



The bridge to possible

Enabling Intelligent Workplaces for Hybrid Working

Enabling Intelligent Workplaces for Hybrid Working

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Cisco Webex App

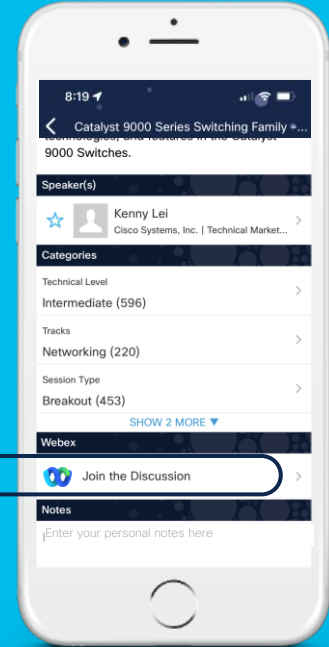
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated until February 24, 2023.



2002



2012



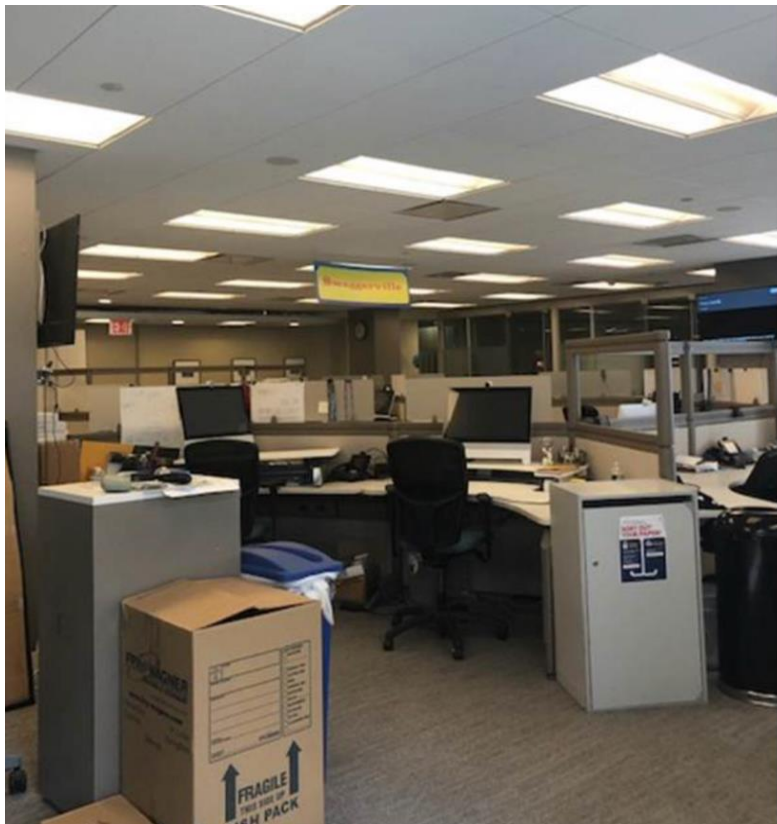
2022



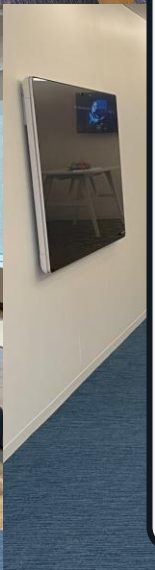
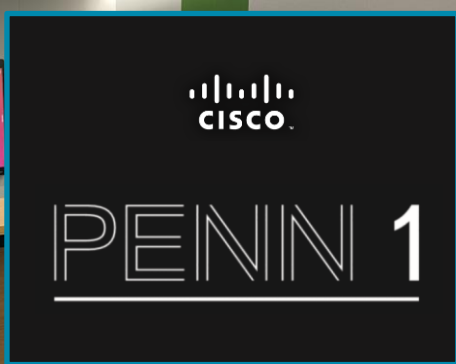
The new hybrid workplace experience

- 
- Intelligent
 - Automated
 - Safer
 - Contactless
 - On demand
 - Frictionless
 - Senses you
 - Visibility

Cisco New York Office (Penn1) 2019



- Opened 2005
- No major work since
- Primarily a sales office with a Customer Experience Center
- Supports 500+ employees in metro NYC area



	BEFORE	AFTER
INDIVIDUAL SPACES	70%	30%
COLLABORATION SPACES	30%	70%
# INDIVIDUAL WORKSTATIONS	141	50
# PERSONAL OFFICES	55	×
# INDIVIDUAL FLEX SPACE	38	228
# BOOKABLE VIDEO SPACES	16	14
# NON-BOOKABLE VIDEO SPACES	2	72
INCREASE IN VIDEO ENABLED SPACES		400%

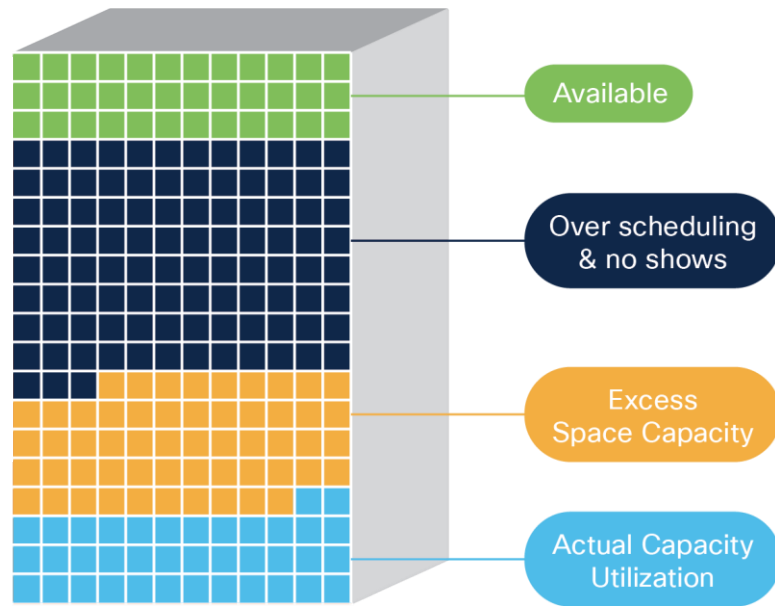
Remote and Hybrid workforce



Connected to Smarter and more Flexible workplaces

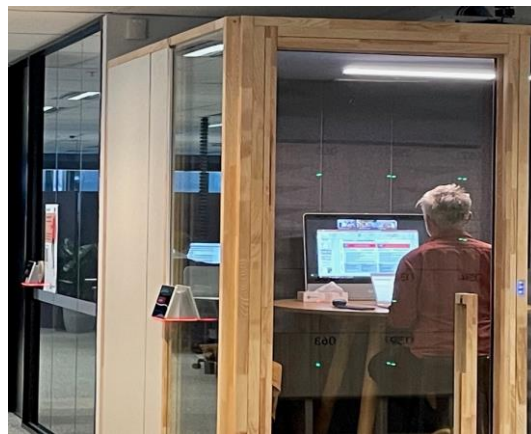
Understanding and Managing Space Utilization

What's the
true office
space
utilization?



With the change in office cadence moving to a mix of ondemand and scheduled space will provide the most efficient space utilisation

Workspaces Experimentation - Concept Spaces





Intelligent Workplace Journeys

It's time to rethink the office for wellbeing, safety, management and engaging experiences

But how do you transform the workplace journey?

The new intelligent hybrid workplace journey



Enabling Kiosk mode

Set up the device for Kiosk mode via xAPI

1. Enable the Web Engine

xConfiguration WebEngine Mode: On

2. Specify the URL of your web app

xConfiguration UserInterface Kiosk URL: "www.cisco.com"

3. Turn on Kiosk mode.

xConfiguration UserInterface Kiosk Mode: On

Option to control : standby off, speakertrack off, hide user interface, SIP calls



Run Device xCommands Webex Control Hub

The screenshot displays the Cisco Webex Control Hub interface for a 'Cisco Webex Desk Pro' device. The top navigation bar includes 'Issues', 'Rooms & Desks', and 'Idle'. The 'Actions' menu is open, showing options: 'Reboot', 'Run xCommand', 'Report Problem', and 'Delete'. The 'Run xCommand' option is selected, opening a modal titled 'Run xCommands'.

Device Details:

- Wireless Network connectivity: 192.168.64.14 (IP address)
- MAC address: 10:B3:D5:91:C5:F6
- Serial number: FOC2341P2GF
- Primary SIP address: webex_desk_pro@collabau.rooms.webex.com
- Secondary SIP address: webex_desk_pro@collabau.room.ciscospark.com
- Lines: None

Issues & Information:

- Ultrasound pairing

Configurations:

Run xCommands Modal:

- Availability of commands: ⓘ
- Search for a command name:
- Audio (27) [Selected]
- Bluetooth (4)
- Bookings (8)
- Call (12)
- CallHistory (6)
- Camera (10)
- Audio > Diagnostics: MeasureDelay
- Audio > Diagnostics > Advanced: Run

Enabling Kiosk Mode

Device Configurations -> UserInterface – Kiosk

Device configurations

Cisco Webex Desk Pro · Crescendo Desk Pro · Online

Configure

Review

Summary

Select configurations

Select one or more configurations to apply to the selected device.

All > UserInterface > Kiosk

Mode

Mode

Device type

Configuration value

Cisco default

Clear

Cisco Webex Desk Pro

Off

Off

On

☒ Default

Value: Off

URL

URL

Device type

Configuration value

Cisco default

Clear

Cisco Webex Desk Pro

http://anzbots.cisco.com/webexKiosk

0 - 255 characters

☒ Default

Value: Empty

Cisco Smart Workspaces



Cisco Smart Workspaces

From Cisco Spaces (formerly DNA Spaces) integrates Cisco network infrastructure and Webex devices to **create safer, smarter workspaces.**

Cisco Catalyst Access Points & Switches



Meraki Infra & Video



Webex Devices

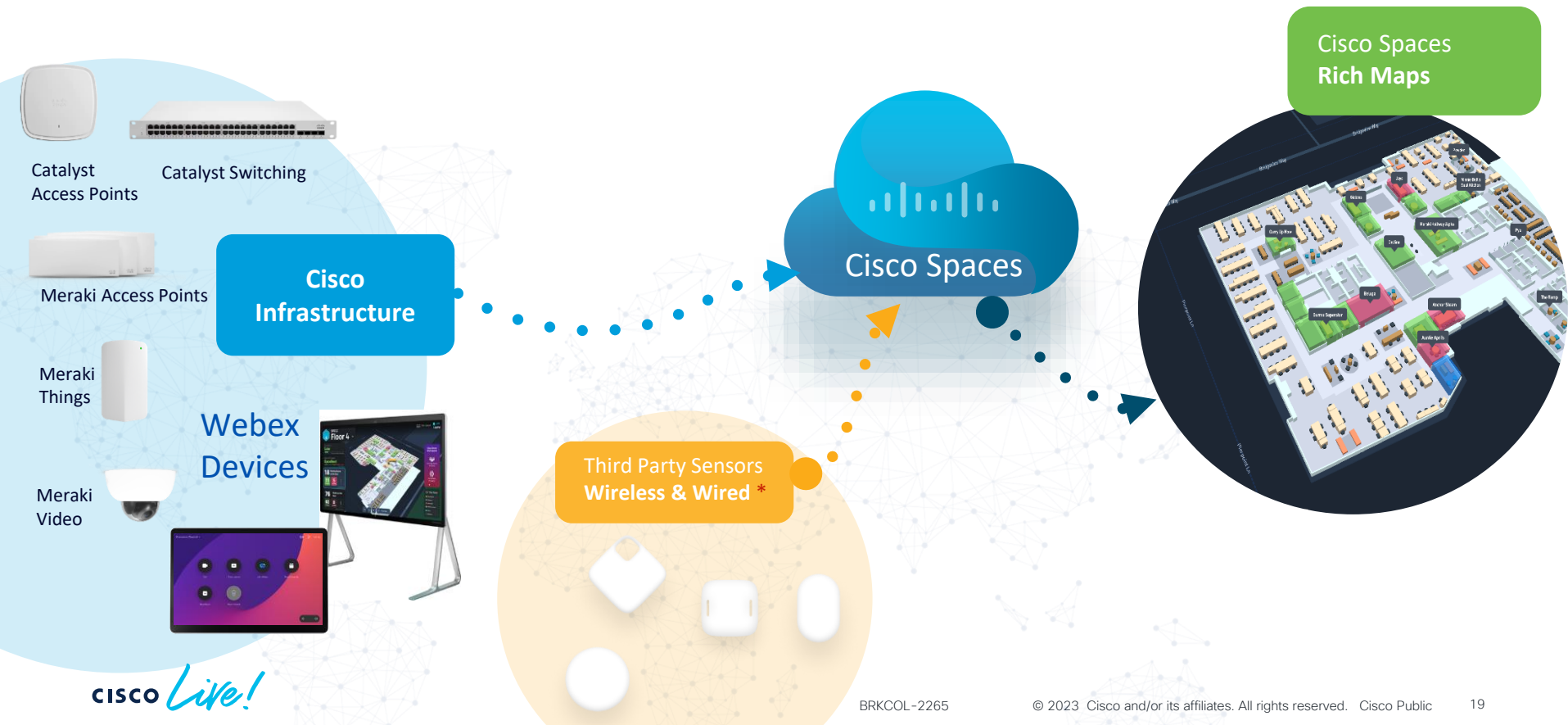


Third party Wired and Wireless Sensors



Smart Workspaces Rich Maps

Bringing Network & Workplace Experiences Together



Smart Workspaces device / sensor support

Telemetry	Webex DX, SX & MX Series	Webex Room, Bar & EQ Series	Webex Navigator	Webex Desk Series and Board Pro	C9136 / CW9166	MT Sensors	IoT Sensors from IDM*
Temperature			Yes	Yes	Yes	MT10	Yes
Humidity			Yes	Yes	Yes	MT10	Yes
Air Quality			Yes	Yes*	Yes	MT14	Yes
General Noise		Yes		Yes			
Ambient Noise		Yes		Yes			
Acoustics (RT60)		Yes		Yes			
Presence	SX & MX only	Yes		Yes			Yes
People Count	ST60 Only	Yes		Yes			

*coming soon

Note: Mapping of devices to workspaces will be part of a new app tentatively called Workspace Manager.

Smart Workspaces

Building View

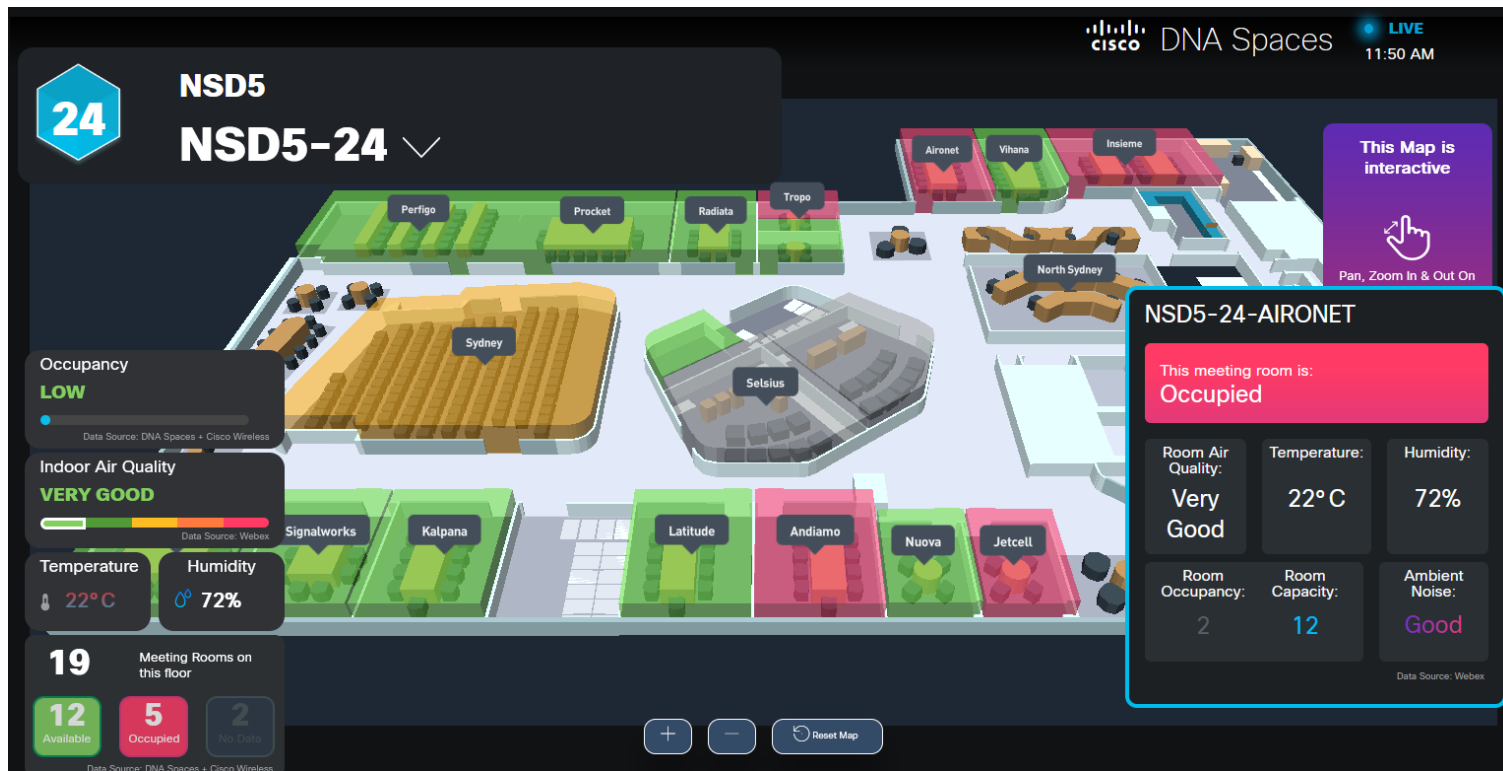


Floor
selector
layout with
occupancy

Building level occupancy, air quality,
temperature and humidity at a glance

Smart Workspaces - Demo

Floor and Room Status View



Smart Workspaces

Room Finder and *Room Booking* (beta)



Room booking
status view

Room finder

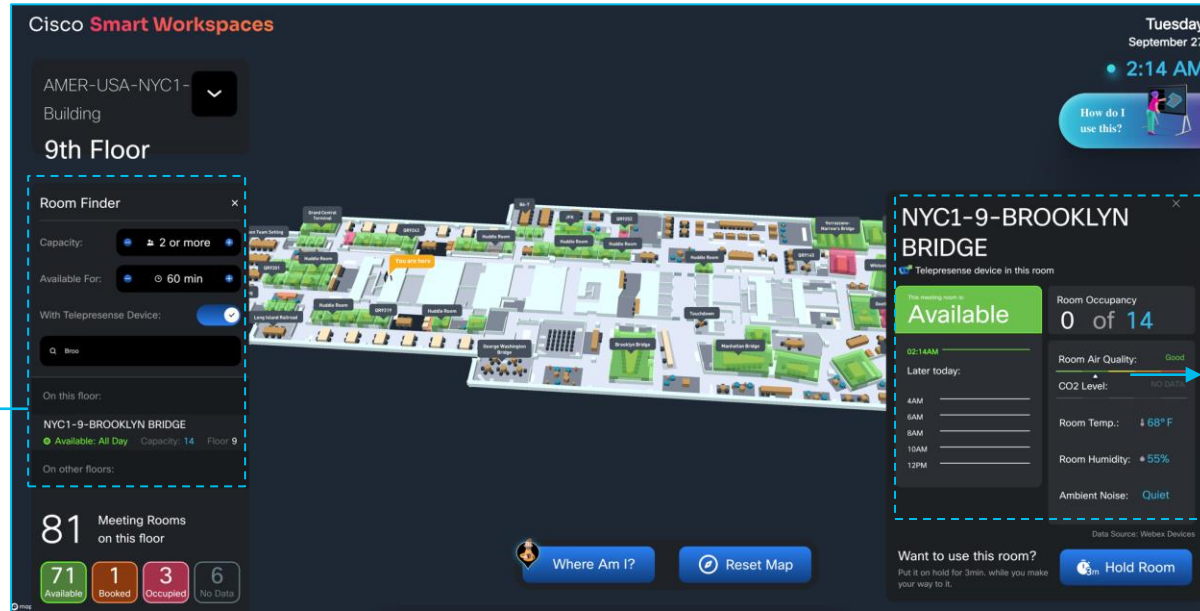
New Detailed
Room View with
device detail and
booking view in the
future

hold button
(hold button greyed
out when occupied)

Smart Workspaces Room Finder

Find available rooms based on:

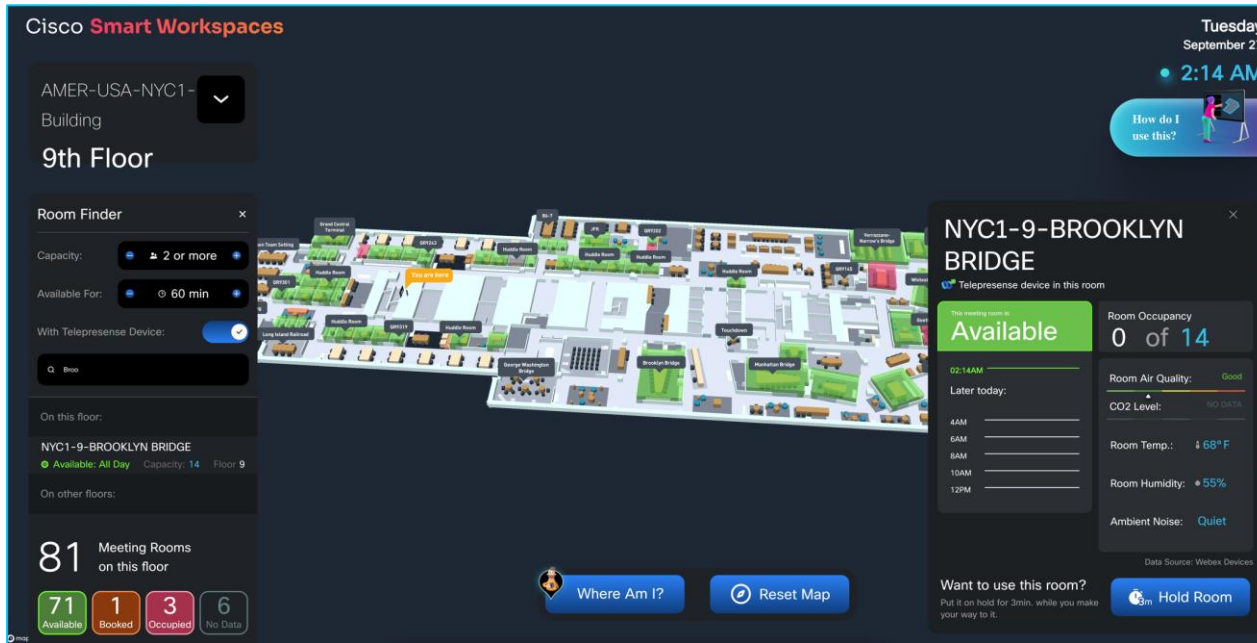
- **Capacity** (comes from Webex CH)
- **Time available** (currently integrated with CH only)
- **Name**



- Once a room is selected, see:
- Availability during the day
 - Device type

Smart Workspaces

Room Booking beta

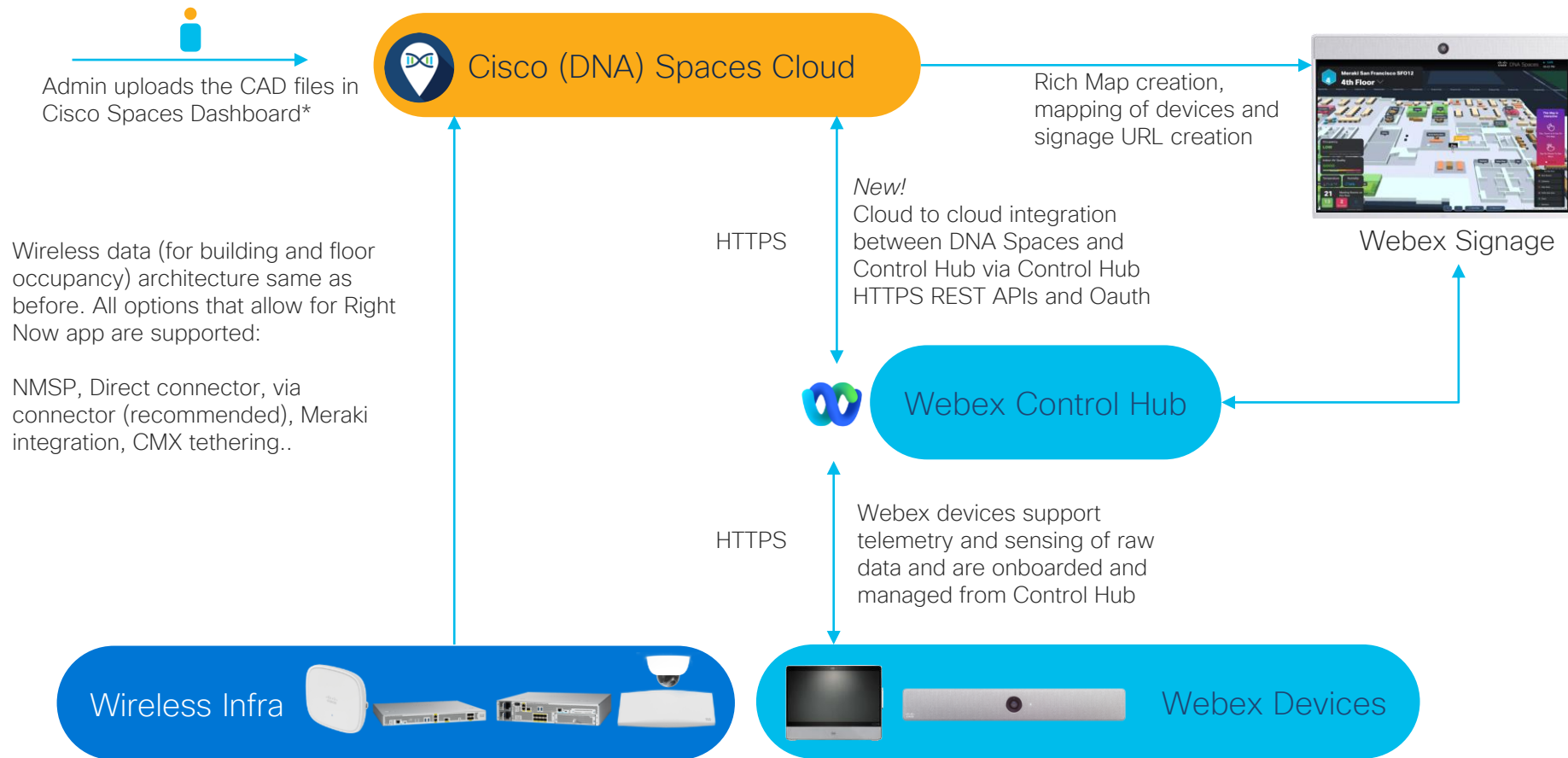


Features are always being continuously added..

Currently:

- Users can book only for pre-defined time ranges (can't book for future)
- No user ID can be specified or meeting name
- Booking status is not available in Firehose

Cisco Spaces and Webex Control Hub Integration



*Direct upload to dashboard coming soon

Deployment Steps to enable Smart Workspaces

1 Make sure pre-requisites are met (control hub with hybrid calendar services, Cisco (DNA) Spaces up)

2 Activate Control Hub to Cisco Spaces Integration (see next slides for steps)

This integration will allow telemetry from selected workspaces to be sent directly from control hub to your DNA Spaces account. This will provide room occupancy, booking status, in room environmental metrics etc.

If Webex devices are not available, or only older models that do not provide any telemetry are available, then this step can be skipped. Note, real-time room details would not be available in that case.

3 Import Webex Devices into Cisco Spaces (DNA Spaces)

Done through DNA spaces new location import for webex devices OR.

Provide CSV export of workspaces from selected devices

4 Create buildings, merge locations and network hierarchies and add rich maps in spaces dashboard*

5 Configure devices for smart workspaces as signage integration and enable Signage URLs for webex and non-webex devices *

* Previously had to submit files to DNA spaces team

CH Workspace Integrations – Smart Workspaces

webex Control Hub

Search

6

?



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Workspaces

[Integrations guide](#)

[Workspaces](#)

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Beta

[Integrations](#)

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Integrations

Extend your organisation's capabilities by allowing third party services to access Webex APIs.

Active

**Cisco Spaces**
Digital signage

Provide employees, facility teams, and real estate teams with real-time insights into the workspace on a context-rich, 3D map. See real-time occupancy and environmental data for Webex equipped rooms. Locate meeting rooms & desks, check occupancy, and reserve. Understand space utilization to optimize space.

● Active

[Add integration](#)

[Connect webhook](#)

[Upload integration](#)

webex

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Calling

Contact Center

Connected UC

Hybrid

Collaboration Australia

Smart Workspaces App

Learn More

Activate

Permissions

✓ Provide the following feature(s):

✓ Digital signage

✓ Read details for all devices in your organization

✓ Read all workspace locations

✓ Read details about all workspaces

Read the following xAPI status information from your devices:

✓ [Conference Presentation LocalInstance SendingMode](#)

✓ [All statuses under Peripherals ConnectedDevice RoomAnalytics](#)

✓ [All statuses under RoomAnalytics](#)

✓ [Standby State](#)

✓ [SystemUnit State NumberOfActiveCalls](#)

Execute the following xAPI commands on your devices:

✓ [Bookings Book](#)

✓ [Bookings Delete](#)

✓ [Bookings List](#)

✓ [UserInterface Message Prompt Display](#)

✓ [UserInterface Message TextLine Display](#)

Receive the following xAPI events from your devices:

✓ [UserInterface Message Prompt Response](#)

Generates a token which can be copied to clipboard to be pasted into the Webex Setup in Cisco (DNA) spaces

[illegible]

Cisco (DNA) spaces – Webex Setup

The image shows the Cisco DNA Spaces mobile application interface. On the left, a dark sidebar menu lists various options: Home, Location Hierarchy, Integrations, Monitor, Admin Management, IoT Services, and Setup. The Setup option is highlighted with a red rectangle. A secondary menu is open from the Setup option, listing: Wireless Networks, Wired Network, Map Service, Camera, Sensors, Data Export, and Webex. The Webex option in this sub-menu is also highlighted with a red rectangle. The main screen displays the 'Connect your Webex' setup process. It includes a title 'Webex Setup for analytics via Webex login', a description 'You can now connect your Webex Account to DNA Spaces Webex app. Completing Webex data.', and a numbered step '1 Connect your Webex' with the instruction 'Connect Webex Login with DNA Spaces using your Webex Login.' Below this, there are two status sections: 'WEBEX_SETUP SYNC' showing a green checkmark and the word 'Active', and 'YOUR ACCOUNT' showing a green checkmark and the text 'Your account is connected'. A 'Connected' button is visible at the bottom right of the account section.

Cisco DNA Spaces

- Home
- Location Hierarchy
- Integrations
- Monitor
- Admin Management
- IoT Services
- Setup**

- Setup
 - Wireless Networks
 - Wired Network
 - Map Service
 - Camera
 - Sensors
 - Data Export
 - Webex**

Connect your Webex

Webex Setup for analytics via Webex login

You can now connect your Webex Account to DNA Spaces Webex app. Completing Webex data.

1 **Connect your Webex**
Connect Webex Login with DNA Spaces using your Webex Login.

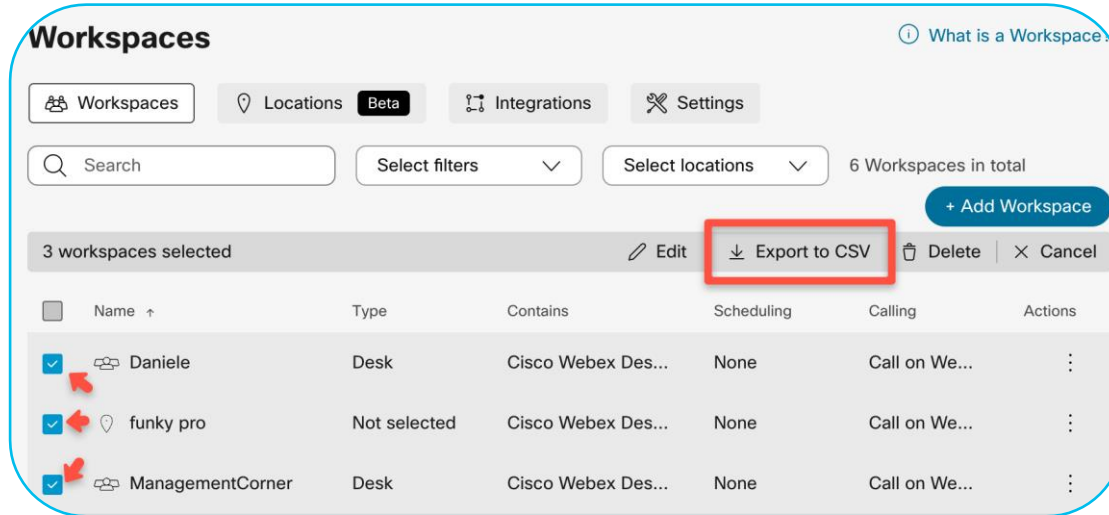
WEBEX_SETUP SYNC
Active

YOUR ACCOUNT
Your account is connected
Connecting your Webex account will allow you to import the Webex networks into Location Hierarchy

Connected

Provide CSV export of selected workspaces

This export provides details about the names, serial numbers, capacity etc. and helps with understanding which device goes to which room but more importantly, if the device to room mapping is not obvious based on device names, then admin can provide said mapping in the file.



The screenshot shows the 'Workspaces' management interface. At the top, there are tabs for 'Workspaces', 'Locations', 'Integrations', and 'Settings'. Below these are search and filter options. A table lists three workspaces, each with a selection checkbox. The 'Export to CSV' button is highlighted with a red box. Red arrows point to the checkboxes of the three workspaces.

	Name	Type	Contains	Scheduling	Calling	Actions
☒	Daniele	Desk	Cisco Webex Des...	None	Call on We...	⋮
☒	funky pro	Not selected	Cisco Webex Des...	None	Call on We...	⋮
☒	ManagementCorner	Desk	Cisco Webex Des...	None	Call on We...	⋮

* Will be automated workflow from dashboard in upcoming versions

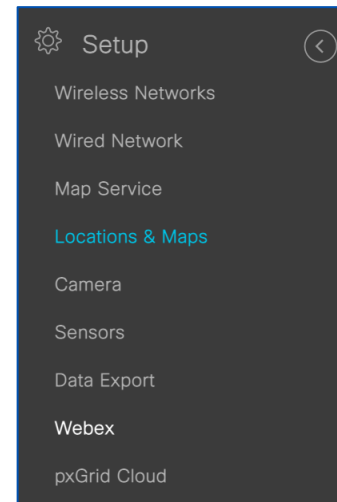
Location and Maps Workflow



- Different hierarchies across Catalyst (DNAC/PI) , Webex , Meraki.
- Names or identities do not match.
- Same physical building has different location constructs.
- No common analytics in Spaces.



- Create a new 'logical' construct in Spaces hierarchy.
- Different hierarchies can be tied to this common logical node.
- Retain existing methods and provide a 'review' option.
- Reviewing existing hierarchy can also create the logical nodes.



Location and Maps Workflow

Adding new locations

A new option to create 'buildings' directly via CSV. Also allows all the options for metadata additions in a single place.

Imports Webex hierarchy from Control Hub. Requires locations and floors to be present in Control Hub

Select a method from below to upload your locations

Import buildings from Excel sheet (preferred)

Have a spreadsheet with details of your business locations? You can use that to import your buildings, update location info, time zone, address, etc which are critical for apps in DNA Spaces.

Import locations from Prime Infrastructure

Use this method if you have an export from Prime Infrastructure. You can always import the network hierarchy from Prime and connect them to the business locations using excel import anytime.

Import locations from DNAC

Have a DNAC deployment in place. You can connect DNA Spaces to DNAC, and all your sites/buildings defined in DNAC will be synced by DNA Spaces.

Import locations from Meraki

If you have a Meraki deployment, use this method to connect to your Meraki Cloud account to sync the network hierarchy, maps, access points, Meraki video devices, etc.

Import locations from Webex

Use this option to sync your WebEx hierarchy and devices with DNA Spaces.

Add locations manually

Previous options continue to be supported. Using one of these routes will still create the structure in new logical format.

Control Hub – Workspaces Locations

webex Control Hub

Q Search

3

?

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Collaboration Australia

Workspaces

Workspaces

Locations Beta

Integrations

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Manage

Map

Q Search

10 Locations in total

Add location

Name	Address	Country	City	Floors	Workspaces		
Adelaide	Adelaide SA, Australia	Australia	Adelaide	0	0		
Brisbane	340 Adelaide St, Brisbane City QLD 4000, Australia	Australia	Brisbane City	1	16		
Canberra	224 Bunda St, Canberra ACT 2601, Australia	Australia	Canberra	1	10		
Hobart	111 Macquarie St, Hobart TAS 7000, Australia	Australia	Hobart	1	2		
Melbourne	101 Collins St, Melbourne VIC 3000, Australia	Australia	Melbourne	2	18		
Melbourne - Other	Cecil St, South Melbourne VIC 3205, Australia	Australia	South Melbourne	0	17		
Other	Katherine NT 0850, Australia	Australia	Katherine	0	11		
Perth	Perth WA, Australia	Australia	Perth	1	4		
Sydney	177 Pacific Hwy, North Sydney NSW 2060, Australia	Australia	North Sydney	1	22		
Sydney - Other	Sydney NSW, Australia	Australia	Sydney	0	22		

Control Hub – Locations – Floors

Melbourne

Melbourne • Australia

Actions ▾

Address

101 Collins St, Melbourne VIC 3000, Australia



Notes

Summary

18

Workspaces

2

Floors

64

Total Capacity ⓘ

27

Devices ⓘ

8

Meeting Room

0

Open Space

6

Desk

0

Other

3

Huddle

0

Not set

1

Focus

View Workspaces

Floors

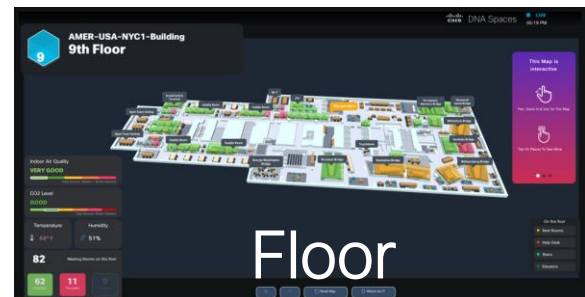
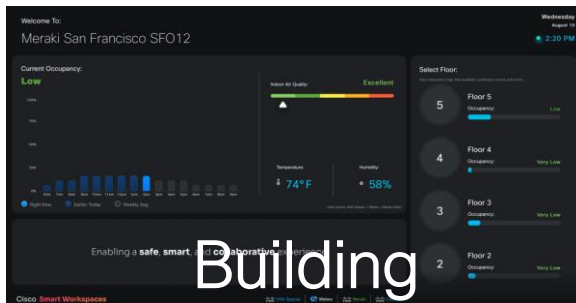
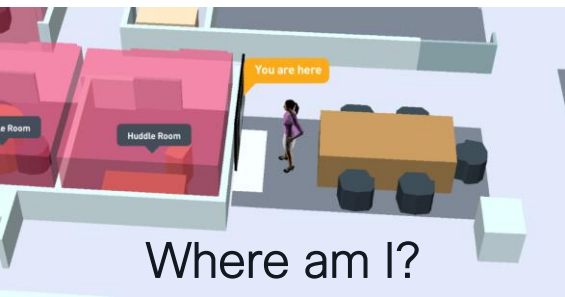
Add Floor

Floor Number	Floor Name	Workspaces	
11	Floor 11	8	⬇️ ✎️ 🗑️
14	Floor 14	1	⬇️ ✎️ 🗑️

Current Steps for Creating a 3D Rich Map

1. Provide floorplan CAD file(s) to Cisco Spaces team for review
2. Cisco Spaces team generates a 3D Rich Map
3. Cisco Spaces team matches Webex devices from Webex Control Hub to CAD file room names
 - Let us know if you want:
 - "Where am I?" locations on the 3D Rich Map
 - a Floor or Lobby / Building view
4. Digital Signage deployed to Webex Board and/or other digital signage displays

The onboarding team is there to help, but a self-serve Smart Workspaces App will be available in the Cisco Spaces Dashboard soon.



Location and Maps Workflow

Adding Rich Maps via Uploading CAD File

Locations Network Maps Rich Maps

SUMMARY

0/7 locations rich map imported

Add Rich Map

Buildings

Export Recent Activity

Search Locations

Name	Path	#of Floors	Source	Rich Map
BGL 25	RichMapsDev	0	Dashboard	NA
BGL13	RichMapsDev > APAC > Cessna	0	Excel Import	NA
BGL24	RichMapsDev > APAC > ETV	0	Excel Import	NA
Building 19	RichMapsDev > US > SJC	0	Excel Import	NA
SFO12	RichMapsDev > US > SFO	0	Excel Import	NA

Select the building for which you are adding a Rich Map i.e. uploading the CAD file.

File must be added at a building level and can be one zip file or multiple DWG files per floor

Add Rich Map

Select the location that you would like to add rich map

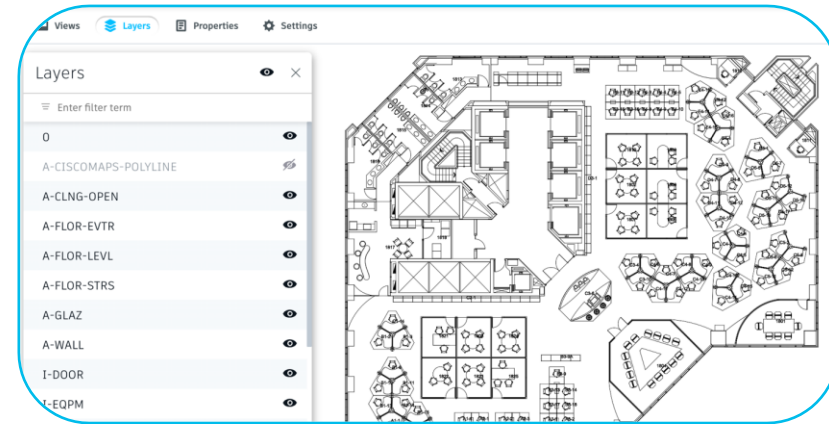
Search Locations

	Name	Path	#of Floors	#of APs	Rich Maps
☐	BGL 25	RichMapsDev	0		NA
☐	BGL13	RichMapsDev > APAC > Cessna	0		NA
☐	BGL24	RichMapsDev > APAC > ETV	0		NA
☐	Building 19	RichMapsDev > US > SJC	0		NA
☐	SFO12	RichMapsDev > US > SFO	0		NA
☐	Vikas Home	RichMapsDev	0		NA
☐	jkp-build	RichMapsDev > APAC	1		NA

7 Records Items per page: 10 1 - 7 of 7

What makes a good CAD file for Smart Workspaces

- Have Space Type marked clearly, or detail provided.
Eg, annotation if rooms are conference rooms, huddle rooms, break rooms etc.
- Have clearly defined or marked POIs like stairs, bathrooms, elevators etc.
- Provide room names in the CAD file or right identifiers that you want rooms to be labeled as in the Rich Map
- Add details such as furniture (Tables, Desks, Chairs, Lounge, Fauna, Couches etc.)
- Provide clear layer names in CAD. For example: A-Furn (furniture), Doors (for doors) etc.
- Keep elements in separate layers. Example: walls, doors in their own layers.
- Add annotations for additional info like ID, names.
- Provide separate files for each floor if possible...



(Example)

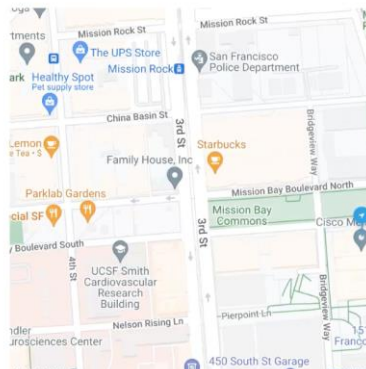
Location and Maps Workflow

Adding Rich Maps

Create Rich Map - SFO12

Please confirm the address
Make sure you have selected the proper location from map and the postal address.

Postal Address
500 Terry A Francois Blvd, San Francisco, CA 94158



Upload your CAD file(s)
for <SFO12>

Make sure your CAD file contains all details of your locations



Drag & drop the Zip file here
- OR -
[Click here to upload](#)

Remarks
Eg: This file contains signage details



Rich map submitted for processing

Map data will be processed and will be added to locations shortly. typically it takes a few business days. We will notify in the dashboard once completed

Go to the Setup > Locations and Maps > Click the Rich Map tab to check the status.

[Got it](#)

Provide the correct location for geo-coordinates, upload the file(s). Conversion of CAD to Rich Map will take few days and will be available in the dashboard once ready.

Location and Maps Workflow

Adding Rich Maps

[Locations](#) [Network Maps](#) [Rich Maps](#)

SUMMARY

2/2 Buildings rich maps imported

1 Buildings rich maps review pending

Add a Rich Map

Buildings

Export Recent Activity

Search Locations

Name	Path	#of Floors	#of APs	Status	Actions
AMER-USA-NYC1	Penn1 > Cisco Corporate Security	0	0	Published	View/Edit
AMER-USA-NYC1-Building	Penn1 > NYC1 Campus	1	0	Published	Review

2 Records Items per page: 10 1 - 2 of 2

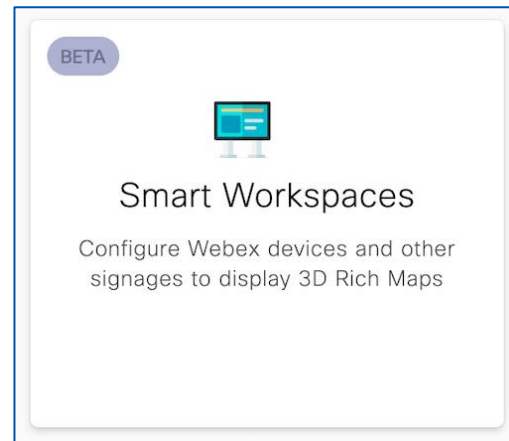


Review the completed Rich Map, edit minor details and Publish the Rich Map to the building

Signage URL setup for Webex and other devices

Prerequisites:

- Enable Webex integration with Spaces for Webex devices
- Rich Maps must be setup within Location and Maps section
- Webex devices must be added to a location and floor in Control Hub and those location must be setup in Location and Maps section



Soon:...

Self serve signage creation for Webex and non-Webex devices without needing a support case!

Signage URL setup for Webex devices

Control Hub Configuration

- Select device in control hub and enable Signage mode as Cisco Smart Workspaces.
- This will enable device to automatically show up in the Smart Workspaces App in Cisco Spaces.

Digital signage

Enable the Digital Signage Service to show as signage when a device is not in use. Digital Signage replaces a device's half-wake state and can be customized.

Digital Signage configuration

☒ **Enable Digital Signage**
This enables or disables Digital Signage for this device. Enabling Digital Signage updates the following configurations: Standby Delay: 120 minutes | Web Engine: On

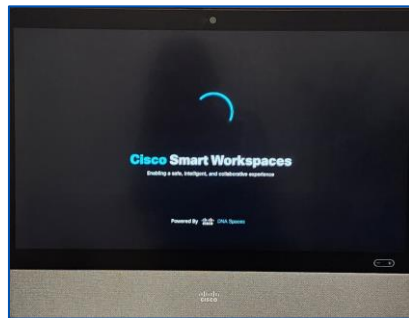
☒ **Enable Interactivity**
Touch capable devices can support interactive signage. When enabled, users will be able to interact with the website used as signage.

Digital Signage services

☒ **APPSPACE**
Use Appspace for digital signage on this device when it is not in use. [Read more about Appspace](#)
Appspace freemium provides you up to 3 channels (playlists) to customize and display on devices. Content is managed in Appspace.
Select the channel that will display on this device.
[Select Device Content](#)

☒ **Cisco Smart Workspaces**
[View integration](#)

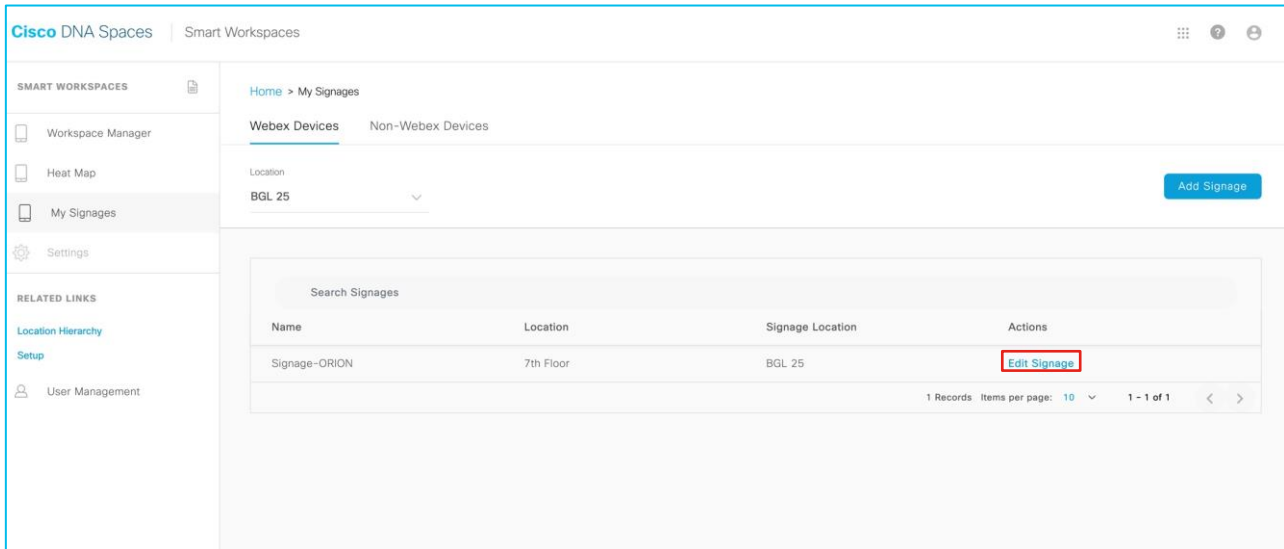
☐ **URL**
Set the URL of the website to be used as signage when a device is not in use.
URL



Signage setup for Webex devices

Smart Workspaces Configuration – DNA Spaces

- Configure or edit the signage
- Choose the signage type – building view, floor view and select the location.



Cisco DNA Spaces | Smart Workspaces

Home > My Signages

Webex Devices Non-Webex Devices

Location
BGL 25

Add Signage

Search Signages

Name	Location	Signage Location	Actions
Signage-ORION	7th Floor	BGL 25	Edit Signage

1 Records Items per page: 10 1 - 1 of 1

Configure Signage: Signage-SJC-19-1

View

- ☐ Building
presents an overview of the entire building
- ☒ Floor
shows a single floor's 3D Rich Map
- ☐ Welcome
rotates between building view and feature descriptions

Signage type

- ☒ Interactive
ideal for touch displays
- ☐ Non Interactive
perfect for static, information displays

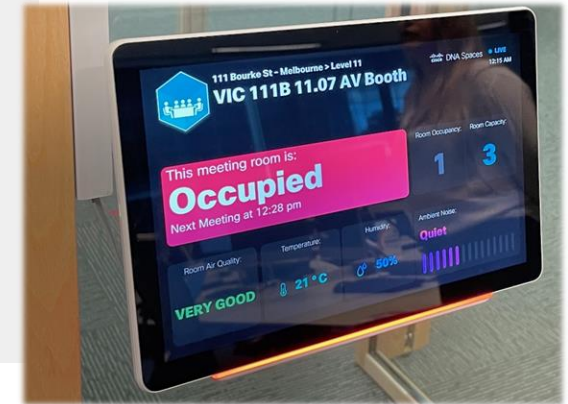
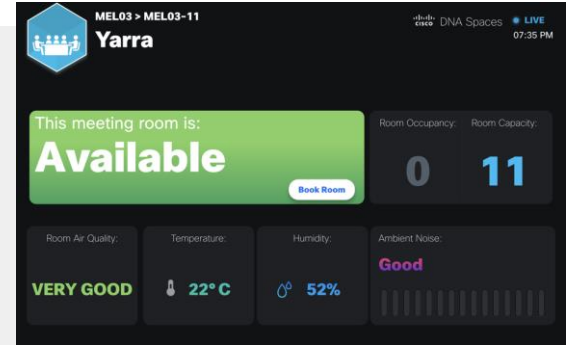
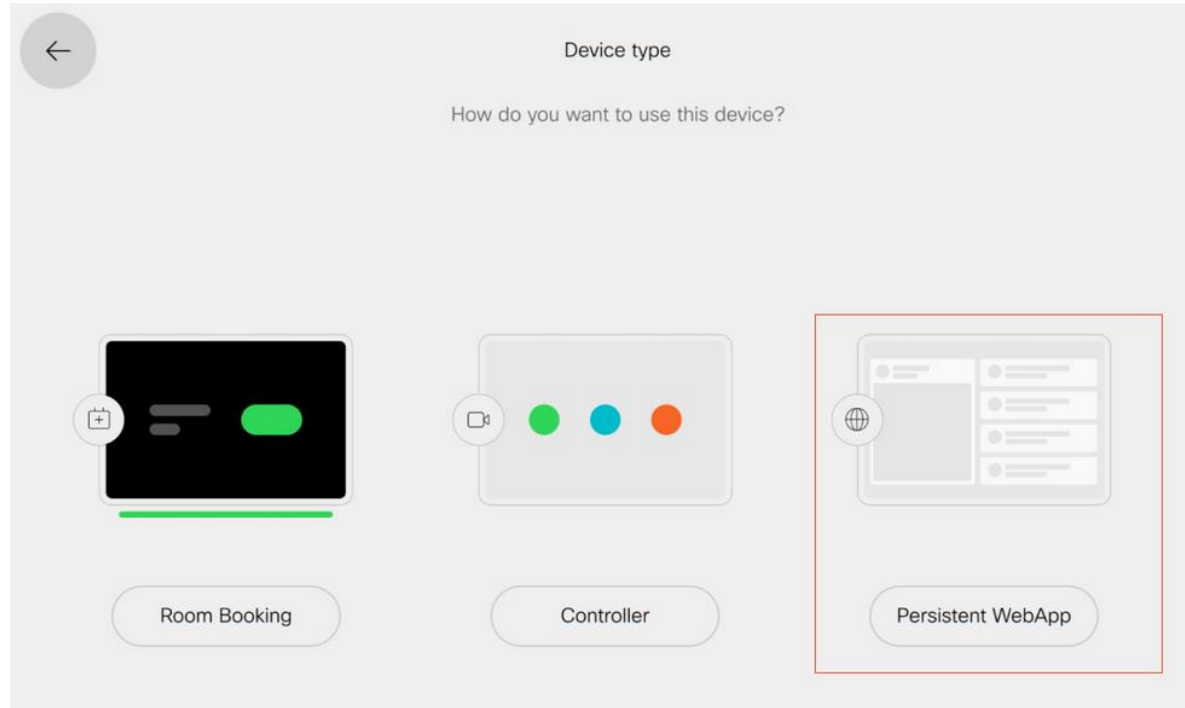
Location you want to display on signage

Select location

SJC-19

☐ Override Map Center Position

Smart Workspaces on Navigator as a PWA



Workspace Manager Dashboard (roadmapped)

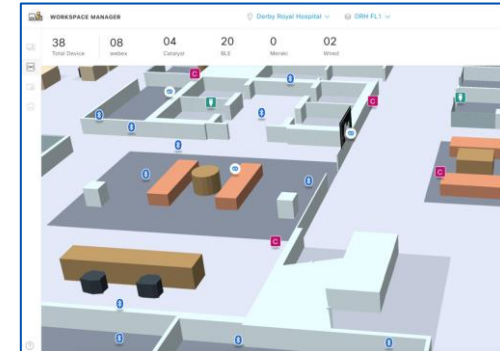
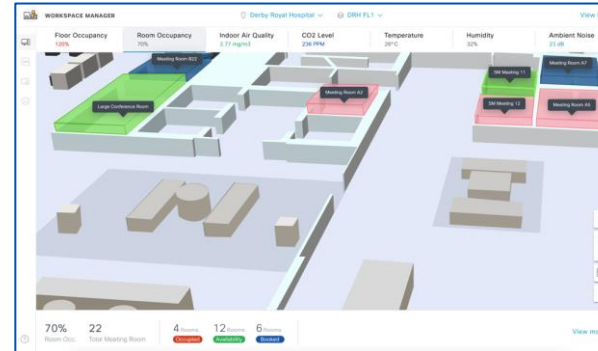
Visualize the workspace

- Overlay client location heatmaps on Rich Maps.
- View telemetry (air quality, temperature, noise, humidity, CO2) on Rich Maps
- View Room occupancy
- Play heat map over time



Mapping of devices

- View and associate devices to Rich Map workspaces



Setup Signages

- View and edit Signages for Webex and non-Webex devices

Mockups. App Name and UI subject to change



Personal and Collaboration Spaces



Enabling smarter space management and interaction

← Booked / Scheduled →
→ On Demand / Adhoc Space ←



Shared Personal Spaces



Ideation Spaces



Meeting Spaces



Hot Desking Devices



Desk Mini



Desk

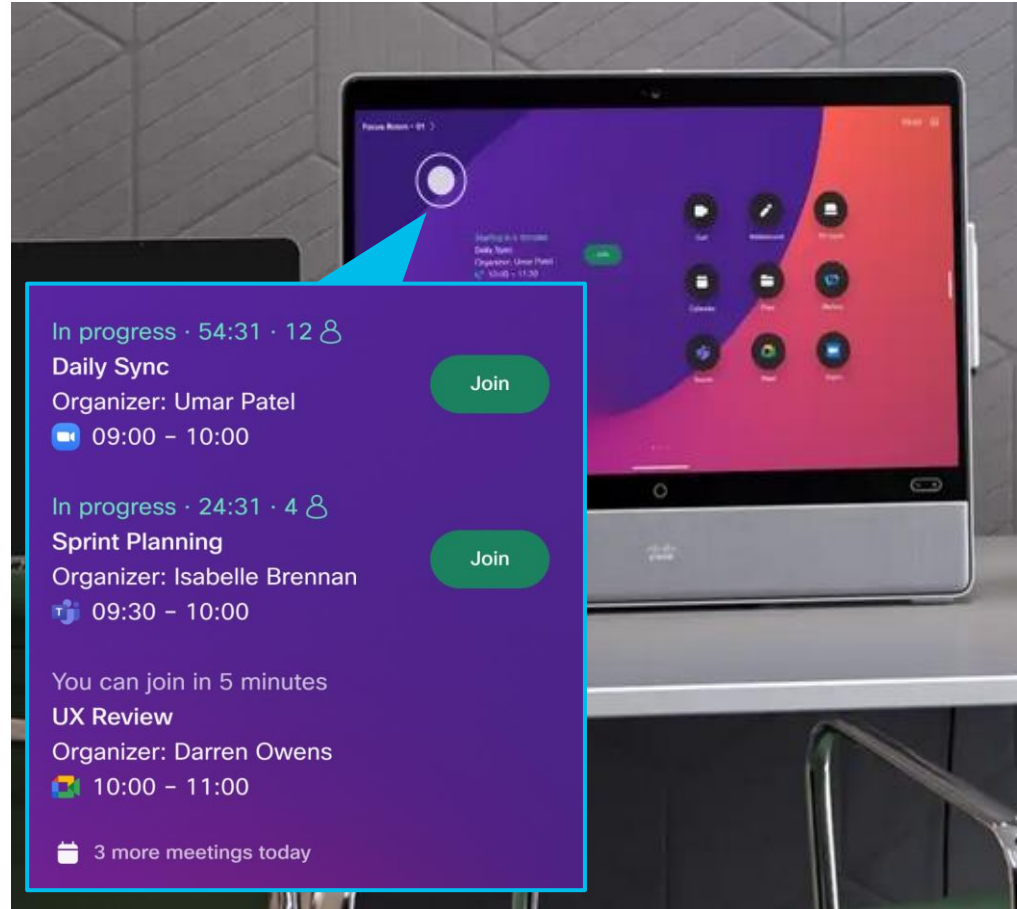


Desk Pro



88xx Phones

One button to push for every space



Enabling Hot Desking

 **Vanessa Sulikowski**
● Hot Desking: Not active ● Focus ● Capacity: 1 person ● Device idle - 1 Occupant

Overview Configurations

Devices 

 **Cisco Webex Desk Pro** 
● Online Today at 3:15 PM

 **Cisco 730** 
● Offline

Software Upgrade Channel **Latest**

Lock Settings on Touch Devices **Off**

Calling 

 Call on Webex (1:1 call, non-PSTN)

Cisco Webex SIP Address **vanessa_sulikowski01@collabau.rooms.webex.com**

Scheduling  

 Hot desking is enabled for this workspace.

< Device

 **Vanessa Sulikowski**
● Hot Desking: Not active ● Focus ● Capacity: 1 person ● Device idle - 1 Occupant

Overview **Configurations**

Scheduling

☐ **None**
The workspace will be available without the following Room Scheduling services.

☐ **Calendar**
Calendar service enables One Button To Push for this Workspace.
Calendar Provider

None 

Email Address


☒ **Hot Desking**
Enable hot desking to allow users to sign in and book any shared Webex Desk device with their Webex Identity.

QR Code Pairing

Device type	Configuration value
Cisco Webex Desk Pro	Enabled (Default) 

USBC Xapi

Device type	Configuration value	Cisco default	Clear
Cisco Webex Desk Pro	Enabled (Default) 	☒ Default  Value: Enabled	

Bulk enable workspaces for Hot Desking

Bulk Configure Workspaces



Selected Workspaces

2



Configure



Review



Apply

Workspace Settings

Type



Capacity



Software Upgrade Channel



Location

Location



Scheduling

Hot Desking



Hot Desking

Select



Enable

Disable

Webex Desk Device Hot Desking (QR-Code or USB-C)

VS

Vanessa Sulikowski

Book this desk until

< 5:00 PM 6:00 PM 7:00 PM 8:00 PM >

2 hours and 31 minutes



Vanessa Desk

● Hot Desking: Active • Desk • Capacity: 1 person • Device idle - Occupied

Overview

Configurations

Devices

Cisco Webex Desk
● Online

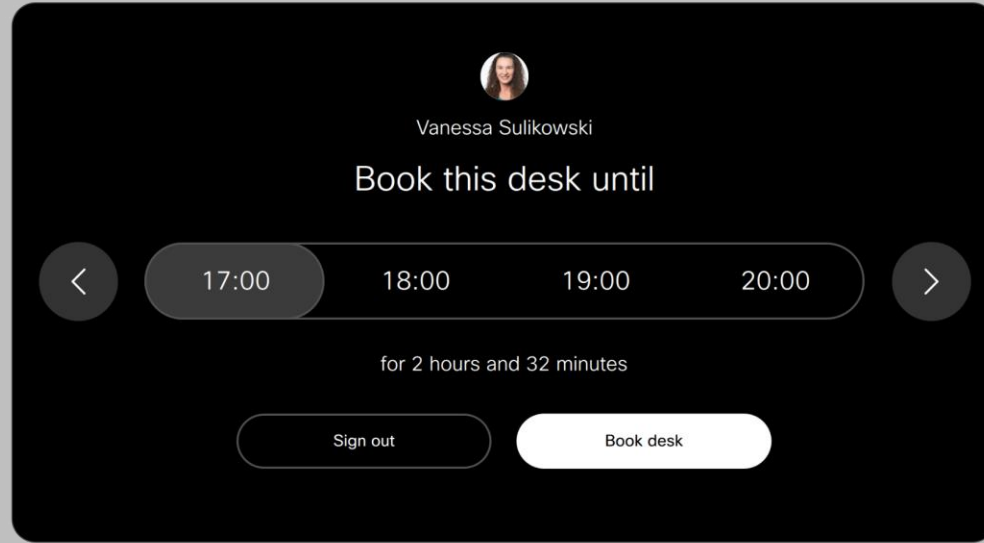
Software Upgrade Channel

Latest

Real-Time Utilization Metrics

Devices ⓘ	● Idle	Hot Desking ⓘ	● Active
Occupied ⓘ	Yes	📅 Booked ⓘ	14:30 - 17:00
Occupants ⓘ	Not available	📱 Paired Apps ⓘ	1

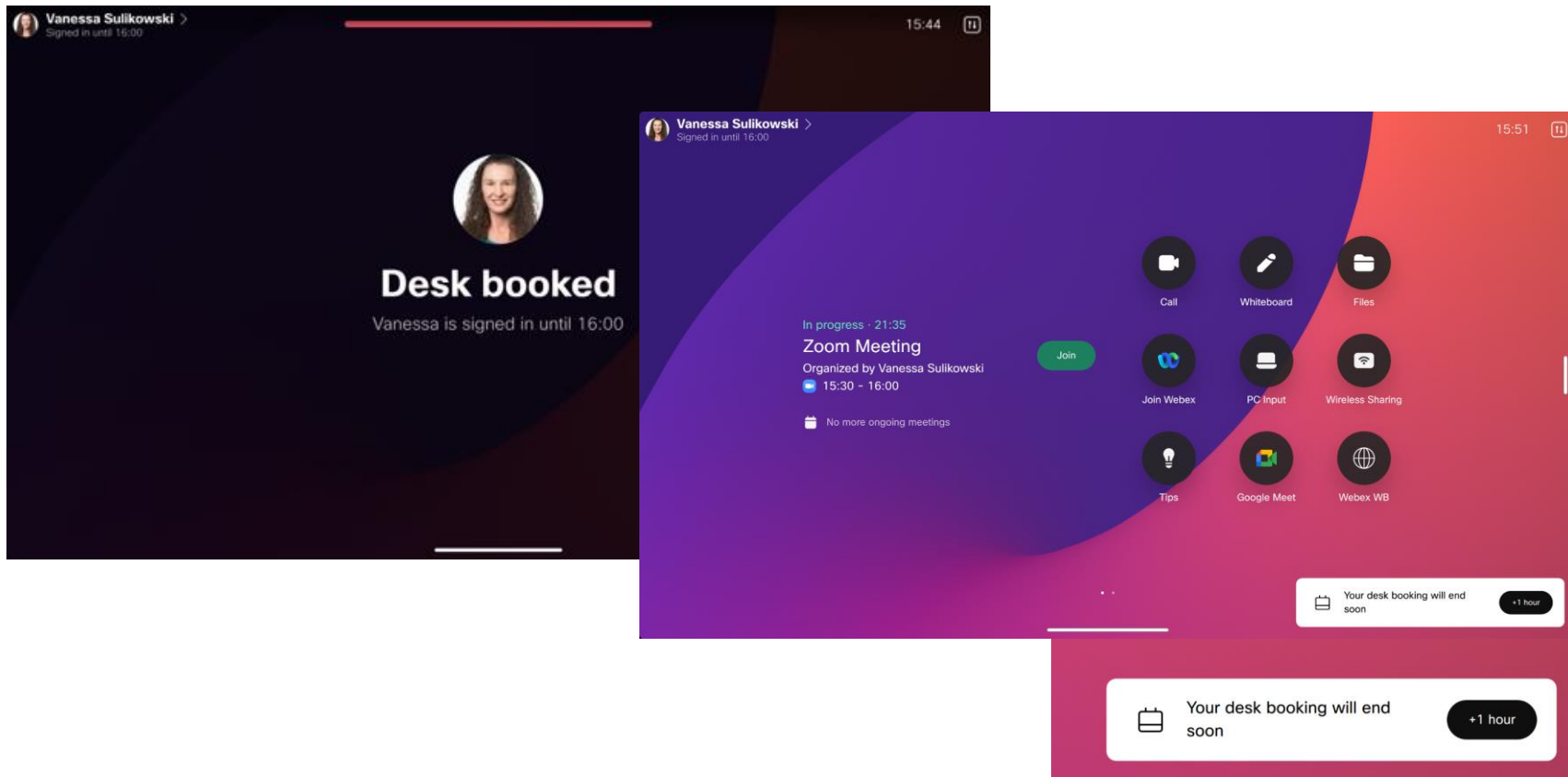
Booking on Desk Pro paired via USB-C



A booking expires at 5:00 p.m. by default.

Customise for the Org in control hub by setting - Hotdesking DefaultBookingEndTime

Desk Booking Notifications



Hot Desking Support for 88xx Phones

Simple and secure login experience

8875 GA and MPP 88xx BETA: January 2023



- Simply log in and **authenticate** with a QR code
- Access **personal** call history, **contacts**, and use your **personal** desk phone number
- Access your **personal** calendar and join meetings directly from the device via OBTP
- When you leave, all your **personal** information is removed



Smarter Collaboration Spaces



Smarter Workspace Usage and Management

Key Collaboration Spaces requirements

- Intelligent Bookings
 - auto, ondemand and scheduled
- Room Automation
- Room Customization
- Simplified Experience (Room OS11)
- Collaboration – any type of meeting (multiple interop options)
- Workspace Analytics



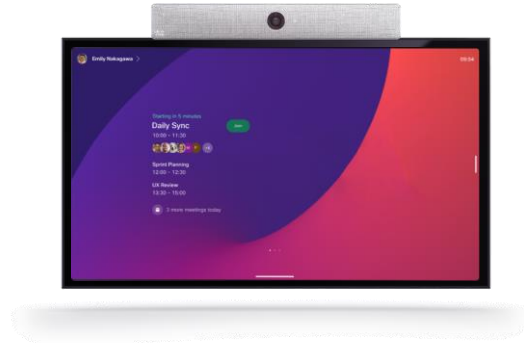
New Collaboration Space Devices

BOARD PRO



ROOM NAVIGATOR

ROOM BAR



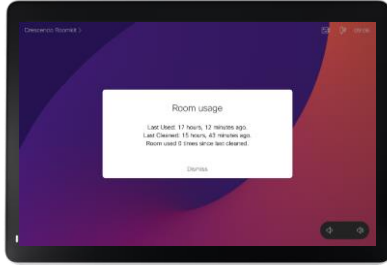
NEW ROOM KIT EQ



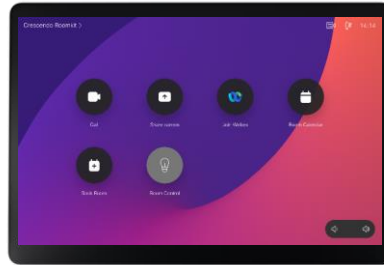
RoomOS 11

New Intuitive app centric navigation enables more intelligent / flexible experiences and multitasking

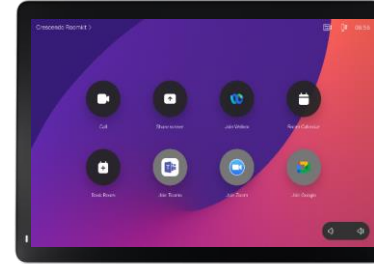
Smarter and Automated Room Experiences



Smart Notifications



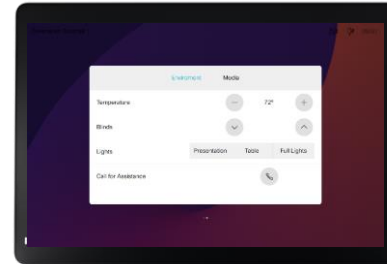
Meetings / Room Control



Web Apps



Sensors



Environmental Status

Smarter Room Booking

Easy
Setup /
Manage



Room
Booking

Inside &
Outside



Ad Hoc
Booking



Meeting
Reminders



Frictionless
Meeting
Extension



Voice
Assistance



Room
Booking
Automation



Ghost
Meeting
Release



Persistent
Web
Apps



Enabling Room Booking Summary

Book Rooms via Room Navigator, Touch 10 or Webex Assistant.

To enable Room Booking, in Control hub you must set up these in the following order:

- Configure Hybrid Calendar
 - Configure scheduling account
 - Configure devices with calendar account and enable in-room booking
-
- Room booking is only available for shared devices (not personal mode)
 - Room booking is available for cloud registered and Edge enabled Devices.



Navigator Setup

Choose Role

Device type

How do you want to use this device?



Room Booking



Controller

Touch panel location

Where is this touch panel located? This will help display sensor data accurately in Control Hub

Same room as the video device

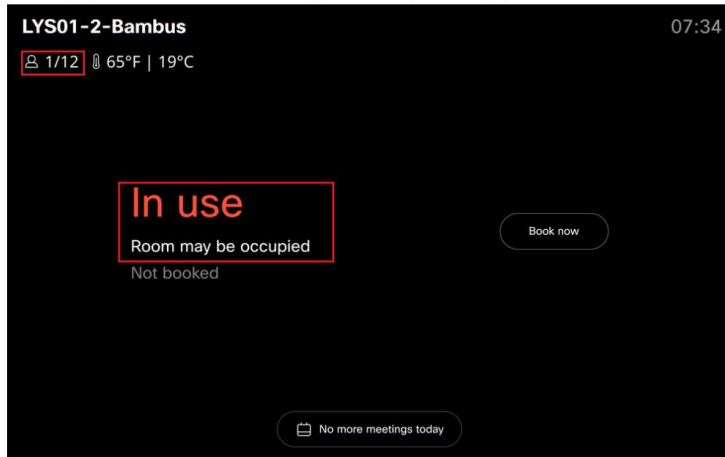
Outside of the room



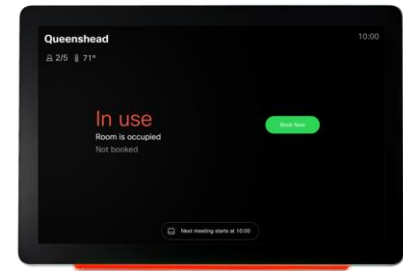
Sensor data from this device will be available in the Workspace of the Control Hub analytics dashboard but not associated with other data sources in the room

Webex Room Navigator Updates

Room Analytics – Occupancy and Temperature Status



	Red = In use (Don't bother) The room is in use Occupied but not booked
	Yellow = Booked but not occupied (Maybe available) Booked but not occupied A meeting is about to start in less than 15 minutes, but not occupied <i>Example</i> People don't show up to a meeting.
	Green = Available Room available for the next 10 minutes Not booked and not occupied



Displaying real-time status room sensor data

- Displaying In-Use and turn LED red.
- Prevent walk-ins into rooms at capacity by displaying people count data.
- Display room temperature
- New “Yellow” LED for Booked but not occupied rooms and upcoming meetings

Works in “Room booking” mode by default and available as APIs to Web apps on Navigator in “Persistent Web app” mode.

****Navigator standalone is in beta**

Room booking automation macros

<https://roomos.cisco.com/macros>

<https://github.com/CiscoDevNet/roomdevices-macros-samples>

Unbook Empty Room

If a room is booked but no one is there, unbook it.

17

Automatic Room Booking

Automatically books a room when the room being used

17



Enable Macro management in control hub

Devices

 Devices

 Templates

 Settings

 Software

 My alerts

 Resources

Customize support information

A short custom text can be applied to devices to help guide end-users. This will show up on the bottom left of the main screen when the device is awake. Refer to the [Add Custom Notification article](#) to find out about compatible devices.

For RoomOS devices, any UserInterface > CustomMessage value set in Device Configurations will take precedence over the “No custom support text” and “Define a custom support text for all devices” options selected here.

[See examples](#)

☒

 Allow all devices to be edited individually, using Device Configurations, xAPI, or Local Device Controls

☐

 No custom support text

☐

 Define a custom support text for all devices

Macros

Control Hub management and provisioning of macros.

☒

 Allow Control Hub to manage macros

Upload existing macros from devices in your organization to Control Hub, so they can be managed from the cloud.

If enabled, Room, Board and Desk series devices in shared mode will upload their macros to Control Hub. Control Hub administrators may then edit macro source code, download local copies, and upload them to other devices. Devices in [personal mode](#) do not upload their macros to Control Hub due to privacy reasons.

Enable / Manage Macros on Device

**Cisco Webex Desk Pro**

● Online • Rooms & Desks • Idle

Actions ▾

 Vanessa Sulikowski >
Occupied: Yes • Occupants: 1

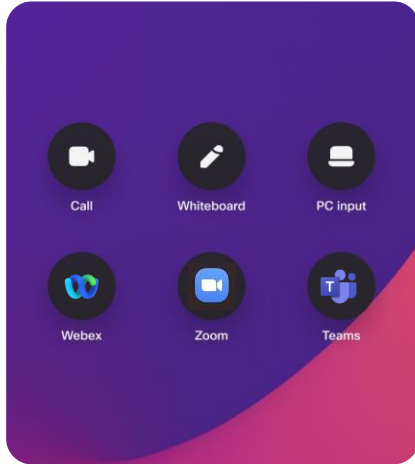
Details

Wired Network connectivity	192.168.0.2 IP address
MAC address	F Serial number
vanessa_sulikowski01@col vanessa_sulikowski570546 SIP address	 Primary ispark.com
None Lines	

Configurations

 All configurations	371 >
 Configuration templates	>
 Digital signage	Disabled >
 Navigator persistent web app	Disabled >
 Web apps	8 >
 Macros New	1 >

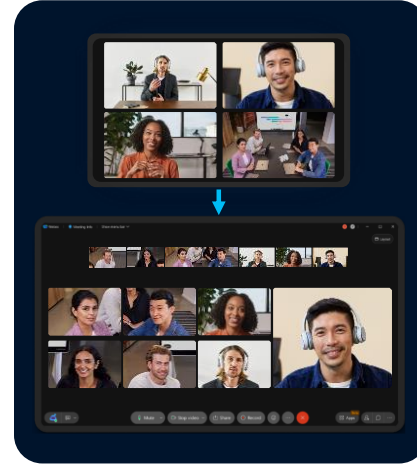
RoomOS Innovations that create intelligent spaces



Interoperability



Audio Intelligence



Video Intelligence



Content Interaction

Easily Join Any Meeting Interop:

USB Passthrough

Google Meet Video Interop

Microsoft Teams Direct Guest Join

Video Interop for Microsoft Teams

Zoom Video Interop

Control Hub real-time diagnostics and reporting

Device Differentiators still available: Noise Removal, Frames, Whiteboards, Web Apps...



In progress · 54:31 · 12

Daily Sync

Organizer: Umar Patel

09:00 – 10:00

Join

In progress · 24:31 · 4

Sprint Planning

Organizer: Isabelle Brennan

09:30 – 10:00

Join

You can join in 5 minutes

UX Review

Organizer: Darren Owens

10:00 – 11:00

3 more meetings today

Cisco Devices and Microsoft Teams Room



Cisco RoomOS default experience



Microsoft Teams, Google, Zoom interop

OR



Microsoft Teams default experience



Including native Webex Meetings, Webinar and Events

Same device, **powered by RoomOS**

Audio Intelligence



Noise cancellation



Background noise removal



Optimise for my voice



Optimise for all voices

Video Intelligence – People Focus and Frames



Frames

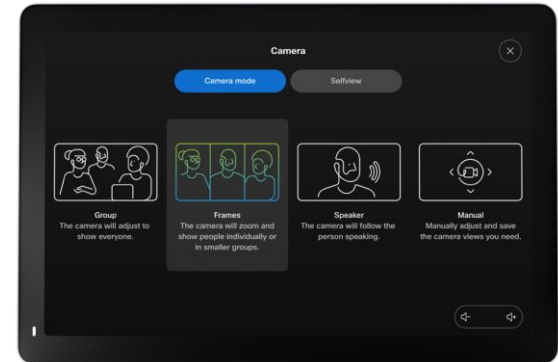


Frames + People focus

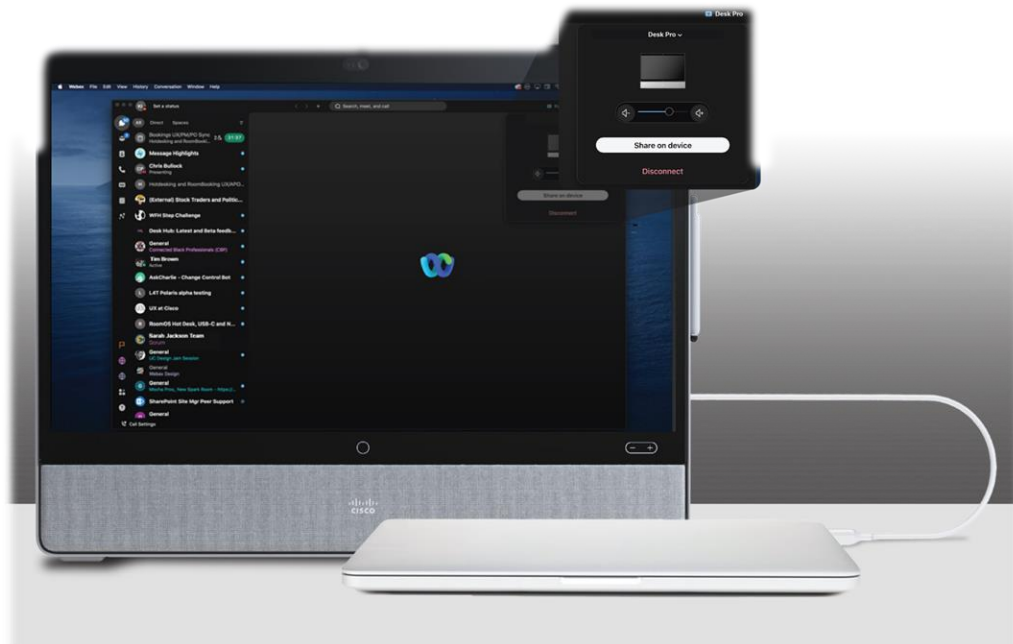
People Focus is an enhancement to layouts, in Webex meetings, that creates a more equal, efficient, and effective video layout

Frames is a camera view that captures an enhanced people view

- Crops blank space and makes people larger, allowing a better view of facial expression and body language
- Adapts dynamically to capture people in individual frames or as groups if they are sitting close – follows them when they move...



Easily pair and share content with Room devices (proximity, USB-C, guest share, direct share, AirPlay, Miracast)



Cisco Proximity is enabled by default on cloud-registered devices.

To enable for Webex Edge for Devices:

From Device's web portal

Proximity > On

CloudProximity > On

USBC is enabled by default for devices that support it: (Desk devices, new collab room devices, board pro, EQ)

*Miracast and AirPlay need to be enabled

Enabling Miracast

Device Configurations -> Video - Input - Miracast Mode - On

Device configurations

Cisco Webex Desk Pro · Crescendo Desk Pro · Online

Configure — Review — Summary

352 configurations [Device API doc](#)

Video Input

Video > Input > Connector[2] >
Video > Input > Connector[2] >
Video > Input > Connector[2] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
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Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Connector[3] >
Video > Input > Miracast Mode

Select configurations

Select one or more configurations to apply to the selected device.

All > Video > Input > Miracast Mode

Miracast Mode

Miracast Mode

Device type
Cisco Webex Desk Pro

Configuration value

Off (Default)

Manual

Off

On

Cisco default

Default
Value: Off

Clear

**Default Value : Off*

Miracast Mode

Miracast Mode

On

Device type
Cisco Webex Desk Pro

Configuration value

On

Cisco default

Default
Value: Off

Clear

Enabling Airplay

Device Configurations -> Video – Input – Airplay Mode - On

Device configurations

Cisco Webex Desk Pro · Vanessa Sulikowski · Online

Configure — Review — Summary

All > Video > Input

AirPlay

Beacon

Device type	Configuration value	Cisco default	Clear
Cisco Webex Desk Pro	Auto (Default) ▾	☒ Default ⓘ Value: Auto	

Discovery Instructions

Mode

Device type	Configuration value	Cisco default	Clear
Cisco Webex Desk Pro	Off (Default) ▾	☒ Default ⓘ Value: Off	

Security Mode

**Default Value : Off*

Device type	Configuration value	Cisco default	Clear
Cisco Webex Desk Pro	PinFirstTime ▾	☐ Default ⓘ Value: PinAlways	

AirPlay

Beacon

Device type	Configuration value	Cisco default	Clear
Cisco Webex Desk Pro	Auto (Default) ▾	☒ Default ⓘ Value: Auto	

Discovery Instructions

Mode

On

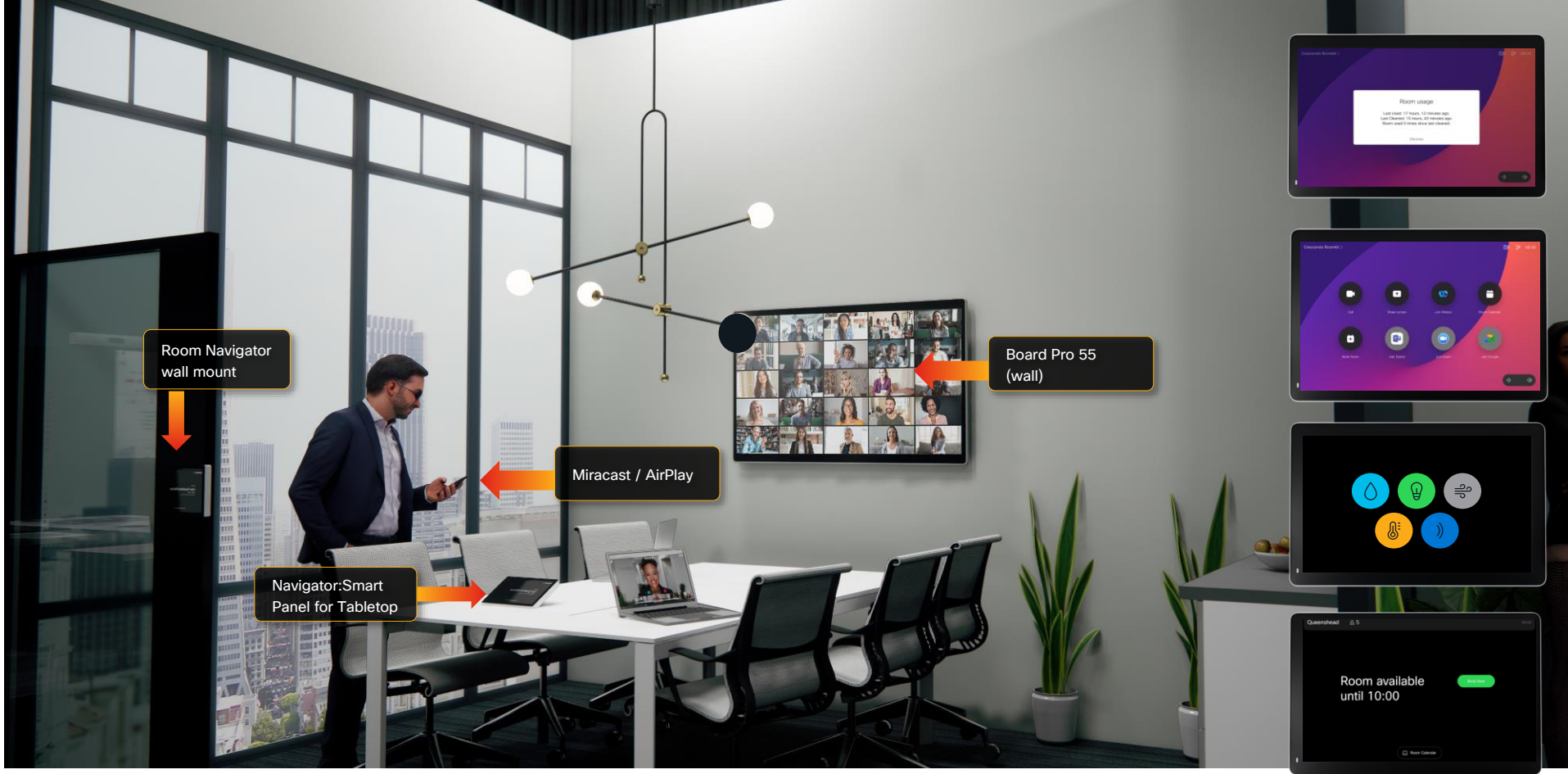
Device type	Configuration value	Cisco default	Clear
Cisco Webex Desk Pro	On ▾	☐ Default ⓘ Value: Off	

All > Bluetooth > Allowed

Allowed

Allowed

Device type	Configuration value	Cisco default	Clear
Cisco Webex Desk Pro	True (Default) ▾	☒ Default ⓘ Value: True	



Intelligent Collaboration Spaces

Workspace Analytics





Manage and Optimise space via sensor based telemetry



Booking



Room Presence



People count



Lighting levels



Ambient noise



Overall noise



Room acoustics



Humidity

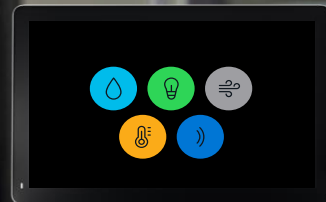


Temperature



Air quality

CISCO *Live!*



Workspace Utilization and Environment Metrics

Workspace Utilization data sources and metrics:

- Occupancy status (yes/no, based on ultrasound detect)
- Number of occupants (head count, based on camera)

Enable People Presence Detector & People Count Out of Call

- **New Workspace Analytics and Booking Metrics**

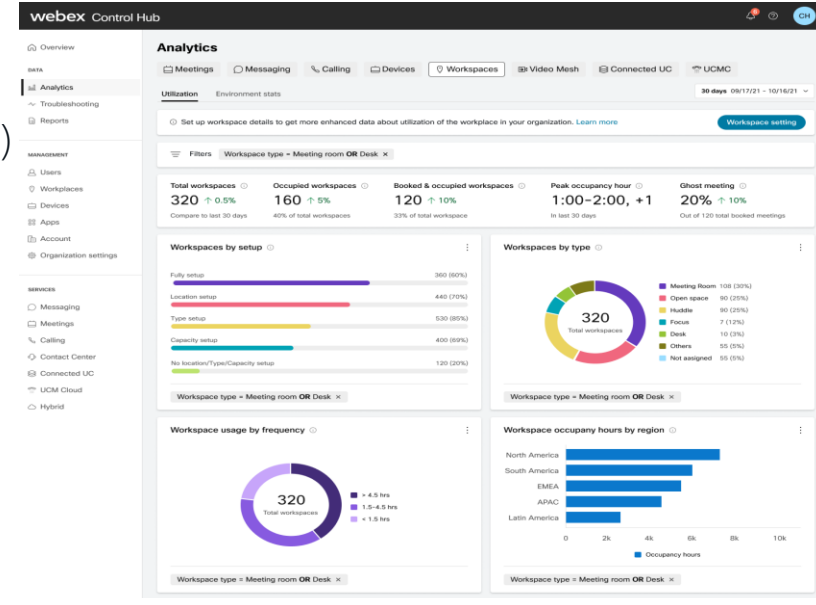
Workspace Environmental data sources and metrics:

- Sound level and ambient noise* (dBA)
- Temperature, Relative Humidity, Air Quality

Temperature: Always enabled (Navigator/new devices)

Relative Humidity: Always enabled (Navigator/new devices)

Air Quality: Always enabled (if supported on Device)



Required device configuration

The setting gives the administrator access to the Utilization and Environmental Metrics. Sensor data is enabled through configuration of the device in Device Configurations:

Device Configurations > Room Analytics

- Ambient noise estimation
- People count out of call
- People presence detector

Enable Control Hub for Capturing Workspace Metrics

webex Control Hub

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Reports

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Workspaces

Locations

Beta

Integrations

Settings

Workspace Metrics

Workspace metrics is based on data from sensors in Webex Rooms Devices.

☒

Allow Webex Platform to capture Workspace metrics

This allows the Cisco Webex Platform to read and store utilization and environmental metrics from Webex Rooms devices that contain sensors which you have enabled. Organization and partner administrators can then see real-time room utilization and environmental metrics from the device sensors on the Workspaces detail page.

This data may be processed by Cisco for historical analytical reports, which will be accessible by organization and partner administrators. This data is stored in compliance with the [Cisco Webex Platform data locality standards](#), and depends on the location of your organization. The stored data is anonymous.

Visibility of Workspace Metrics

☒

Allow administrator access to Workspace Utilization data within Control Hub

Workspace Utilization data contain the following:

- Occupancy status (yes/no, based on ultrasound detection)
- Number of occupants (head count, based on camera)

☒

Allow administrator access to Workspace Environmental data within Control Hub

Workspace Environmental data contain the following:

- Sound level and ambient noise (dBA)
- Temperature and Relative Humidity

BRKCOL-2265

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Enable Metrics – People Presence, People Count, Ambient Noise

Create configuration template

●

General

●

Configure

○

Review

○

Summary

657 configurations [Device API documentation](#)

Filter

Search

Room Analytics

Ambient Noise Estimation

People Count Out Of Call **On**

People Presence Detector

Device type	Configuration value	Cisco default	Clear
Cisco TelePresence SX80, Cisco Webex Board 55, Cisco Webex Board 85S +11	Off (Default) Off On	☒ Default ⓘ Value: Off	

Reverberation Time

Utilization and Environment

Yes
Occupied

1
Occupants

32
Sound Level (dBA)

31
Ambient Noise (dBA)

18/65
Temperature (°C/°F)

79
Relative Humidity (%)

Previous

Next

Create template: enable metrics for multiple devices

webex Control Hub

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1 template

Create template

Create configuration template

General

Configure

Review

Summary

General information

Give the template a name and a description.

Template information

Name

Intelligent Devices

Template name must be unique

Description

Intelligent Device Features

27/500 characters

CISCO *Live!*

BRKCOL-2265

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Example Template to enable Pairing and Analytics

Review template

Review the template information and selected configurations.

Template information

Configuration	Value	Products	Actions
BYOD Hid Forwarding Enabled	True	Cisco Webex Desk Pro	 
BYOD QR Code Pairing	Enabled	Cisco Webex Desk +3	 
Macros Mode	On	Cisco Webex Board 55 +19	 
Room Analytics Ambient Noise Estimation Mode	On	Cisco Webex Board 55 +18	 
Room Analytics People Count Out Of Call	On	Cisco Webex Board 55 +17	 
Room Analytics People Presence Detector	On	Cisco Webex Board 55 +18	 
Video Input AirPlay Mode	On	Cisco Webex Board Pro 75 +1	 
Video Input Miracast Mode	On	Cisco Webex Board 55 +17	 

Template created

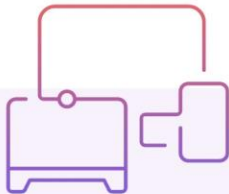
The following template was created.



Intelligent Devices

[Download CSV](#)

How to apply configuration templates



Select devices

To apply a template to multiple devices, make selection, and click configuration templates in the side panel. On a single device, access templates in the configuration card.



Choose template

Select the template to apply to the device(s).



Apply template

Review the selected template and its configurations and apply it!

[Go to devices](#)

1

Actions ▾



Crescendo Desk Pro >

Occupied: No • Occupants: Off

Configurations



Digital signage



Web apps



All configurations



Configuration templates

Support

Device Logs ⓘ

Apply configuration template



Cisco Webex Desk Pro



Crescendo Desk Pro



Online

☒ Select template ☐ Review ☐ Summary

2

Select template

Select a template to apply to the device.

Template

Name

Description

Configuration

Value

BYOD Hid Forwarding Enabled

True

BYOD QR Code Pairing

Enabled

Macros Mode

On

Room Analytics Ambient Noise Estimation Mode

On

Room Analytics People Count Out Of Call

On

Room Analytics People Presence Detector

On

Video Input AirPlay Mode

On

Video Input Miracast Mode

On

Intelligent Devices

No template

Bulk Configuration for Room Bar

Extended Standby Settings

Integrate

Intelligent Devices

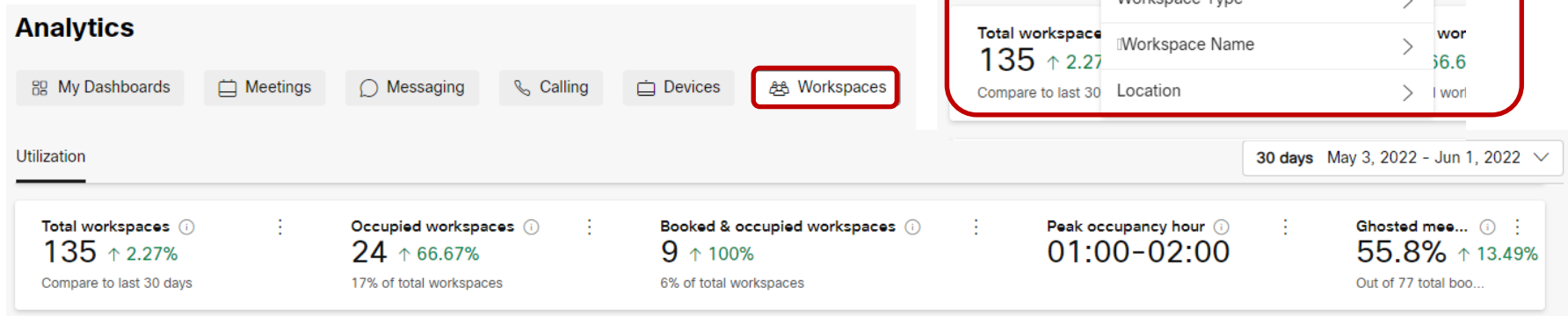
Language EnglishUK

Noise Sup on default

QLD-Device-Template

3

Workspace Metrics



- **Occupied workspaces** – # of unique workspaces used over date range.
- **Booked & occupied workspaces** – # of unique workspaces scheduled via calendar and occupied during scheduled time
- **Ghosted meeting** – % of workspaces scheduled via calendar, but weren't occupied over date range.
- **Peak occupancy hour** – Most common hour workspaces occupied over date range

Workspace Trends – Occupied and Ghosted



Customer Case Study

Customer Case Study – Hybrid Work Concept Floor

NEED : understand workspace usage / potential new office cadence

- New Building entirely hybrid working
 - Refit concept floor in current building
 - cycle all teams through for 3-4 weeks
 - Many different space types
 - desks, booths and closed and open meeting spaces, movable / changeable spaces
 - Smart hot desking/hot spacing
 - different setups, usage, technology sets
 - Combo of auto, adhoc and scheduled use of space
 - Tracking: Space booking / Usage, User ease of experience, Space Popularity
- Webex Devices
 - Room Kits, Boards / Board Pros, Desks, Desk Pro, Desk Hub, Mini
 - Webex Desk as Kiosk
 - Boards
 - as signage and interactive smart workspaces
 - as active collaboration on wheels
 - Navigators inside / outside rooms, in multiple modes
 - Bookable and Non-Bookable, Auto Booked Rooms, PWA
 - Meraki MV sense cameras
 - tripwire on entry / exit points
 - cameras desk occupancy
 - Cisco (DNA) spaces – location analytics and smart workspaces

Room Booking – Scheduled, Adhoc, Auto

- Adhoc rooms book for 30 minutes – can extend to 60 mins
- Booths auto book for 15 minutes when walk-in via macro can extend to 30 minutes
- Auto room release 5 mins on non bookable rooms, and booths
- Medium and Larger meeting rooms 10 or 15 mins auto release



Auto Book via Macro – reported as “Walk-in Booking”

Adhoc Booked via Navigator – reported as “Adhoc Booking”

Rolled out 10 mins auto release for all rooms in the building



Meraki MV Smart Cameras

Floor and Desk Occupancy Monitoring



≡ Cisco DNA Spaces

Active APs
130 of 500



Location Info

Access Points

Rules

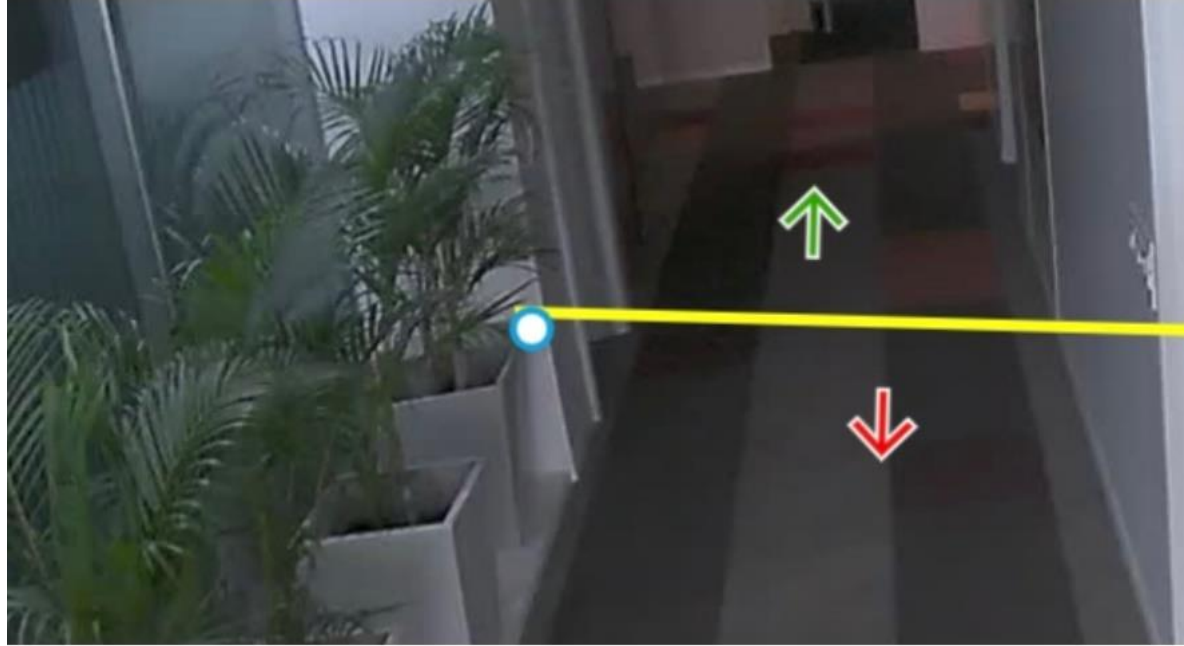
Maps

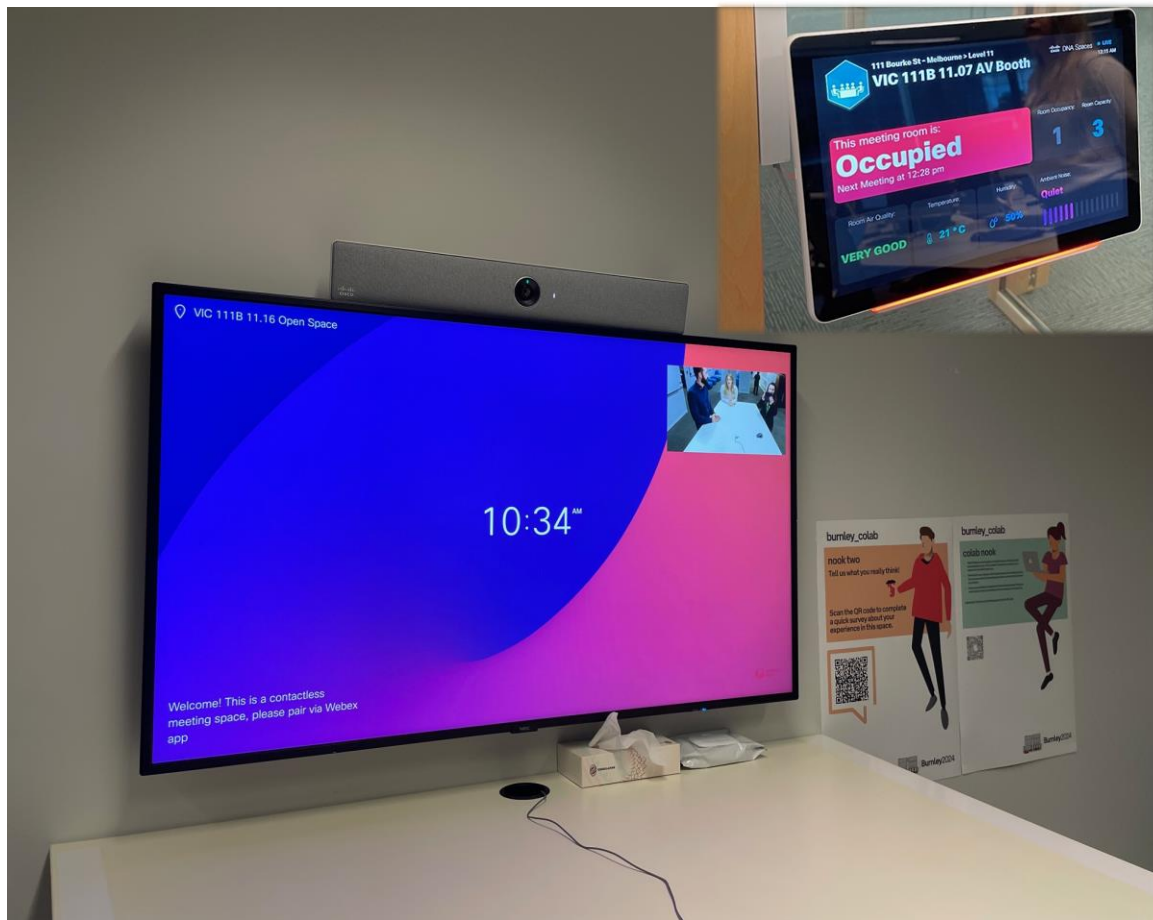
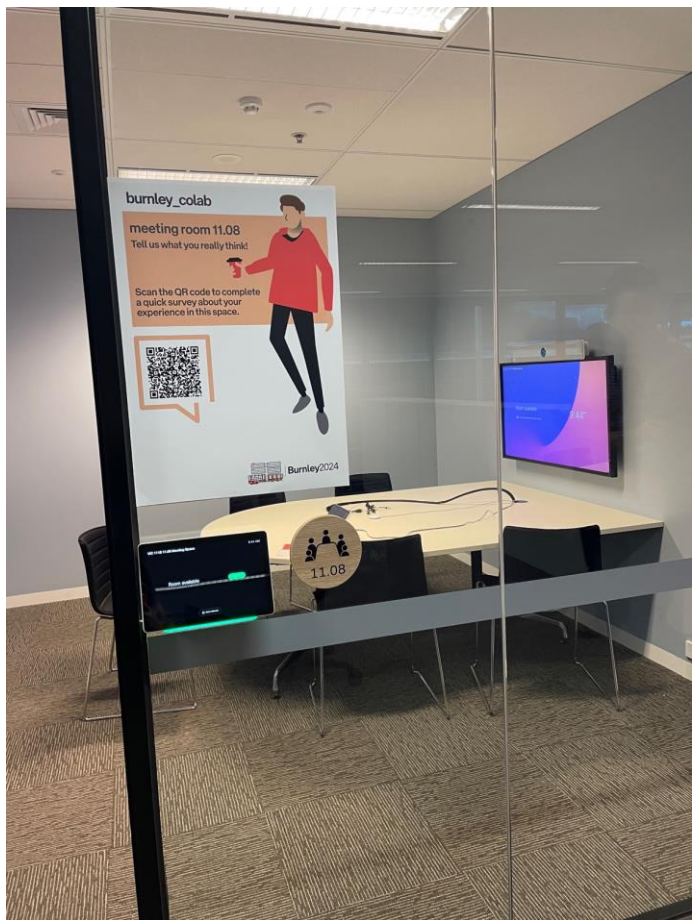
Team

Camera

Camera Name	Mac Address	Trip-wire Status	
CAM-1107-MV32 Serial : Q[REDACTED]	a8:4[REDACTED]e	Not-set	Add Trip-wire
CAM-1102-MV22X Serial : Q2[REDACTED]	a8:4[REDACTED]9	Not-set	
CAM-1110-MV22X Serial : Q2[REDACTED]	a8:4[REDACTED]0	Not-set	
CAM-1104-MV32 Serial : Q2PV[REDACTED]VL	a8:4[REDACTED]30	Not-set	
CAM-1108-MV32 Serial : Q2P[REDACTED]W	cc:9[REDACTED]0	Not-set	
CAM-1105-MV12 Serial : Q[REDACTED]	34:5[REDACTED]9	Set	
CAM-1106-MV32 Serial : Q[REDACTED]S	cc:9[REDACTED]5	Not-set	
CAM-1111-MV12 Serial : Q[REDACTED]	34:5[REDACTED]e	Set	

Mapping Entry and Exit Trip Wires / Heatmap





Leveraging the Intelligent Workplace Capabilities



wired



Wi-Fi



Location
Analytics



People
Experience



Collaboration



Real-time
monitoring



Space
Utilization



Health &
Safety

Complete your Session Survey

- Please complete your session survey after each session. Your feedback is important.
- Complete a minimum of 4 session surveys and the Overall Conference survey (open from Thursday) to receive your Cisco Live t-shirt.
- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Session Catalog and clicking the "Attendee Dashboard" at <https://www.ciscolive.com/emea/learn/sessions/session-catalog.html>



Continue Your Education



Visit the Cisco Showcase for related demos.



Book your one-on-one Meet the Engineer meeting.



Attend any of the related sessions at the DevNet, Capture the Flag, and Walk-in Labs zones.



Visit the On-Demand Library for more sessions at ciscolive.com/on-demand.

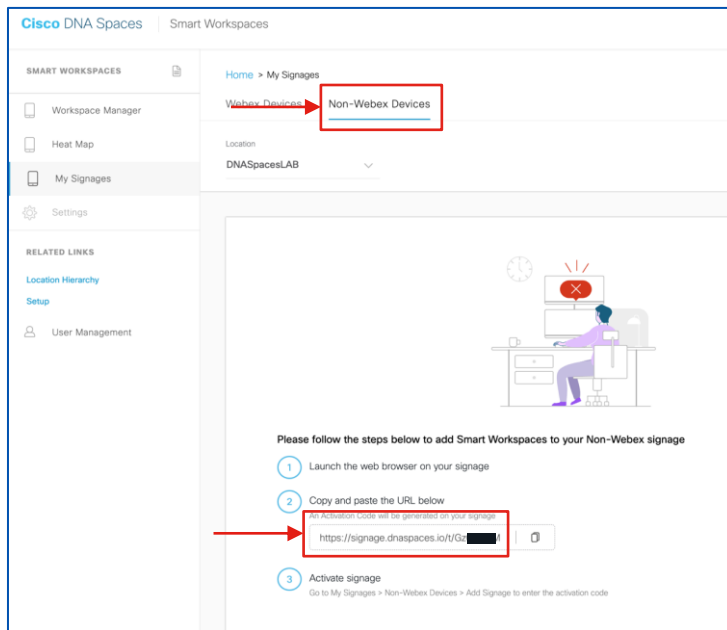
Appendix



Signage setup for non-Webex devices

Configuration

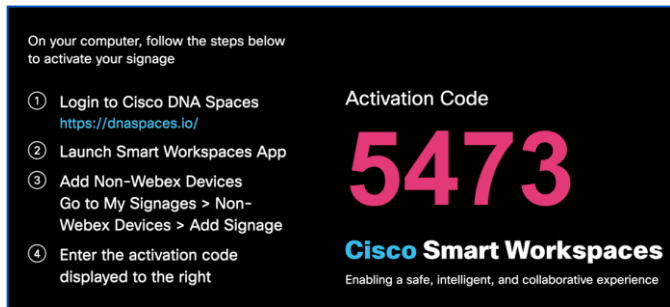
- Select non-Webex devices in the Smart Workspaces app
- An account specific URL will be generated which needs to be entered in the non-Webex device



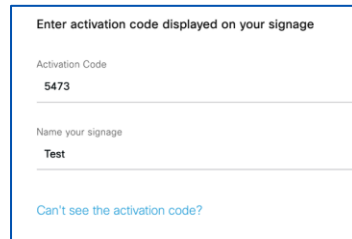
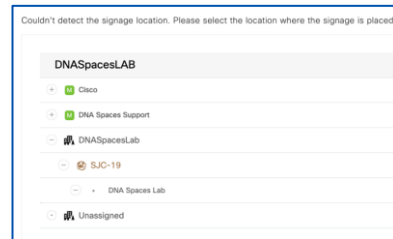
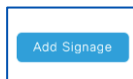
Signage setup for non-Webex devices

Configuration

- Enter the code shown in the device in Spaces



View on the non-Webex device with unique code



Add the device in Smart Workspaces app

Signage setup for non-Webex devices

Configuration

- Configure or edit the signage
- Choose the signage type – building view, floor view and select the location
- Choose the location of the ‘where am I’ person
- Choose the map pan, zoom, orientation.

Webex Devices Non-Webex Devices

Location
SJC-19

Search Signages

Name	Location	Signage Location	Actions
Lab Board 	DNA Spaces Lab	Not Configured	Configure
	DNA Spaces Lab	Not Configured	Configure
	DNA Spaces Lab	Not Configured	Configure
	DNA Spaces Lab	Not Configured	Configure
	DNA Spaces Lab	Not Configured	Configure
	DNA Spaces Lab	DNA Spaces Lab	Edit Signage
	DNA Spaces Lab	SJC-19	Edit Signage
Test	DNA Spaces Lab	Not Configured	Configure
Test Signage	SJC-19	SJC-19	Edit Signage
Signage-SJC-19-	SJC-19	SJC-19	Edit Signage

Configure Signage: Signage-SJC-19-1

View

- ☐ Building
presents an overview of the entire building
- ☒ Floor
shows a single floor's 3D Rich Map
- ☐ Welcome
rotates between building view and feature descriptions

Signage type

- ☒ Interactive
ideal for touch displays
- ☐ Non Interactive
perfect for static, information displays

Location you want to display on signage

Select location
SJC-19

☐ Override Map Center Position



The bridge to possible

Thank you

CISCO *Live!*

CISCO *Live!*

ALL IN