



Overview



Note For Cisco Spaces Release Notes from 2021 and earlier, see [Release Notes Archive for Cisco Spaces](#).

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Overview of Cisco Spaces

Cisco Spaces is a powerful location services platform that leverages the existing wireless as well as Internet of Things (IoT) and Bluetooth Low Energy (BLE) infrastructure to provide actionable insights and drive business outcomes through built-in applications in Cisco Spaces.

These insights include:

- **Location Analytics:** Provides the capability to slice and dice location data by time or location and get a deeper visibility into the behavior of users who are connected to your network.
- **Right Now:** Provides a real-time count of the number of visitors (identified by the devices connected to Wi-Fi) within your physical space, and how this number compares with the historical average. Based on the authentication method that is in use, **Right Now** reports can detect multiple devices belonging to a single user and count them as belonging to one visitor. The **Right Now** app also provides reports based on the cameras deployed in customer locations, and whether these cameras are connected to the Cisco Spaces Cloud.
- **Business Insights:** Provides the capability to measure how frequently people visit your physical locations, and how much time they spend at these locations. This data is benchmarked monthly across all the 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 the behavior of users who are connected to your network. It is easy to create an **Event** using the Cisco Spaces application and measure its impact based on the following:
 - The time spent by a user at a given location
 - The frequency during specific timelines, such as **Before**, **After**, and **During** the occurrence of an event

The Cisco Spaces application includes customer experience management apps such as **Captive Portals**, **Location Personas**, and **Engagements** that allow you to connect with your customers in real time when they are at your physical location. Additional applications include an **Asset Tracking** app, a service manager to manage and configure IoT services (BLE), if any, as well as an open API framework for extracting this data and correlating or integrating 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 also enables you to connect and engage with visitors at your physical business locations. It can be used in various industries, such as retail, manufacturing, hospitality, healthcare, education, financial services, and so on. The asset-tracking application in Cisco Spaces provides solutions for monitoring and managing the assets in your premises. Cisco Spaces offers variety of toolkits, apps, and APIs to turn these insights into actions.

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

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

In addition to the services specified, the scope of the Cisco Spaces apps is extended to meet the business requirements that have risen due to the COVID-19 pandemic. Extensions are built in existing applications, and newer applications are added to meet specific requirements that have risen because of COVID-19. Extensions to apps, such as **Impact Analytics**, **Location Analytics**, **Behavior Metrics**, and **Right Now**, allow you to analyze the impact of COVID-19 on your business locations and enable you to take appropriate actions. For example, you can now create a rule based on the device density at your location, and be automatically notified if the number of people at your location exceeds a specific count or density (people per area). The **Location Analytics** app also allows you to share executive summary reports with your colleagues within your organization. Additionally, COVID-19-based trend analysis for individual or group locations can now be done using the **Behavior Metrics** app. This enables the comparison of specific business locations with that of the overall organization as well as with your specific industry.

The **Proximity Reporting** app in Cisco Spaces provides a quick way to review the location history as well as device proximity history of an impacted device. Based on the user ID or MAC address, a report for a device location in a building for the last 14 days is generated along with the proximity of other devices. You can export the report and also share the same using the **Share** functionality. For more information about the **Proximity Reporting** app, see the [Cisco Spaces Proximity Reporting App Configuration Guide](#).

Similarly, the **Detect and Locate** app allows you to cluster devices into specific counts to check and report on areas that might be violating social distancing guidelines. For more information about the **Detect and Locate** app, see the [Cisco Spaces Detect and Locate Configuration Guide](#).

Cisco Spaces: **IoT Services** is a platform service within Cisco Spaces that enables you to claim, manage, and monitor IoT devices using Cisco's wireless infrastructure. IoT Services is designed to enable the management of IoT devices across vendors, form factors, and technology protocols. BLE is the first technology available for management using IoT Services. For more information about IoT Services, see the [Cisco Spaces IoT Services Configuration Guide](#).

Cisco Spaces enables you to integrate third-party apps - **Partner Apps** to Cisco Spaces. The third-party apps are listed as partnership apps in the Cisco Spaces dashboard.

For additional information about Cisco Spaces, including setup and configuration, see the [Cisco Spaces Configuration Guide](#).

Cisco Spaces License Packages

Cisco Spaces is available in three different license packages, namely, **See (Base)**, **Act (Advance)**, and **Extend**. The features available for your account depends on the type of Cisco Spaces license package you own.

For information about features included in the Cisco Spaces See, Extend, and Act licenses, see the [Cisco Spaces Data Sheet](#).

Cisco Smart Licensing

Cisco Smart Licensing is a flexible licensing model that provides you with an easier, faster, and more consistent way to purchase and manage software across the Cisco portfolio and across your organization. And it's secure – you control what users can access. With Smart Licensing you get:

- **Easy Activation:** Smart Licensing establishes a pool of software licenses that can be used across the entire organization—no more PAKs (Product Activation Keys).
- **Unified Management:** My Cisco Entitlements (MCE) provides a complete view into all of your Cisco products and services in an easy-to-use portal, so you always know what you have and what you are using.
- **License Flexibility:** Your software is not node-locked to your hardware, so you can easily use and transfer licenses as needed.



Note To use Smart Licensing, you must first set up a Smart Account on [Cisco Software Central](#).

For more information about Cisco Licensing, see [Cisco Software Licensing Guide](#).

Cisco Spaces - Product Capabilities

Cisco Spaces unified location cloud takes input from multiple sensors and processes, filters and cleanses the data, provides toolkits to act on this data and also makes this data accessible to partners - Independent Software vendors, enterprise software as well as solution partners for delivering business outcomes.

Table 1: Additional Benefits

See - Business Insights	Extend - To Partner Services	Act - On Digitization Toolkits
Behavior metrics How are people and assets behaving in my property?	Partner App Center Discover vertically focused, location-based services applications through the Cisco Spaces App Center	Captive portal Acquire and identify visitors and map to enterprise identity

See - Business Insights	Extend - To Partner Services	Act - On Digitization Toolkits
Location analytics What are behavior patterns in specific locations and time periods?	Partner Firehose API Deliver reliable, high quality location, environmental, and visitor data to partners, with strong enforcement of user privacy and data security	Location personas Profile and segment visitors based on behavior
Benchmarks Compare performance with industries and organizations	Partner App monitoring End-to-end monitoring of location data from the premise the partner app Monitoring and support for Partner Apps via the Monitoring and Support dashboard	Engagements Trigger notifications to visitors and employees via multiple channels (SMS, email, app push, API trigger, Webex Teams, etc.)
Location hierarchy Map business taxonomy to network infrastructure	Streaming data export Customizable streaming export optimized to support ingestion into Big Data, Analytics, and Enterprise Applications	Asset Locator Identify and monitor assets, detect anomalies
Detect and Locate (RSSI) Cloud based Detect and Locate and RSSI location compute On-premises Detect and Locate and RSSI location compute using Cisco CMX 10	Enterprise Integrations Integrate with enterprise software to correlate with location data	Detect and Locate (Advanced) 1. Cloud based Detect and Locate and RSSI location compute with device location history 2. Cloud Based Detect and Locate with Hyperlocation support
Right now (without density triggers) Monitor the number of people and devices in your spaces	Specialized RTLS app support Support for specialized partner RTLS applications using cloud and on- premise Firehose APIs	Right now (with density triggers) Monitor the number of people in your spaces and send notifications when density thresholds are reached or exceeded
Impact Analysis Measure the impact of events, campaigns, or layout changes on location behavior	Includes everything in Cisco Spaces See	Proximity reporting Summarize impact of a health incident across zones, floors, buildings, and potential interactions with other people

See - Business Insights	Extend - To Partner Services	Act - On Digitization Toolkits
Cisco Catalyst Center (formerly known as Cisco DNA Center) Integration Keep floor maps and hierarchy in sync between Cisco Spaces and Catalyst Center and send location data to Catalyst Center for IT use cases		Indoor IoT Services Deploy IoT devices and applications at scale and at significantly lower TCO. Deploy a broad spectrum of BLE tags, beacons, and other sensors to expand use cases
Camera Metrics Report counts of footfall and historical trends as a measure of real-time visitor count, with Meraki Video Cameras.		Hyperlocation / FastLocate Works with Cisco Spaces Connector
OpenRoaming Secure, seamless guest onboarding onto wired and Wi-Fi networks		Includes everything in Cisco Spaces Extend

