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Cisco Smart+Connected Personalized Spaces Administrator Guide

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This preface describes the purpose, audience, organization, and conventions of the *Cisco Smart+Connected Personalized Spaces Administrator Guide* and provides information about the related documentation.

- [Audience](#), page v
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Audience

This guide is intended for individuals who are responsible for configuring the Cisco Smart+Connected Personalized Spaces (Smart+Connected PS) application. The tasks described in this guide are the administration-level tasks.

Document Organization

Chapter Number	Chapter Title	Description
Chapter 1	Getting Started	Provides an overview of the Smart+Connected PS application, and helps in getting started with the application.
Chapter 2	Managing the User Profile Images	Describes how to add, update, and delete the profile images of the Smart+Connected PS application users.
Chapter 3	Managing the Fault Items	Describes how to manage the fault items in the Smart+Connected PS application.
Chapter 4	Managing the Quick Response Codes	Describes how to generate and download the QR codes.
Chapter 5	Managing Features	Describes how to manage the configuration features in the Smart+Connected PS application.
Chapter 6	Managing Reports	Describes how to generate five types of reports to assess the workspace utilization.

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Document Conventions

Convention	Description
Boldface	Commands, command options, and keywords are in boldface.
<i>Italics</i>	Arguments for which you supply values are in italics.
Option > Option	Used to describe a series of menu options.



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in this guide.

Related Documentation

- *Cisco Smart+Connected Personalized Spaces Installation Guide*
- *Cisco Smart+Connected Personalized Spaces User Guide*
- *Cisco Smart+Connected Personalized Spaces Mobile Application User Guide*
- *Release Notes for the Cisco Smart+Connected Personalized Spaces*
- *Cisco Service Delivery Platform Installation Guide*
- *Cisco Service Delivery Platform Administrator Guide*

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Getting Started

This chapter provides an overview of the Cisco Smart+Connected Personalized Spaces (Smart+Connected PS) application.

- [About the Smart+Connected PS, page 1-1](#)
- [Logging In to the Smart+Connected PS, page 1-2](#)
- [Understanding the Administrator User Interface, page 1-3](#)

About the Smart+Connected PS

The Smart+Connected PS application is a part of the Smart+Connected Communities (S+CC) solutions, and leverages the platform capabilities of the Cisco Service Delivery Platform (SDP). This application allows organizations to plan utilization of resources at workspaces by maximizing office usage and minimizing the energy consumption. The SDP allows you to add and manage locations and devices for the Smart+Connected PS through the SDP web interface.

The Smart+Connected PS allows you to perform the following tasks:

- Book a workspace and set the workspace preferences.
- Check-in and check out of a reserved workspace
- Manage configurations for all the devices located at a workspace.
- Create proxy bookings. For example, an executive administrator can book a workspace for a visiting executive.
- Generate and view reports for usage trends, user statistics, and so on.
- Creates default messages for the various fault cases, such as a non-functioning air conditioner in the workspace.

You can log in to the Smart+Connected PS application as a superadmin user (super administrator). When you install the Smart+Connected PS application, a superadmin user is created by default.

The Smart+Connected PS Mobile Application allows you to access the Smart+Connected PS application on your mobile devices, such as Android and iPhones. The Smart+Connected PS Mobile Application offers the following features:

- Viewing your upcoming meeting and workspace reservation details.
- Checking in and out of a reserved workspace.
- Ad-hoc checking in from the list of available workspaces.
- Checking in and out using the QR code scanning feature.

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- Marking workspaces and people within an enterprise as favorites.
- Setting your preferences for a building and floor.
- Searching for workspace and people in an enterprise.
- Calling contacts or sending e-mails to them.
- Importing contacts from the LDAP directory into the mobile device.

Logging In to the Smart+Connected PS

The Smart+Connected PS application is compatible with the following web browsers:

- Mozilla Firefox Versions 6.0, 14.0, and 15.0
- Microsoft Internet Explorer Versions 8.0 and 9.0
- Google Chrome Version 23.0

The default login credentials are as follows:

- Username—superadmin
- Password—superadmin

To log in to the Smart+Connected PS application, perform the following steps:

Step 1 In the Address field of the browser, enter the application server URL: `http://<host>:<port>/ipsapp`, and press **Enter**.

Where the host is the IP address or the DNS name of the host on which the Smart + Connected PS application has been deployed on the WebLogic/JBoss server, while the port is the port number that you have defined for the WebLogic/JBoss server.

The Smart+Connected PS Login page appears.

Step 2 Enter **superadmin** as the default username and password, and then click **Login**.

The Smart+Connected PS home page appears.

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Understanding the Administrator User Interface

Figure 1-1 describes the elements of the Smart+Connected PS user interface for the administrator.

Figure 1-1 Elements of the Smart+Connected PS User Interface

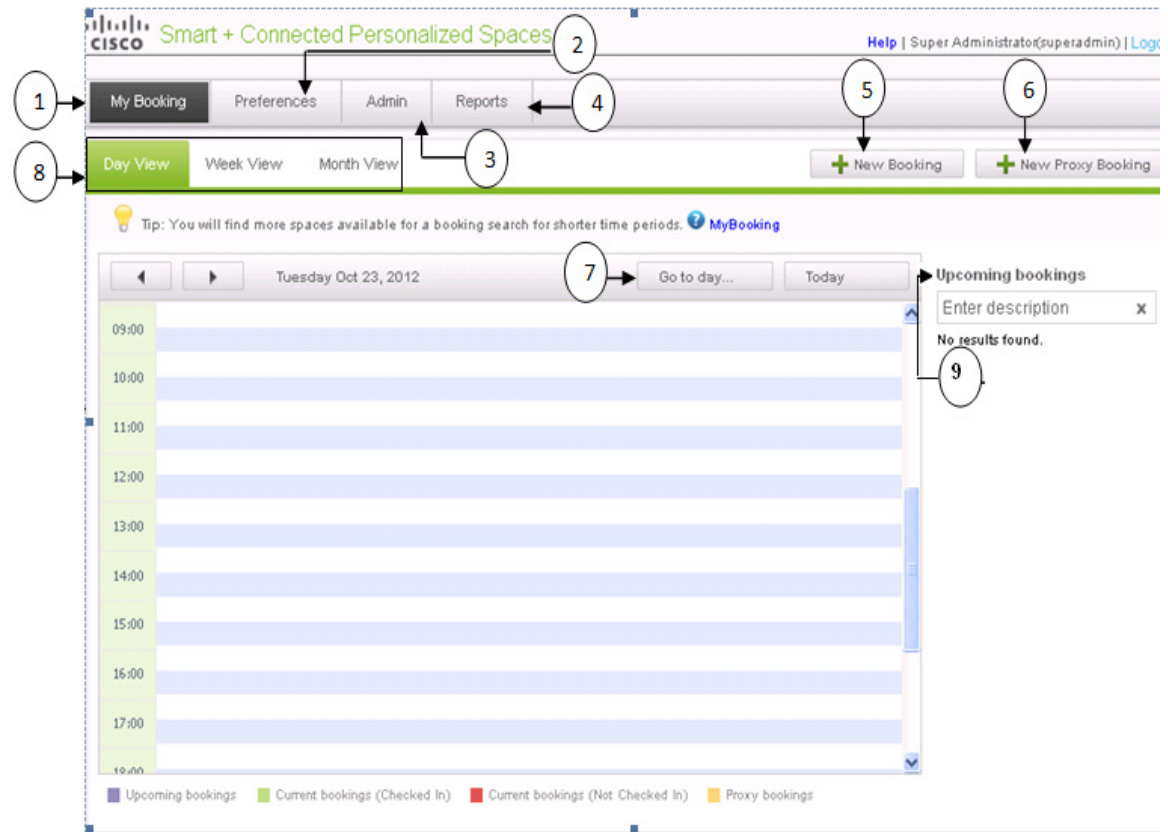


Table 1-1 Elements of the Smart+Connected PS User Interface

Number	Description
1	The My Booking tab displays your upcoming bookings. You can view these bookings based on different views such as Day View, Week View, and Month View.
2	The Preferences tab displays the Preference Settings page that allows you to set up personal preferences or comfort settings for the workspace. For example, you can set up the air-conditioner to be at 22 ^o C or the blinds to be half-open.
3	The Admin tab displays options to manage the availability of features and fault items to an end-user. You can also manage existing configurations.
4	The Reports tab displays options to generate reports. These reports provide metrics that can be used to assess the workspace utilization.
5	The New Booking button displays the Booking Details page that allows you to search for, and book an available workspace.
6	The New Proxy Booking button displays the Booking Details page to create bookings on behalf of another user.

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Table 1-1 *Elements of the Smart+Connected PS User Interface (continued)*

Number	Description
7	The Go to day button displays the pop-up calendar to choose the particular date for which you want to view your bookings.
8	The Day View , Week View , and Month View tabs displays your current, upcoming, and proxy bookings.
9	The Upcoming bookings button displays your upcoming bookings.



Managing the User Profile Images

This chapter describes how to add, update, or delete the profile images of the Smart+Connected PS application users.

- [Adding the User Profile Images, page 2-1](#)
- [Editing the User Profile Images, page 2-1](#)
- [Deleting the User Profile Images, page 2-1](#)

Adding the User Profile Images

To add the user profile images, run the following scripts using any SQL tool:

```
INSERT INTO ssp_pvo_user_picture (USER_ID, PIC_URL) VALUES (<userID>,<profile image URL>);
commit;
```

Where, *<userID>* is the user ID of the Cisco Service Delivery Platform (SDP) user and *<profile image URL>* is the URL where the user profile image is available.

Editing the User Profile Images

To edit the existing user profile images, run the following scripts using any SQL tool:

```
UPDATE ssp_pvo_user_picture SET pic_url = <profile image URL> WHERE USER_ID = <userID>;
commit;
```

Where, *<userID>* is the user ID of the SDP user and *<profile image URL>* is the URL where the user profile image is available.

Deleting the User Profile Images

To delete the existing user profile images, run the following scripts using any SQL tool:

```
DELETE ssp_pvo_user_picture WHERE USER_ID = <userID>;
commit;
```

Where, *<userID>* is the user ID of the SDP user.

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Managing the Fault Items

This chapter describes how to manage the fault items in the Cisco Smart+Connected Personalized Spaces (Smart+Connected PS) application.

- [About the Fault Items, page 3-1](#)
- [Viewing the Fault Items, page 3-1](#)
- [Adding the Fault Items, page 3-2](#)
- [Editing the Fault Items, page 3-2](#)
- [Deleting the Fault Items, page 3-3](#)

About the Fault Items

The fault items are issues that are encountered by the end-users while using devices available within a workspace. These fault items can be reported using the Cisco IP phone available at the workspace. These fault items are visible in the Cisco IP Phone only after you configure them in the Smart+Connected PS application.

Viewing the Fault Items

To view the existing fault items, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, click **Admin**.
The Feature Management page appears.
- Step 2** Click the **Fault Management** tab.
The Fault Menu List page appears that displays a list of the existing fault items, if available.
-

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Adding the Fault Items

To add the fault items, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, click **Admin**.
The Feature Management page appears.
- Step 2** Click the **Fault Management** tab.
The Fault Menu List page appears. This page displays a list of the existing fault items.
- Step 3** Click **Add**.
In the Fault Menu Details area, do the following:
- Enter the name of the fault item in the Menu field.
 - Enter the category of the fault item in the Operational Category field
 - Enter the category of the fault item in either one or all Product Category fields. The available fields are Product Category1, Product Category2, and Product Category3.
 - Enter the description of the fault item in the Description field.
 - Choose the level of urgency for a fault resolution from the Urgency drop-down menu. The available options are minor, moderate, severe, and catastrophic.
 - Choose the level of impact of the fault from the Impact drop-down list. The available options are minor, moderate, severe, and catastrophic.
 - Enter the product name in the Product Name field.
 - Enter the manufacturer name in the Manufacturer field.
 - Select the **Enabled** check box to confirm if the fault item is enabled or not.



Note The above fields should be mapped to the BMC Remedy tool.

- Step 4** Click **Save**.
The new fault item appears in the Fault Menu List page.
-

Editing the Fault Items

To edit the existing fault items, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, click **Admin**.
The Feature Management page appears.
- Step 2** Click the **Fault Management** tab.
The Fault Menu List page displays a list of the existing fault items.
- Step 3** Select the fault item that you want to edit and click **Edit**.
The Fault Menu details for the selected fault item appear.

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- Step 4** Modify the fault item details as required, and click **Save**.
The modified fault item details appear in the Fault Menu List page.
-

Deleting the Fault Items

You cannot delete a fault item that has been assigned to a configuration. If you must, then disassociate the fault item from the configuration and then follow the procedure to delete it.

To delete a fault item, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, click **Admin**.
The Feature Management page appears.
- Step 2** Click the **Fault Management** tab.
The Fault Menu List page displays a list of the existing fault items.
- Step 3** Select a fault that you want to delete, and click **Delete**.
A confirmation message requesting you to confirm the deletion appears.
- Step 4** Click **OK**.
The deleted fault item is removed from the Fault Menu List.
-

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Managing the Quick Response Codes

This chapter describes how to generate and download the Quick Response (QR) codes, which allow users to quickly check in to and check out from a workspace using the mobile devices.

- [About the QR Codes, page 4-1](#)
- [Generating the QR Codes, page 4-1](#)
- [Downloading the QR Codes, page 4-2](#)

About the QR Codes

A QR code is a matrix barcode or a two-dimensional code that is readable by the QR scanners, mobile phones with a camera, and smartphones. By scanning these QR code available at the workspaces, the end-users can quickly check in to and check out from a workspace.

You can generate the QR codes by selecting the specific locations or location types in the location hierarchy, which defines a tree structure of the parent locations and their respective child locations. In addition, you can download or print the QR codes.

You can generate the QR codes for the following location types in the location hierarchy:

- **Building**—Generates the QR codes for all the workspaces in the selected building
- **Floor**—Generates the QR codes for all workspaces in the selected floor
- **Workspace**—Generates the QR code for the selected workspace

For example, you can generate the QR codes for the building, floor, cubicle, and office locations in the location hierarchy.

Generating the QR Codes

To generate the QR codes, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, click **Admin > QRCode Generator**.
The left pane displays the location hierarchy.
- Step 2** In the location hierarchy, click one of the following location types for which you want to generate the QR code:
- **Building**—To generate the QR codes for all the workspaces in the selected building

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- Floor—To generate the QR codes for all workspaces in the selected floor
- Workspace—To generate the QR code for the selected workspace

The Generate QR Code button appears in the right pane.

Step 3 Click the **Generate QR Code** button.

The specific QR codes are created and displayed in the right pane. The Download QR Code button also appears.

Figure 4-1 QR Code Generator Tab – Sample QR Codes for All Workspaces on a Floor



You can download the generated QR codes in a zip format. For more information on downloading the QR codes, see the [“Downloading the QR Codes”](#) section on page 2.

Downloading the QR Codes

To download the generated QR codes, perform the following steps:

Step 1 Generate the QR codes for a specific location type or location.

For more information on generating the QR codes, see the [“Generating the QR Codes”](#) section on page 1.

The specific QR codes are created and displayed in the right pane (see [Figure 4-1](#)). The Download QR Code button also appears.

Step 2 Select the QR code that you want to download, and click the **Download QR Code** button.

- To download one or more QR codes, select the check box next to each QR code that you want to download.

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- To download all the generated QR codes, select the **Select All** check box.
The QR codes are saved in a zip format.
-

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Managing Features

This chapter describes how you can manage the availability of a device feature at a workspace.

- [About the Feature Management, page 5-1](#)
- [Viewing Features, page 5-1](#)
- [Provisioning Features, page 5-2](#)
- [Editing Features, page 5-3](#)
- [Deleting Features, page 5-3](#)
- [Managing the Saved Features, page 5-4](#)
- [Assigning Features to Locations, page 5-4](#)

About the Feature Management

In the Smart+Connected PS application, feature management allows you to manage the availability of device features to an end-user using a workspace. It also allows you to configure features that can be controlled by an end-user using either the Cisco IP Phone or the web portal. You can assign features to one or more locations within the location hierarchy.

Viewing Features

To view the available features of the workspaces and devices associated to a location, perform the following steps:



-
- Step 1** In the Smart+Connected PS administrator home page, click the **Admin** tab.
The Feature Management page appears.
The workspaces in the location hierarchy appear in an expanded view.
- Step 2** Select a workspace for which you want to view the available features.
For the selected workspace location, the configuration details for the devices configured for the location (if it was configured earlier) appears.
-

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Provisioning Features

You can provision features for all workspace devices by adding new configurations. After you provision a feature for a location, the feature is automatically provisioned for all the child locations within that location hierarchy. However, you can also provision features for a child location separately.


To provision features for a workspace location, perform the following steps:

-
- Step 1** In the Smart+Connected PS administrator home page, click the **Admin** tab.
The Feature Management page appears.
The workspaces in the location hierarchy appear in an expanded view.
- Step 2** Select a location. For example, Floor level or Bay/Wing level.
For the selected workspace location, the configuration details for the devices configured for the location (if it was configured earlier) appears in the Configuration Details area.
- Step 3** In the Configuration Details area, enter the following details:
- In the Configuration Name field, enter a name for the device configuration.
 - In the Features Controlled from Web Browser area, select the check boxes to provision features for the appropriate devices that you want an end-user to control from the web browser, such as light settings, dimmers, and so on.
 - In the Features Controlled from Cisco IP Phone area, select the check boxes to provision features for the appropriate devices that you want an end-user to control from the Cisco IP Phone, such as light settings, and dimmer.
-  **Note** For features controlled from both, the web browser and the Cisco IP phone, the devices that appear are those that are associated to the location through the SDP interface.
- In the Fault Menu Items area, select the check boxes for the appropriate menu item. The Fault Menu is available only if the Fault Menu has been added in the Fault Management tab.
-  **Note** You are allowed to select the check boxes in the **Fault menu Items** area only if you select the **IP Phone** in the **Features controlled from Web Browser** area.
-
- Step 4** Click **Save**.
A message appears that prompts you to confirm addition of the new configuration to the specified location.
- Step 5** Click **OK**.
A confirmation message indicating that a new configuration is added appears.
-

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Editing Features

To modify the existing features or configurations of a workspace locations, perform the following steps:

-
- Step 1** In the Smart+Connected PS administrator home page, click the **Admin** tab.
The Feature Management page appears.
The workspaces in the location hierarchy appear in an expanded view.
- Step 2** Select a location for which you want to modify the device configuration details.
For the selected workspace location, the configuration details for the devices configured for the location (if it was configured earlier) appears.
- Step 3** Modify the following details, as necessary:
- In the Features Controlled from Web Browser area, select the check boxes to provision features for the appropriate devices that you want an end-user to control from the web, such as lights, dimmer, DMP, IEC, and so on.
 - In the Features Controlled from Cisco IP Phone area, select the check boxes to provision features for the appropriate devices that you want to control from the Cisco IP phone, such as lights, dimmer, DMP, IEC, and so on.
 - In the Fault Menu Items area, select the check boxes for the appropriate menu item.
-  **Note** You are allowed to select the check boxes in the **Fault menu Items** area only if you select the **IP Phone** in the **Features controlled from Web Browser** area.
-
- Step 4** Click **Save**.
A confirmation message indicating that the configured features have been updated appears. You can click the location and view the configuration details that have been updated.
-

Deleting Features

To delete the existing configurations of your workspace devices, perform the following steps:

-
- Step 1** In the Smart+Connected PS administrator home page, click the **Admin** tab.
The Feature Management page appears.
The workspaces in the location hierarchy appear in an expanded view.
- Step 2** Select a location for which you want to delete the existing configuration.
For the selected workspace location, the configuration details for the devices configured for the location (if it was configured earlier) appears.
- Step 3** Click **Delete**.
A confirmation message appears prompting the deletion of the selected configuration.

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You can also individually delete configurations for workspace locations. For more information on how to individually delete configurations, see the “[Managing the Saved Features](#)” section on page 5-4.

Managing the Saved Features

You can save configurations of devices even if the devices are not assigned to a location.

To add, update, or delete the saved features, perform the following steps:

Step 1 In the Smart+Connected PS administrator home page, click the **Admin** tab.
The Feature Management page appears.

Step 2 Click the **Saved Configurations** tab.



Note The option to save a configuration is not available for configurations that have been assigned to the locations.

Step 3 From the Configuration Name drop-down list, choose a configuration.

The Device Control Feature Options area appears with configuration details. You can update or delete the configuration.

To delete the configuration, click **Delete**. For more information on how to delete the configuration, see “[Deleting Features](#)” section on page 5-3.

To add a new configuration, click **Add**. For more information on how to add a new configuration, see the “[Provisioning Features](#)” section on page 5-2.

To assign a newly added or updated configuration to locations. For more information, see the “[Assigning Features to Locations](#)” section on page 5-4.

Assigning Features to Locations

You can quickly assign a configuration feature for your workspace device to one or more locations.

To assign configured features to locations, perform the following steps:

Step 1 In the Smart+Connected PS administrator home page, click the **Admin** tab.
The Feature Management page appears.

Step 2 Click the **Assign Configuration** tab.

The Assign Configuration page appears. The workspaces in the location hierarchy appear in an expanded view.

Step 3 Select one or more locations to which you want to assign the device configuration.

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- Step 4** From the Assign Configuration drop-down list, choose the configuration that you want to assign to one or more locations, and click **Save**. The configuration is assigned to the selected location(s).
-

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Managing Reports

This chapter describes the different types data that you can generate, using the Cisco Smart+Connected Personalized Spaces (Smart+Connected PS) application.

- [About Reports, page 6-1](#)
- [Generating Reports, page 6-1](#)

About Reports

You can generate reports to gather real-time data on the actual utilization of workspaces and services provided by the Smart+Connected PS application. This data is presented in an intelligent form to enable analysis of the space utilization, usage pattern, and aid decision-making for expansion based on usage pattern and needs. You can generate and access occupancy or utilization reports across specific locations.

The types of reports that can be generated are as follows:

- **Current Workspace Utilization report**—Provides information on workspace utilization such as workspaces in use, available workspaces, and so on.
- **Historical Workspace Utilization report**—Provides information on the utilization of the workspaces in the selected floor, in terms of status such as booked, checked-in, cancel, auto cancel, check out, and auto checkout over the specified time period.
- **Current Users Check-in report**—Provides details of the end-users who have checked-in at the selected location.
- **Historical Workspace Utilization Comparison report**—Provides information on the comparative utilization of the workspaces in a selected floor, in terms of status such as booked, checked-in, cancel, auto cancel, check out, and auto checkout over the specified time period.
- **Daily Utilization reports**—Provides information on the daily usage of workspaces in a selected floor over the specific time period.

Generating Reports


- [Generating the Current Workspace Utilization Reports, page 6-2](#)
- [Generating the Historical Workspace Utilization Reports, page 6-2](#)
- [Generating the Current Users Check-in Reports, page 6-3](#)
- [Generating the Historical Workspace Utilization Comparison Reports, page 6-3](#)

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- [Generating the Daily Utilization Reports, page 6-4](#)


Generating the Current Workspace Utilization Reports

To generate the current workspace utilization report, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, click **Reports**.
The Current Workspace Utilization tab appears.
- Step 2** Click the  expand icon to view workspaces in the location hierarchy, select the floor level for which you want to generate a utilization report, and click **Generate Report**.
A pie chart, that displays the number of available workspaces, reserved workspaces but not checked in and the checked-in workspaces appears.
-

Generating the Historical Workspace Utilization Reports

To generate the historical workspace utilization report, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, choose **Reports > Historical Workspace Utilization**.
- Step 2** Click the  expand icon to view workspaces in the location hierarchy, and select the floor level for which you want to generate the report.
- Step 3** Choose the appropriate dates from the From Date and the To Date drop-down lists, and click **Generate Report**.


The following metrics are represented in the Status (X-axis) verses Bookings (Y-axis) bar graph and table that displays statistics of the different booking states and the count of these booking states:

- **Booked**—The state of a workspace that has been booked.
 - **Checked-in**—The state of a booked workspace that has been checked-in by an end-user.
 - **Cancel**—The state of a workspace that has been manually cancelled after a booking.
 - **Checkout**—The state of a workspace in which an end-user has done a check-out post a check-in.
 - **Auto Cancel**—State of a workspace that was booked by an end-user, but was automatically cancelled since the end-user did not check-in into the workspace, within the configured time period (in the default configuration, the time period is set to 15 minutes).
 - **Auto Checkout**—The state of a workspace in which user was checked-out automatically - this would happen in a scenario wherein end-user does not manually check-out from the workspace any time before the end of the booking time.
-

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Generating the Current Users Check-in Reports

To generate current users check-in report, perform the following steps:


-
- Step 1** In the Smart+Connected PS home page, choose **Reports > Current Users Checkin**.
- Step 2** Click the  expand icon to view workspaces in the location hierarchy, select any floor level higher than the workspace for which you want to view the report, and then click **Generate Report**.

The following information is represented in a tabular format:

User Name, Workplace Name, Floor Name, Building Name, and City Name.

Generating the Historical Workspace Utilization Comparison Reports

To generate historical workspace utilization comparison report at a floor level, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, choose **Reports > Historical Workspace Utilization Comparison**.
- Step 2** Click the  expand icon to view workspaces in the location hierarchy, and select the desired floor levels for which you want to view the report.
- Step 3** Choose the desired dates from the From Date and the To Date drop-down lists, and click **Generate Report**.


The following metrics are represented in the Status (X-axis) versus Bookings (Y-axis) bar graph and table that displays statistics of the different booking states and the count of these booking states:

- Booked—The state of a workspace that has been booked.
 - Checked-in—The state of a booked workspace that has been checked-in by an end-user.
 - Cancel—The state of a workspace that has been cancelled after a booking.
 - Checkout—The state of a workspace in which an end-user has done a check-out post a check-in.
 - Auto Cancel—State of a workspace that was booked by an end-user, but was automatically cancelled since the end-user did not check-in into the workspace, within the configured time period (in the default configuration, the time period is set to 15 minutes).
 - Auto Checkout—The state of a workspace in which user was checked-out automatically - this would happen in a scenario wherein end-user does not manually check-out from the workspace any time before the end of the booking time.
-

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Generating the Daily Utilization Reports

To generate the daily utilization report at a floor level, perform the following steps:

-
- Step 1** In the Smart+Connected PS home page, choose **Reports > Daily Utilization**.
- Step 2** Click the  expand icon to view workspaces in the location hierarchy, and select the floor level for which you want to view the report.
- Step 3** From the From Date and the To Date drop-down lists, choose the appropriate dates, and click **Generate Report**. The date range must not exceed seven days.

The following metrics are represented in the Date (X-axis) verses number of Bookings (Y-axis) bar graph and a statistical table:

- Total Workspace Available
 - Utilized Workspace
-



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