

1.4

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Introduction to Cisco Spaces

Cisco Spaces is a multichannel engagement platform that enables you to connect and engage with visitors at your physical business locations. It covers various verticals of business such as retail, manufacturing, hospitality, healthcare, education, financial services, and so on. Cisco Spaces also 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 action.

The following are the major features of this release:

- New app, **Location Analytics (Beta)**, which provides reports of location visits.
- New feature, **Access Code Manager** user role to manage the internet provisioning using access codes.
- Grouped Apps based on the license for which they are available.
- Provision to redirect new Cisco Spaces users to the Setup window for configuring the wireless network.
- Displays License Type along with Cisco Logo in the Cisco Spaces dashboard banner.
- Tool Tips for Digitization Stats.
- Expand-Collapse functionality for Side Menu Bar.
- OpenRoaming App icon enabled to display sample data.
- Single Sign On support for DCloud application.
- Meraki API 3.0 support.
- Support to add additional information in the SMS sent for captive portal authentication.
- Default Country Code support for ZIP code and CPF code.
- Enhanced security for finger print verification.

- Device classification based on the device details captured.

New Features in Release 1.4

Cisco Spaces Dashboard

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

Access Code Manager

Cisco Spaces now provides a new User Role, Access Code Manager. This user role enables you to control the internet provisioning in your business premises using the access codes. You can create access codes for your various locations and restrict the internet access for these locations using the access codes. That is, the customers can access the internet only after providing an access code configured for that location.

Cisco Spaces enables you to share with the customers the access codes that you have created. You can specify the validity period for an access code.You can configure to have a single code value for an access code, or to change the code value weekly or monthly. You can define the time for which the customers can access the internet using an access code. Cisco Spaces also enables you set the bandwidth limit, including download and upload bandwidth limits for access codes.

You can define multiple access codes for a single location. For example, if you want to provide a high speed internet only for your platinum members, you can create an access code with maximum bandwidth and create another access code with limited bandwidth. You can then share the access codes based on the type of the customer.

Location Analytics(Beta)

Cisco Spaces now provides a new app, **Location Analytics**. This app enables you to view reports of visits in your locations.The visits of your employees are also counted in the report. By default , the report is shown for the root location. The default date range is January 01, 2019 till todate. You cannot generate report for the data before January 01, 2019. You can view the following information in the report:

- Visitors: Displays total number of visitors in the filtered location during the period specified. The count for New Visitors and Repeat Visitors are shown separately along with their percentage. Also a graph is shown that displays the visitor count for each day of the specified period.
- Visits: Displays total number of visits in the filtered location during the period specified . The count for New Visits and Repeat Visits are shown separately along with their percentage. Also a graph is shown that displays the visit count for each day of the specified period
- Dwell Time: Displays the average dwell time for the visits occurred in the filtered location during the period specified. The average dwell time for New Visits and Repeat Visits are shown separately along with their percentage. A graph that displays the average dwell time of visits on each day is also shown.
- Dwell Time Breakdown: Displays the total number of visits for various dwell time ranges for the filtered location and period. For example, the count for 0-5 min represents the total number of visits of the duration 0 to 5 minutes in the filtered locations.

You can filter the report by location, date, and SSID.

You can create custom reports with widgets with different filters. ACT(Advanced) subscription customers are allowed to apply all filters (Location, SSID, Time Ranges , and Visit Range) in the widgets. See (Base) subscription customers are restricted to apply Location, SSID, and Visit Ranges filters .

Apps Displayed Based on License

In the Home window, the Cisco Spaces apps are now grouped based on the license for which they are available.

The apps are grouped as follows::

- **SEE (Base)**: The apps Behavior Metrics, OpenRoaming, and Location Analytics are listed under this license type
- **ACT (Advanced)**: The apps Captive Portals, Engagements, Location Personas, Operational Insights, BLE Manager, Location SDK, and Detect and Locate are listed under this license type.
- **EXTEND**: Partner Apps will be listed under this license type



Note For all types of licenses, all the apps will be listed in the Home window, but are enabled only based on the license type for the account.

For advanced license types, the apps grouped under lower license types will be available.

Different Banner for New Cisco Spaces Account

For new Cisco Spaces accounts for which wireless network is not configured, the dashboard home page banner appears with the following message at the top of the dashboard:

"You have not connected to any wireless network yet. Click Here to connect your wireless network with Cisco Spaces."

When you click the **Click Here** link, you are taken to the **Setup** window where you can configure the wireless network.

License Icon in the Cisco Spaces Home Page

The license type for the Cisco Spaces account is now displayed in the Home page. After logging in to the Cisco Spaces dashboard, you can view the license type adjacent to the Cisco logo at the top-left of the window.

Tooltips for Digitization Statistics

Tooltips are provided for Digitization Statistics values displayed in the Home page of the Cisco Spaces dashboard.

Expand-Collapse Functionality for Side Menu Bar

In the Cisco Spaces dashboard, you can now collapse the side menu bar for a broad view. This is applicable for all the side menu bars, including the one within the apps such as **Captive Portals**. A new icon, with three parallel lines, now appears above the side menu bar using which you can expand or collapse it. By default, the side menu bar will be in the expanded state.

OpenRoaming App

The OpenRoaming icon is now enabled to display static data that gives a brief idea about the OpenRoaming app.

SSO Login Support

Cisco Spaces now supports single sign on for Cisco Dcloud users. If you have already logged into the Dcloud application, you can directly access Cisco Spaces dashboard without logging in again.

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Cisco Spaces Runtime

The following new features are added to Cisco Spaces Runtime:

Support to Add Additional Information in SMS

In the Soft SMS and Hard SMS that are sent as part of captive portal authentication, you can include additional information that needs to be passed to the SMS gateways. For example, if you want to send the SMS in a language other than English to your customers, provision is now available to include that information in the SMS sent to the SMS Gateways.

Enhancements in Release 1.4

Cisco Spaces Dashboard

The following changes are made to the Cisco Spaces dashboard:

Meraki API 3.0 Support-Location Receiver

Cisco Spaces now supports to receive and process data with Meraki API Version 3.0.

Cisco Spaces Runtime

The following changes are made to Cisco Spaces Runtime:

Default Country Support for CPF and ZIP code

When zip code or CPF is added as fields in the Data Capture form, Cisco Spaces tries to show the input field place holder and format specific to the locale of the country. Customers can choose a default country for zip code / CPF while configuring the portal, so that if the country detection fails the fields format and place holder will be shown based on the selected country.

Note Currently the default country selection for zip code or CPF cannot be done through the dashboard. Please contact Cisco Spaces support for configuring the same. CPF will be shown only for Brazil.

Enhanced Security of Finger Print Verification

Finger print verification done as part of Soft SMS authentication is now made more secure by moving to an advanced encoding technique.

Device Classification

Cisco Spaces is now enhanced to classify the devices based on the device details captured. The information such as Device OS, OS version, Model, Device Type, and Manufacturer are captured as part of subscriber details.

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 - Release 1.4

Table 1: Open Issues

Issue Identifier	Issue Description
CSCvp46851	Tooltip had multiple pointer while placing cursor in the scatter plot charts.
CSCvo00172	Cumulative Stats - Location Count and AP counts are mismatched
CSCvo19097	Visitor, Locupdate and Visits data is displayed as N/A after removing the location

Resolved Issues - Release 1.4

There are no resolved issues for this release.