

Cisco – SMART Service Desk Integration Scope and Life Cycle – Case Study

Scope: To Integrate Cisco TAC/Support Case Manager/Cisco Call Manager with SMART Service Desk for Incident tickets created by Managed Service Providers and System Integrators.

Smart Bonding:

Smart Bonding is the process to connect SMART ServiceDesk to Cisco. The Smart Bonding middleware software offers a multitude of connection possibilities, so almost any kind of system with an API can be connected.

Technical Details:

SMART ServiceDesk has 2 way information exchange with Cisco Call Manager. Each party invokes the API provided by the other party.

Authentication:

To authenticate with this API Cisco provides a username and password which will then be converted to a base64 encoded string that needs to be used to generate a token. SMART API is also authenticated with a user name and password which Cisco utilises for API access within.

Basic Authentication can be used for API accessing for both parties.

The Life Cycle of Incident ticket is as follows.

Basic Workflow (life cycle) of the ticket:

1. Case is escalated (created) in SMARTServiceDesk and pushed to Cisco

The screenshot shows the 'Create Incident' form in SMARTServiceDesk. The form is divided into several sections:

- Create Incident** (Header)
- Login User**: SMART Admin
- Customer**: (Select Customer)
- Contact Person**: (Select Contact)
- Phone No**: [Empty]
- Contracts**: [Empty]
- Contract Type**: [Empty]
- Ticket Type**: Created by Servicedesk
- Associate**: Select Associate
- Priority**: Select Priority
- SLA**: Select SLA
- Attach File**: Choose file: No file chosen
- Cisco Details**:
 - Cisco Ticket Type: Shadow Escalated
 - Serial No: [Empty]
 - Contract No: [Empty]
 - Technology Code: Select Technology Code
 - Sub Technology Code: [Empty]
 - Problem Code: [Empty]
- Service Catalog**:
 - Servicing Team: Network & Security Team
 - Category: Select Category
 - Service Type: Select Service Type
 - Service Item: Select Service Item
- Incident Summary**: [Text area with rich text editor]

At the bottom right, there are **Save** and **Cancel** buttons.

- Shadow or Escalated are the options given and one option can be selected.
- Contract and Serial numbers are mandatory to enter.
- Rest of the fields can be selected depending upon the requirement.
- A message is received as response from Cisco that will state in the remarks 'Message received successfully'.

Support Case Manager
Open a new support case

Having trouble creating a case? [Get help](#)

1 Check Environment 2 Describe Problem 3 Review & Submit

Request Type
Request Type: Diagnose and Fix my Problem [Edit](#)

Describe Problem

Severity: 3 Loss of Service: No [Edit](#)

Title: Sample Case

Description: Sample Description

Technology: WWN > vFlood - ZTR Central Connections (Virtale) Problem Area: Installation > Password Recovery

Preferred Contact Method: EMAIL >

[Submit Case](#)

2. Case is set to 'Resolved' in Manage Page after the successful ticket escalation message is received

Manage Incident

Incident ID	110746	Created On	12/12/2022 14:10:11
Customer	PASI	Servicing Team	Network & Security Team
Phone No	92709638	Category	Software -Network & Security Team
Mobile		Service Type	Security
Email ID		Service	Others
Ticket Type	Created by ServiceDesk	Checklist	
Contracts	NETAPP(SO/AMC/ITS-NETAPP SAN STR)	Summary	Test Escalated P5
Contract Type	AMC		
Contract Number	22/04/P0362/908764		
Contact Person	Habib Al-Lawati		
Change Status	Select State		
Actions	Select Actions		
Status	InProgress		
Assigned To	Kameel Al Lawati	Ticket Delete	Select
Priority	Priority 5		
Caller Name	92709638		
E-Mail			
Mobile	99314747		
Cisco Details			
Cisco TAC ID	694104319		
Cisco Ticket Type	<input type="radio"/> Shadow <input checked="" type="radio"/> Escalated		
TAC Engineer details			
TAC Engineer Name			
TAC Engineer Email			
TAC Engineer Phone			
Cisco TAC Status	Requeue		

- Cisco updates the TAC ID and other details by utilising the SMART API.
- Engineer details will appear once the ticket is owned by a support member.
- A message will be sent that states 'Case has been set to auto solved - please wait for CE confirmation'
- Another message will be sent that states 'Please allow up to 2 minutes for solve confirmation'
- And finally, the last message in this process will state 'Case has been successfully solved' which means the case has been solved on the Cisco side as well.

- Cisco updates Activity with the ticket details.
- Activity details will be sent to Cisco each time when a non-private activity is added
- Resolution Notes will be sent to Cisco once resolved.

3. After this, the final part of the process will automatically close the ticket.

Incident Closure

Closure Details Change Categorization

Reason For Closure Select a reason for closure

Remarks

Complexity Select Complexity

Resolution Code Select Resolution Code

Underlying Cause Code Select Underlying Cause Code

Incident Resolved Successfully Yes No

Close Incident

- Once the ticket has been successfully closed on the Cisco side, you will get a message 'CSOne Update:Closed' and no further updates are allowed to the case."
- Closed details will be sent to Cisco after the ticket is closed.

Test Scenarios

Authentication: Basic (base 64 encoded)

1: SMART Creates Shadow Ticket, Updates, Adds Attachment, Solves, and Closes

Following are the steps to follow for this Test Scenario.

- Case Creation & acknowledgement
- Automatic Case update from Cisco after creation
- SMART sending comment to Cisco
- SMART adding private comment, not sending to Cisco
- SMART adding attachment
- SMART solving case
- SMART closes case

2. SMART Creates Shadow Ticket and Escalates, Cisco Solves and Closes

Following are the steps to follow for this Test Scenario.

- Case Creation & acknowledgement
- Automatic Case update from Cisco after creation
- SMART escalates case
- Cisco solves case
- Cisco closes case

3. SMART Creates Escalated Ticket, Cisco Solves and Closes

Following are the steps to follow for this Test Scenario.

- Case Creation & acknowledgement
- Automatic Case update from Cisco after creation
- Cisco solves case
- Cisco closes case

4. SMART Creates Escalated Ticket P1 or P2, Cisco Solves and Closes

Following are the steps to follow for this Test Scenario.

- Case Creation & acknowledgement
- Automatic Case update from Cisco after creation
- Cisco solves case
- Cisco closes case

5. SMART Pulls TSP Codes List

Following are the steps to follow for this Test Scenario.

- SMART pulls TSP Code List
- Smart Bonding returns TSP Code List to SMART