CHAPTER 8

Managing Existing Experience Zones

The WiFi Engage enables you to view the experience zones created using the earlier versions of the WiFi Engage. The WiFi Engage 3.0 or later will not support the creation of experience zones. Hereafter, you can configure to show the captive portals using the captive portal rule. For more information on captive portal rule, see the "Configuring the Captive Portals Using the Captive Portal Rule" section on page 4-1.

An experience zone refers to the portal that appears to a user who accesses a specific SSID from a particular location. The experience zones are created with respect to an SSID, portal, and locations. Each experience zone provides visitors with a menu of services and content that is specific to the business and relevant to that location or area.

ABC is a leading hotel chain with many hotels around the globe. The hotel provides free WiFi access to all its customers. ABC is WiFi Engage enabled. Mr. White is a businessman and a regular customer of ABC who uses ABC's various hotels during his business trips. Mr. White has to visit New York and London as part of his business trip, and he has booked the hotels of ABC in both these places. When he is in New York, Mr White connects to the internet through ABC's Wi-Fi. Then, a portal is shown that has the tourist spots, shopping centers, local news, and local advertisements of New York. Mr. White travels to London and accesses ABC's Wi-Fi. Now the portal shown to him has the tourist spots, shopping centers, local news, and local advertisements of London. Similarly, you can provide different experience zones to your customers when they access the same Wi-Fi ID from different locations.

Viewing the Experience Zones

To view the experience zones, perform the following steps:

Step 1 In the WiFi Engage dashboard, choose **Experience Zones**.

The experience zones appears in the right pane of the dashboard.

Note The Experience Zones option is available in the WiFi Engage dashboard only if there is any existing experience zone for your WiFi Engage Account.

Editing the Experience Zones

To modify an experience zone, perform the following steps:

Step 1 In the WiFi Engage dashboard, choose **Experience Zones**.

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Step 2 In the Experience Zones page, click the modify icon for the experience zone that you want to modify.

Step 3 In the Edit Experience Zone window, make the necessary changes.

Step 4 Click **Update Zone**.

Now, the users can view the updated captive portal on their devices.

Deleting an Experience Zone

To delete an experience zone, perform the following steps:

Step 1 In the WiFi Engage dashboard, choose **Experience Zones**.

Step 2 In the Experience Zones page, click the delete icon for the experience zone that you want to delete.

Step 3 In the Delete Experience Zone window that appears, click **Yes**.

The experience zone gets deleted.

Modifying an Experience Zone for a Location Element

To modify an experience zone for a location element such as Meraki organization, group, location, and so on, perform the following steps:

Step 1 In the WiFi Engage dashboard, choose **Manage Locations**.

The Locations page appears with the location hierarchy.

Step 2 In the Location hierarchy, click the **Experience Zones** icon for the location element for which you want to modify the experience zone.

Step 3 In the Experience Zones page, click the modify icon for the experience zone that you want to modify.

Step 4 In the Edit Experience Zone window, make the necessary changes.

Step 5 Click **Update Zone**.

Now, the users can view the updated captive portal on their devices.

Deleting an Experience Zone for a Location Element

To delete an experience zone for a location element such as Meraki organization, group, location, and so on, perform the following steps:

Step 1 In the WiFi Engage dashboard, choose **Manage Locations**.

The Locations page appears with the location hierarchy.

Step 2 In the Location hierarchy, click the **Experience Zones** icon for the location element of which you want to delete the experience zone.

Step 3 In the Experience Zones page, click the delete icon for the experience zone that you want to delete.

Step 4 In the Delete Experience Zone window that appears, click **Yes**.

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The experience zone gets deleted.

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