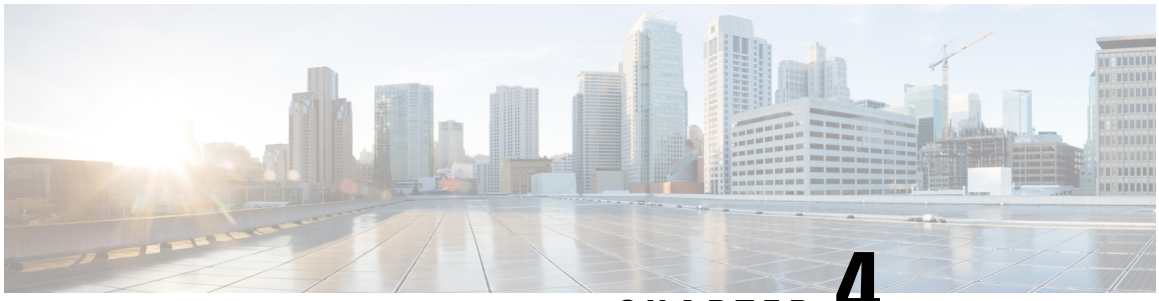


Figure 11:


Spaces
Space Utilization
Overview
Interactive Map
Campuses
Buildings
Floors
Utilization Export
Deployment Status
User Management
Room Utilization by Day of Week
Room occupancy by occupant count
Room Occupancy by Booking Status
Reserved
1.59%
Checked
0.23%
Ad-hoc
28.75%
69.43%



CHAPTER 4

Share Reports

Space Utilization reports can now be shared from the dashboard with Cisco Spaces users and external recipients. Enter an email address and an optional message; recipients receive an email with a report snapshot and a link to the shared report. Cisco Spaces users sign in to view the report; external recipients verify access with a PIN generated during authorization.

Senders can manage shared access from the dashboard—approve or reject requests, revoke access, and review re-share requests when recipients share the report with others.

• Share a Report, on page 19

Share a Report

Allows you to share a selected utilization report view with others via email for collaboration and information sharing.

Use this task to generate and share a view of campuses, buildings, or floors by email in the Space Utilization App.

The **Share this view** feature is available for **Campuses**, **Buildings**, and **Floors**.

Procedure

Step 1 In the left navigation menu, select either **Campuses**, **Buildings**, or **Floors**.
A table listing the selected location parameter is displayed.

Step 2 Use **Search** field or browse to the specific location and select it from the list.
The **Details** window of the selected location parameter is displayed.

Step 3 To share the selected view, click **Share this view**.

Figure 12: Share this view option for Building

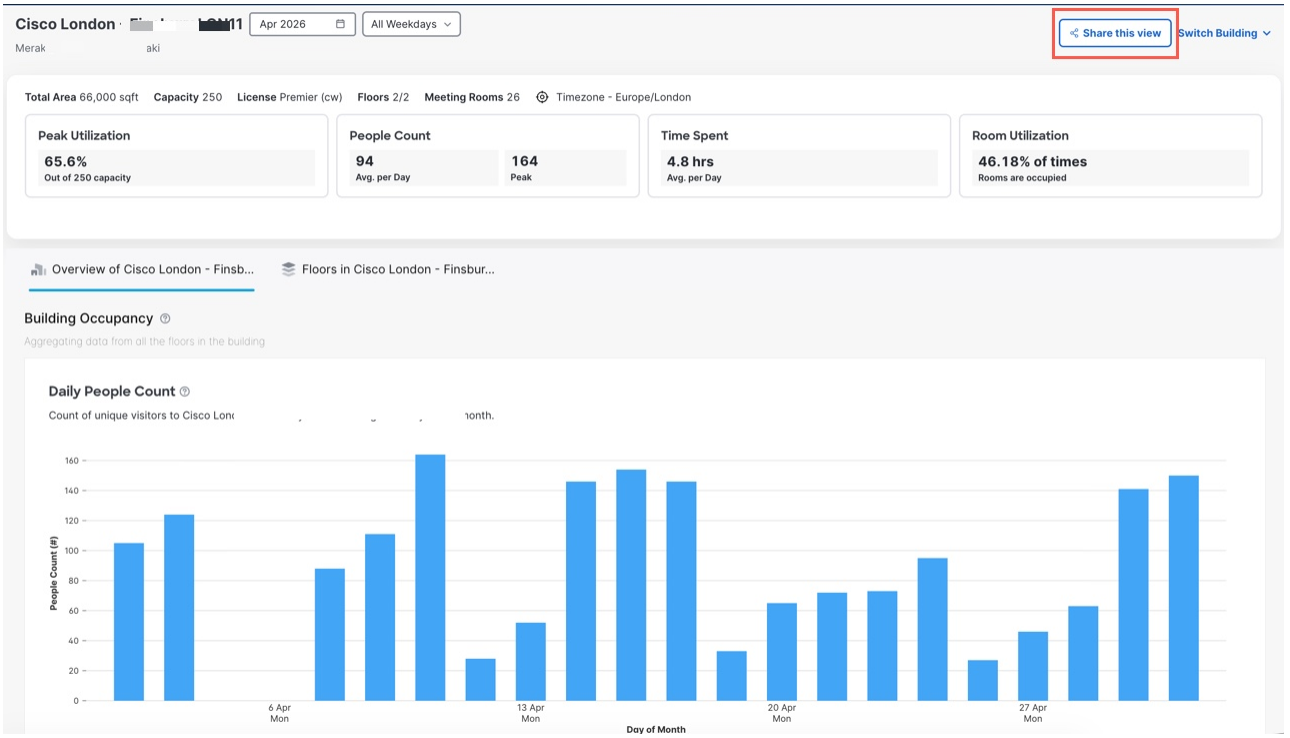
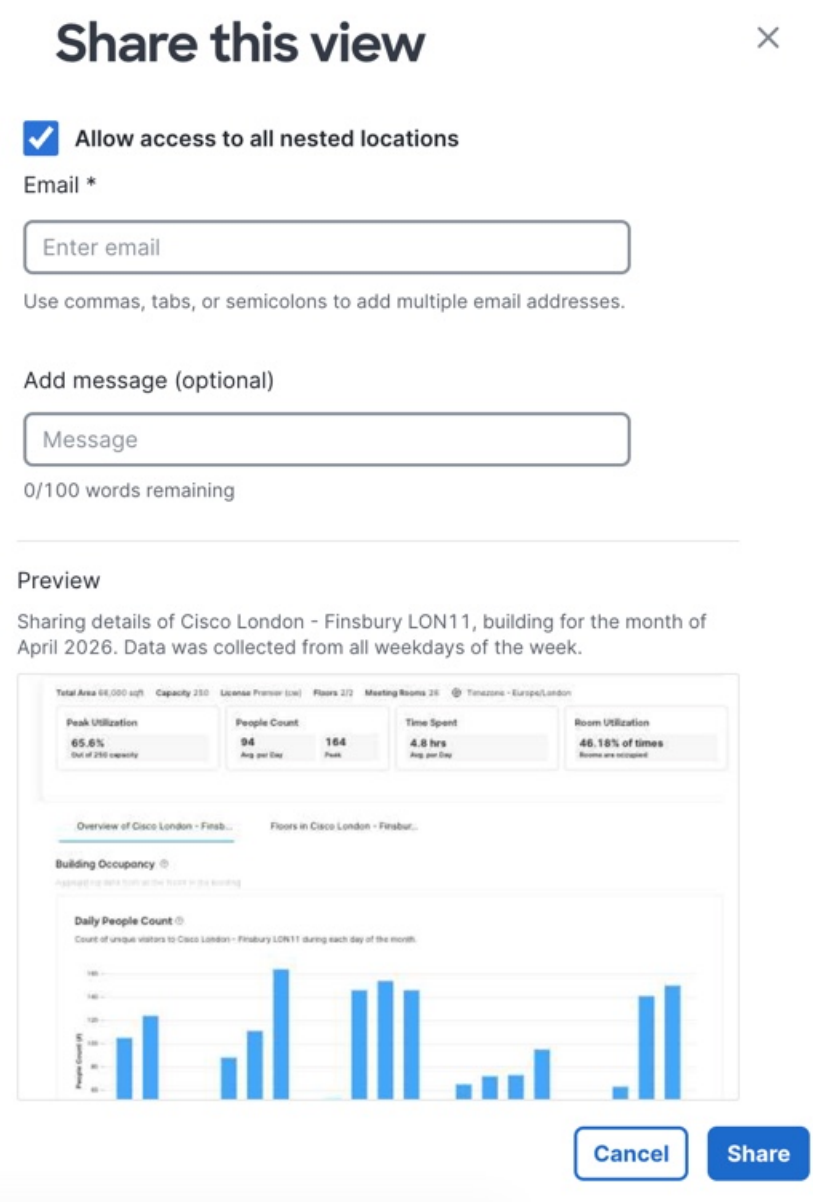


Figure 13: Share this view slide-in window



Step 4 (Optional) To share information for all nested locations, check **Allow access to all nested locations**.

Step 5 In the **Email** field, enter the recipient's email address.

Step 6 Optional) Enter a message in the **Add message** field.

Step 7 Review the report preview to confirm the shared information.

Step 8 Click **Share** to send the report. A confirmation message appears when the report is successfully sent. The recipient receives the shared view link.

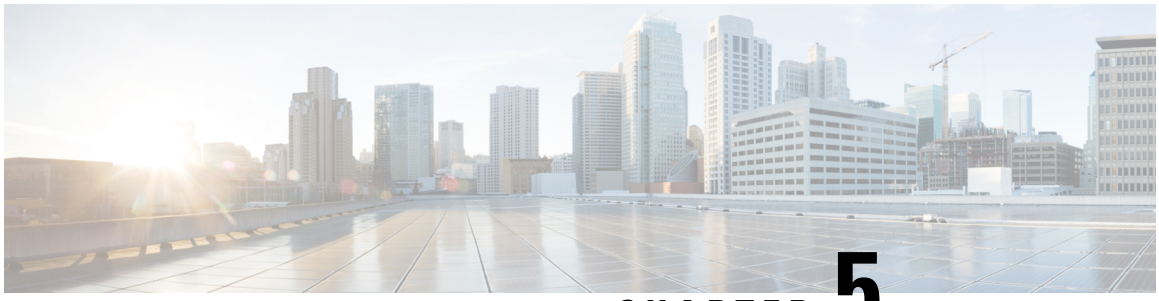
The selected view is shared successfully with the specified recipient, enabling collaboration and information sharing.

What to do next

When the recipient opens the shared link, depending on the access level and the report state, the recipient should:

1. Sign in through the dashboard login flow.
2. Verify access through an email PIN.
3. Reset or change a PIN.
4. Request access from the report owner.

The appropriate access control measures are applied based on the recipient's context and the report's status.



CHAPTER 5

Utilization Exports

- Utilization Exports, on page 23
- Create report, on page 25

Utilization Exports

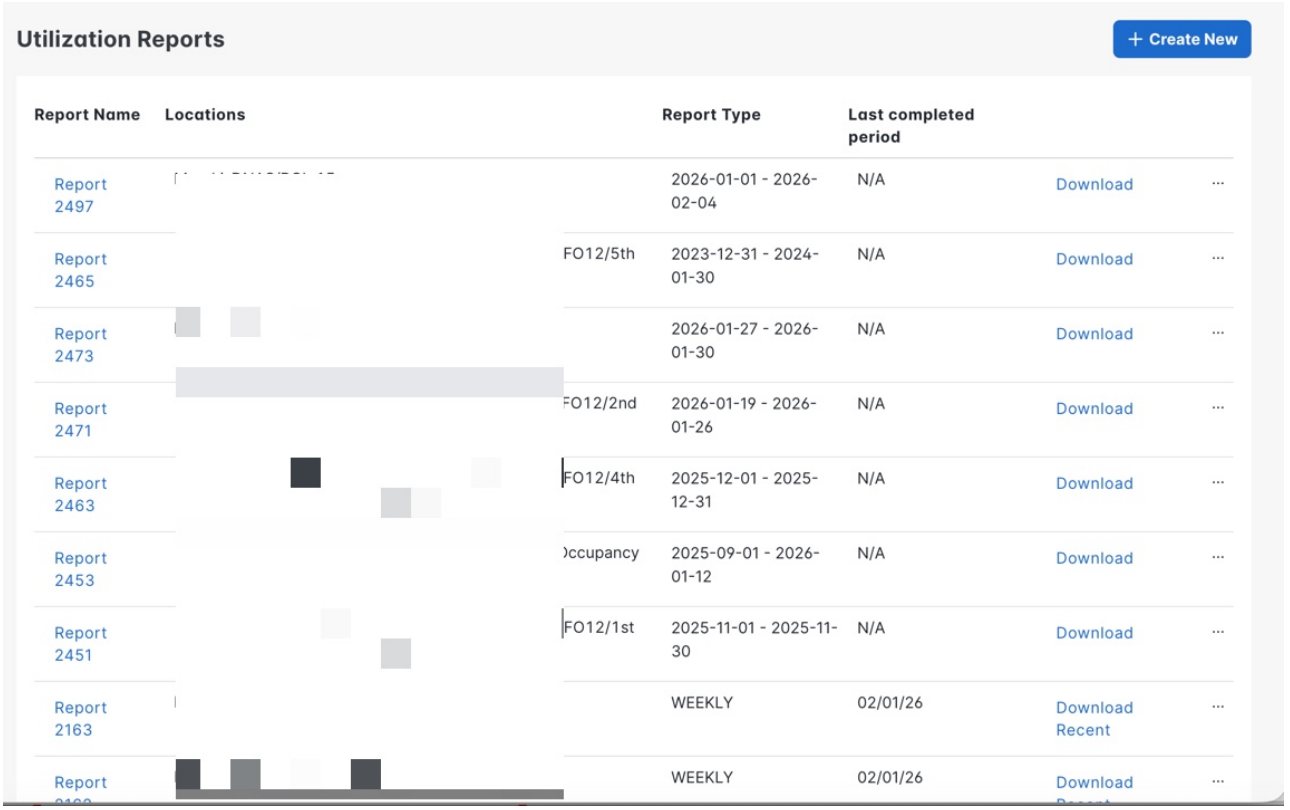
Use the **Utilization Exports** feature to export utilization data via reports.The **Utilization Exports** section in the Space Utilization App allows you to create, view, and download utilization reports. It lists previously created reports along with their location scope, reporting period, completion status, and download access.

Key features

- Create new utilization reports to generate exportable utilization data for selected locations and time periods.
- View all existing reports in one list with key metadata (report name, location scope, reporting period).
- Track report readiness using **Last completed period** to confirm whether an output is available.
- Download report outputs on demand directly from the report row entry.

You can view the existing reports and also create new reports.

Figure 14: Utilization exports



The **Utilization Exports** page includes these details:

Table 1: Utilization exports

Field	Description
Report Name	Identify the report entry and open its details by selecting the linked name (for example, *Report 2497*).
Locations	Displays the location scope included in the report (often displayed as a campus/building/floor path).
Report Type	Displays the reporting timeframe covered by the report (for example, a date range such as `2026-01-01 – 2026-02-04`.
Last completed period	Displays the most recent period for which the report successfully completed, or display *N/A* when no completed output is available yet.
Download	Click to download the generated report output file for that report entry.
More options (…)	Includes **Edit** and **Delete** options.

View reports

To view an existing report, click **Report Name** to view utilization data for the same. View these information:

- Workspace
- Date
- Interval Start Time (Local)
- Building
- Floor
- Capacity
- Peak People Count

Perform these additional tasks:

- **Edit**: Click to edit and regenerate the report.
- **Download**: Click to download the report.

Create report

Use **Create New** to define a new utilization report by choosing the location scope and reporting period.

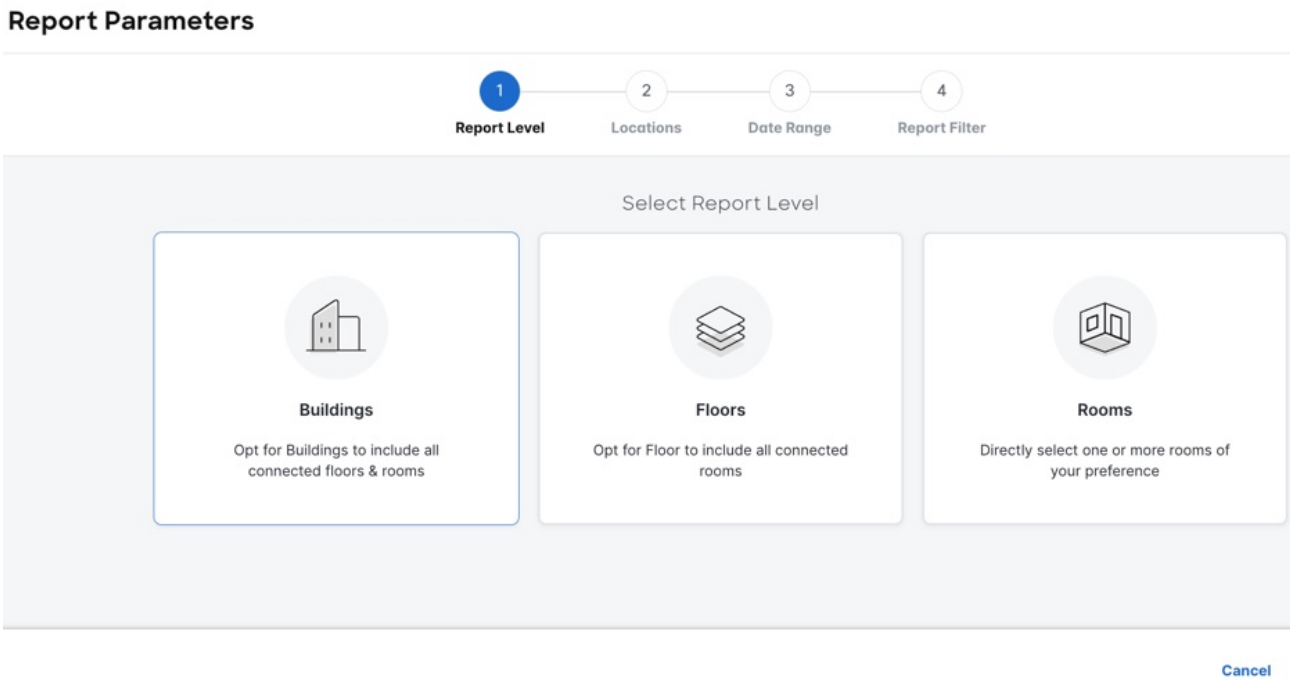
The **Utilization Exports** feature allows you to create utilization report exports for specific locations and time periods, track completion, and download the results for offline analysis and distribution.

Complete these steps to create new reports.

Procedure

Step 1 In the **Utilization Exports** window, click **+ Create New**.
The **Report Parameters** wizard is displayed.

Figure 15: Report Parameters



Step 2 In the **Report Level** section, click to choose one among **Buildings**, **Floors**, or **Rooms**.

Step 3 Click **Next**.
The **Locations** section is displayed.

Step 4 In the left pane, expand the hierarchy to navigate to the desired location, and select the corresponding check box.

Note
Alternatively, in the left pane, you can search for the desired **Building**, **Floor**, or **Room**.

The selected locations are displayed in the right side of the pane.

Step 5 Click **Next**.
The **Date Range** pane is displayed.

Step 6 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.

c) Specify the **Reporting Time Interval** by choosing one of these options: **15 minutes**, **30 minutes**, or **60 minutes**.

Step 7 Click **Next**.
The **Report Filters** pane is displayed.

Step 8 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:

Atleast one capacity group must be selected to generate a report.

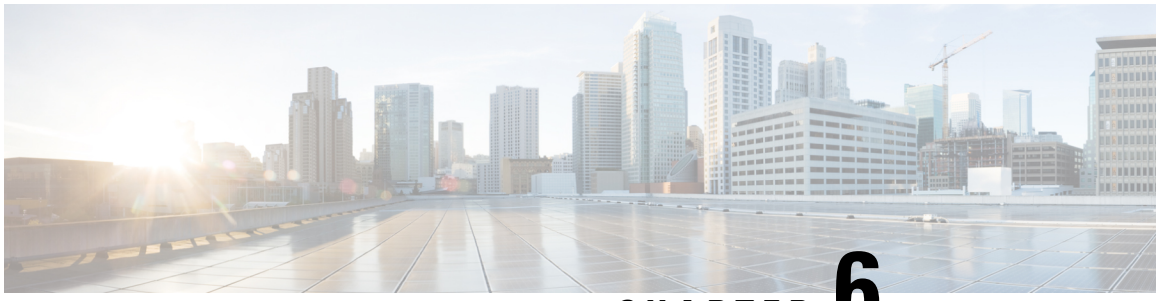
d) Choose **Skip Empty Rows** to exclude entries for those intervals where there is no data.

Step 9 Click **Create Report**.

The new report is generated.

What to do next

View the report details in the **Utilization Exports** window.



CHAPTER 6

Deployment Status

• Deployment Status, on page 29

Deployment Status

The **Deployment Status** section in Space Utilization App provides a unified and comprehensive view of occupancy statuses across all buildings and floors within an organization. This feature empowers facility managers and administrators to monitor the deployment and operational status of their space utilization system, ensuring accurate occupancy insights and optimized workspace usage.

This app provides insights into the status of your deployment. Users often encounter gaps in key metrics within the app, which typically result from incomplete deployments. For instance, the Daily Utilization Chart requires both capacity (configuration) and occupancy data, while the Density Chart needs area specifications (configuration) in addition to occupancy data.

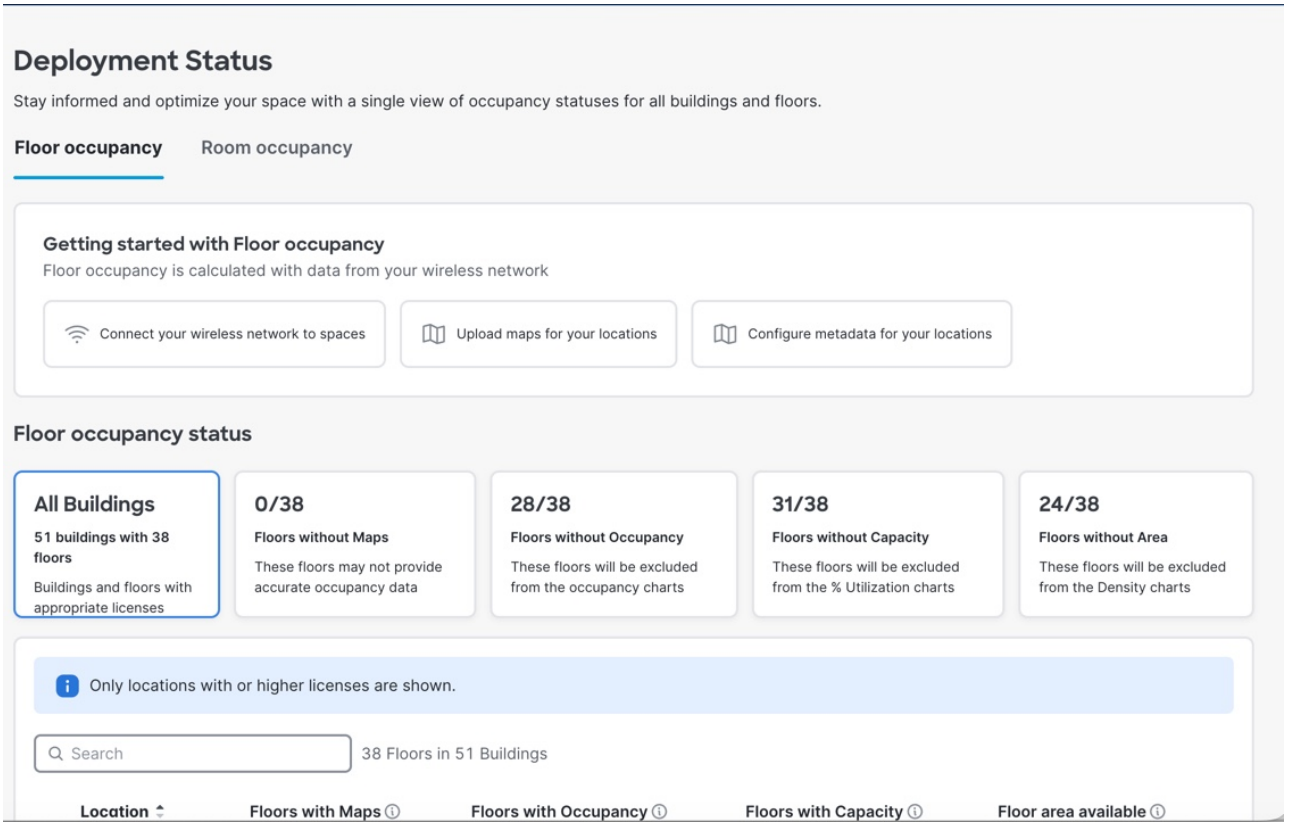
Similarly, to effectively track room utilization, digital maps must be available, and sensors need to be attached to the rooms defined in these maps. By visiting the **Deployment Status** section, you can pinpoint any missing elements and take the necessary actions to fill these gaps and to ensure that charts and reports are accurately generated as expected.

Key Features:

- Centralized dashboard for monitoring floor and room occupancy.
- Status indicators for buildings and floors based on licensing and configuration.
- Quick access to deployment readiness tasks (connecting network, uploading maps, configuring metadata).
- Detailed breakdowns of floors with missing maps, occupancy data, capacity, or area information.
- Search and filter capabilities for easier navigation across multiple locations.
- Integration with licensing to show only eligible locations.

This section includes two tabs: **Floor occupancy** and **Room occupancy**.

Figure 16: Deployment status



Floor occupancy

Use the **Floor occupancy** tab to view the floor occupancy status. Floor occupancy is calculated with data from your wireless network.

Under the **Floor occupancy status** area, view these details:

- All Buildings: Displays the number of buildings and floors with appropriate licenses
- Floors without Maps: Displays the number of floors without floors. These floors may not provide accurate occupancy data.
- Floors without Occupancy: Displays the number of floors without occupancy. These floors are excluded from the occupancy charts.
- Floors without Capacity: Displays the number of floors without capacity. These floors are excluded from the % Utilization charts.
- Floors without Area: Displays the number of floors without area. These floors are excluded from the Density charts.

Room occupancy

Use the **Room occupancy** tab to view the room occupancy status. Room occupancy is calculated using data from IoT Sensors.

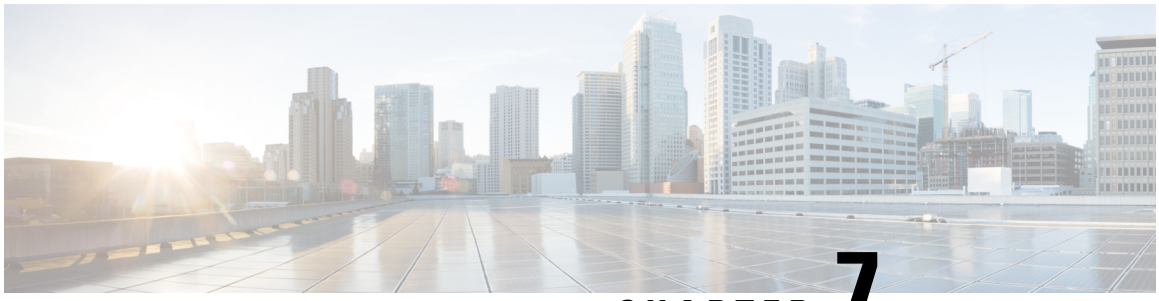
To get started with floor occupancy:

1. Room occupancy is calculated using data from IoT Sensors.
2. Connect to Cisco Webex control hub.
3. Configure rooms in Cisco Spaces: Space Manager.

Under the **Room occupancy status** area, view these details:

- All Buildings: Displays the number of buildings and floors with appropriate licenses
- Floors without Digital Maps Pro: Displays the number of floors without digital maps pro. These floors do not have mapped rooms, so occupancy data is not recorded.
- Rooms without Sensors: Displays the number of rooms without sensors. These rooms lack sensors, so occupancy data is not recorded.
- Rooms with no data: Displays the number of rooms without data. These rooms have not recorded data for the past two weeks.
- Rooms with no bookings: Displays the number of rooms without booking data. These rooms have not recorded booking data for the past two weeks.

Deployment Status



CHAPTER 7

User Management

- User Management, on page 33
- Send a user invitation , on page 34

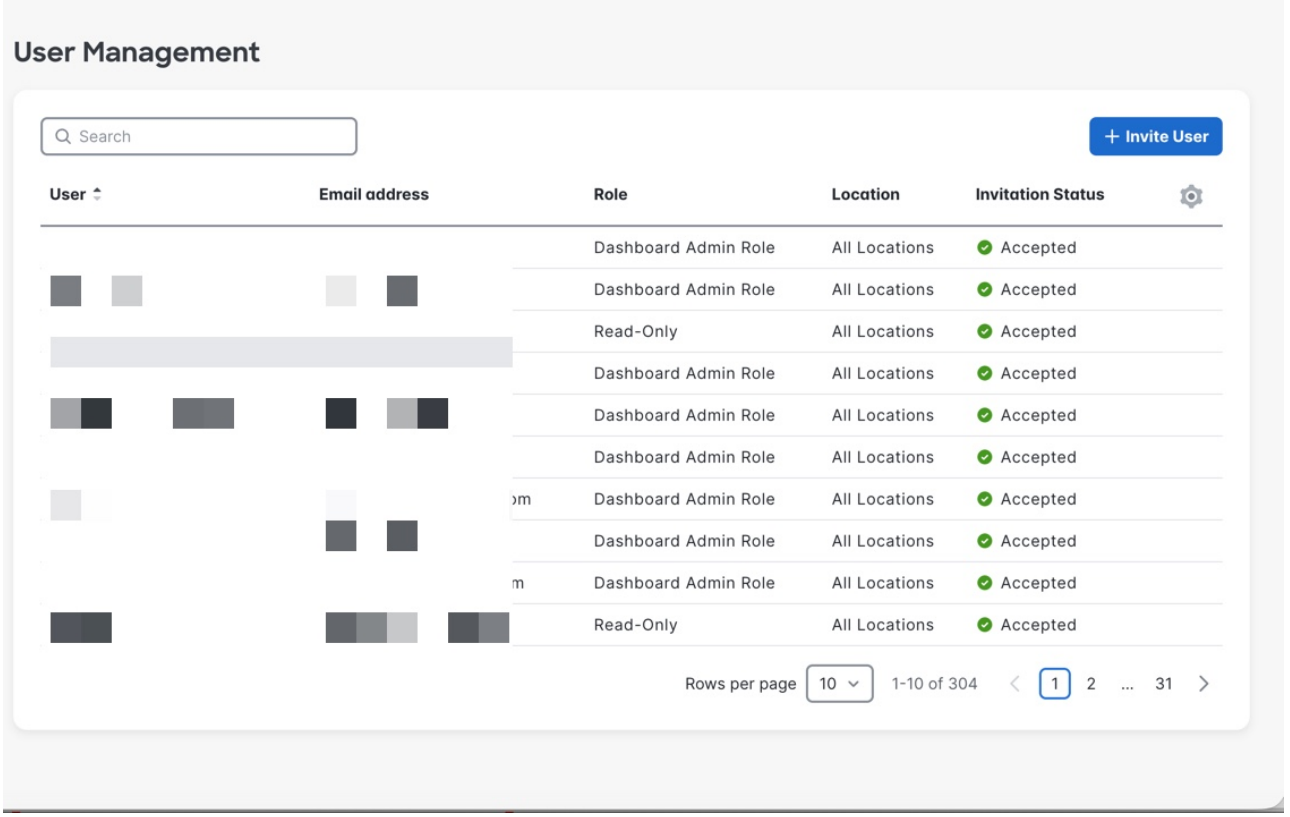
User Management

The **User Management** section in Cisco Spaces allows administrators to centrally manage user access, roles, and location permissions within the Space Utilization App. The feature provides capabilities to view all existing users, monitor their invitation status, assign appropriate roles, and invite new users into the app.

Key features

- Search functionality: Use the **Search** bar for quick search and filtering.
- New User Invitation workflow with email entry, role selection, and location assignment.
- User attributes: Displays the user details such as **Name**, **Email**, **Role** (Read Only User, Dashboard Admin Role), **Location**, and **Invitation Status**.
- Pagination controls

Figure 17: User management



Send a user invitation

Add a new user to Space Utilization App by sending an invitation with the appropriate role and location permissions.

Use this procedure when you need to add a new users to Space Utilization App and provide then appropriate access permissions.

Procedure

Step 1 In the Space Utilization App, navigate to the **User Management** section from the left-navigation menu.

Step 2 In the **User Management** window, click **Invite User**.

The **Invite User** window is displayed.

Step 3 In the **Email** field, enter the user's email address.

Step 4 From the **Role** drop-down list, choose the appropriate role for the new user. The options are: **Read Write User** and **Read Only User**.

Read Only users cannot access **Deployment Status** or **User Management** features, while **Read Write** users have access to all sections.

Step 5 Click **Select Locations** to choose which locations the user will have access to from the **Choose Locations** pop-up window.

a) Check the check boxes corresponding to the location you want to give access to.
b) Verify the selected location details in the **Select Locations** area.
c) Click **Select Locations**.

Step 6 Click **Send Invitation**.

The new user invitation is sent successfully, and the recipient will receive an email with instructions to accept.

What to do next

The newly invited user details are displayed in the **User Management** list with the status **Pending** until they accept the invitation.