



# Integrating Cisco Spaces with the ServiceNow Application

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This chapter describes how to integrate Cisco Spaces with the **ServiceNow** application.

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## Integrating Cisco Spaces with the ServiceNow Application

This chapter describes how to integrate Cisco Spaces with the **ServiceNow** application.

### ServiceNow

Cisco Spaces can be integrated with the **ServiceNow** application so that you can auto transfer the data from Cisco Spaces apps to **ServiceNow** and avail its service offerings.



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**Note** Currently the **ServiceNow** integration support is available only for Proximity Reporting.

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### Integrating Cisco Spaces with ServiceNow

To integrate Cisco Spaces with the **ServiceNow** application, perform the following steps::



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**Note** Ensure that you have a **ServiceNow** account, and have created the required task IDs.

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#### Procedure

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- Step 1** Choose the three-line menu icon displayed at the top-left of the Cisco Spaces dashboard.
- Step 2** Choose **Integration > ServiceNow** .

**Step 3** In the **ServiceNow Integration** window that appears, enter the ServiceNow URL, Client ID, and Secret Key for your **ServiceNow** account.

**Step 4** Click **Register**.

**Step 5** Click **Authenticate** displayed at Step 2.

You are redirected to the **ServiceNow** log in window.

**Step 6** Enter your credentials, and click **Login**.

A message stating that Cisco Spaces would like to establish connection with **ServiceNow** is shown.

**Step 7** Click **Allow** to authenticate the integration.

Once successfully connected, the status **Active** is shown in the **ServiceNow Integration** window. You can disconnect at anytime using the **Disconnect** link.

**Step 8** Now in the Cisco Spaces app for which you want to use the **ServiceNow** application, configure the task ID. For example, in the **Proximity Reporting** app, to auto-transfer reports to the **ServiceNow** application, do the following:

- a) Open **Proximity Reporting**.
- b) Click **Create Report**
- c) In the **Look Up Summary** window, search for a user name or mac address for which you want to generate the report. For example, to view all the mac addresses starting with **00:**, enter **00:** in the **Search** field.

The mac addresses of all the devices found will be listed.

- d) Check the mac addresses for which the report is to be generated.
- e) In the **Time Range** area, specify the start date and end date of the period for which the report is to be generated.
- f) Check **Auto-submit report data to ServiceNow task**.

**Note** The **Auto-submit report data to ServiceNow task** check box will appear only if you have authenticated the ServiceNow integration with Cisco Spaces as explained in Step 1 to Step 7.

- g) In the **DiagnosticTask ID** field, enter the task ID created in the **ServiceNow** application.

**Note** The **DiagnosticTask ID** field will appear only if you have checked **Auto-submit report data to ServiceNow task**.

- h) In the **Report Name** field, enter a name for the report.
- i) Click **Generate Report**.

Now when the report is generated, this report will be automatically transferred to the **ServiceNow** application, and the **ServiceNow** application will use this report to perform the task with respect to the task ID configured.

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