

The Cisco Live! logo, featuring the word "CISCO" in a dark blue, sans-serif font, followed by "Live!" in a dark blue, cursive script font.

CISCO *Live!*

The text "Let's go" in a large, dark blue, sans-serif font, positioned to the left of a bright white sunburst graphic that radiates across the right side of the image.

Let's go

#CiscoLiveAPJC



The bridge to possible

Meraki APIs in Action

Real-world use cases and best practice

Vasundhra Dewangan, Product Manager

@Vassu03

DEVNET-2481

CISCO *Live!*

#CiscoLiveAPJC

Cisco Webex App

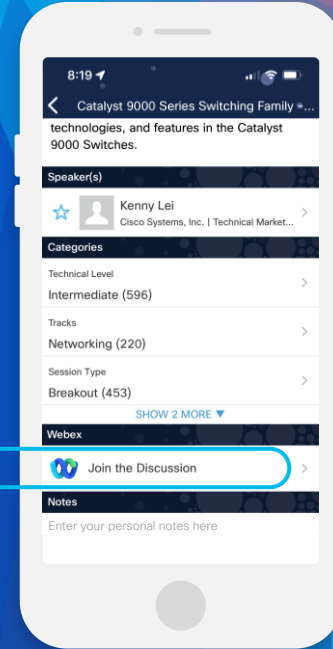
Questions?

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 by the speaker until December 22, 2023.



<https://ciscolive.ciscoevents.com/ciscolivebot/#DEVNET-2481>

Agenda

- Why APIs
- Build vs Buy
- Use cases
- Marketplace Application
- What's New
- Conclusion

5 reasons to use APIs

Simplification

Make networks easier to support

Integration

Allowing capabilities such as QoS to be accessed by other things (e.g. Collaboration)

Transformation

Transform customer's business



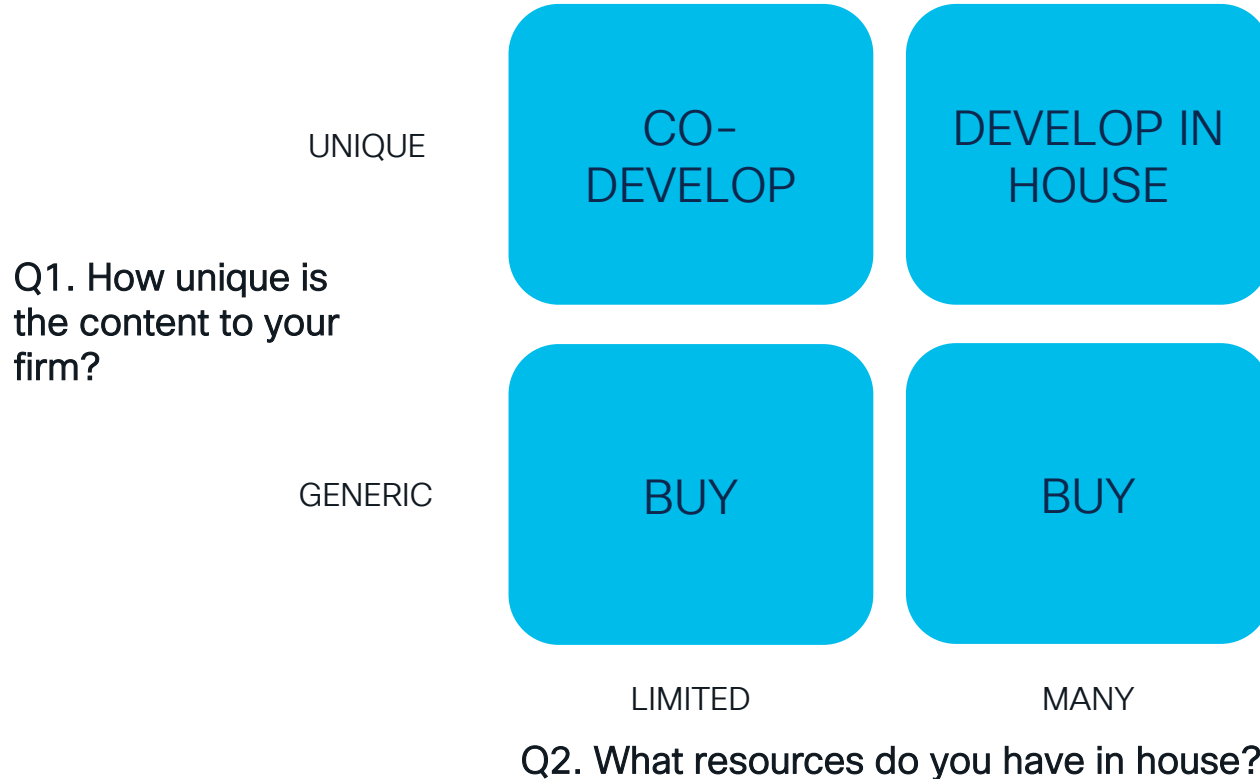
Automation

Customers need to drive efficiency and consistency

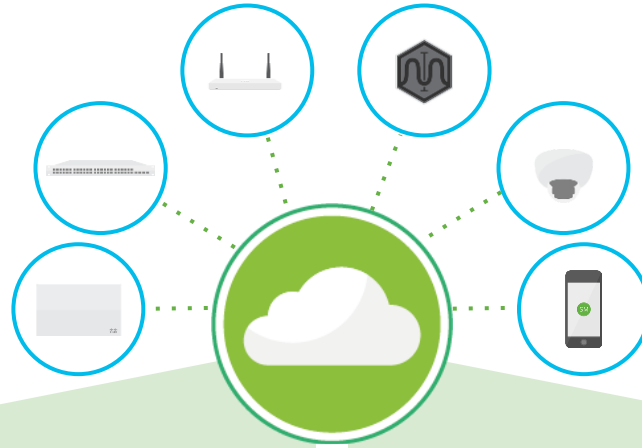
Innovation

Extend our solutions in ways we hadn't thought of or haven't had time to

Build vs Buy



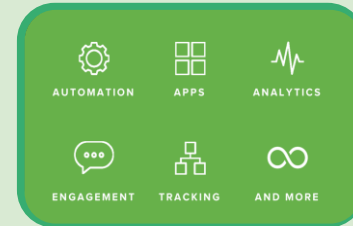
The choice is yours



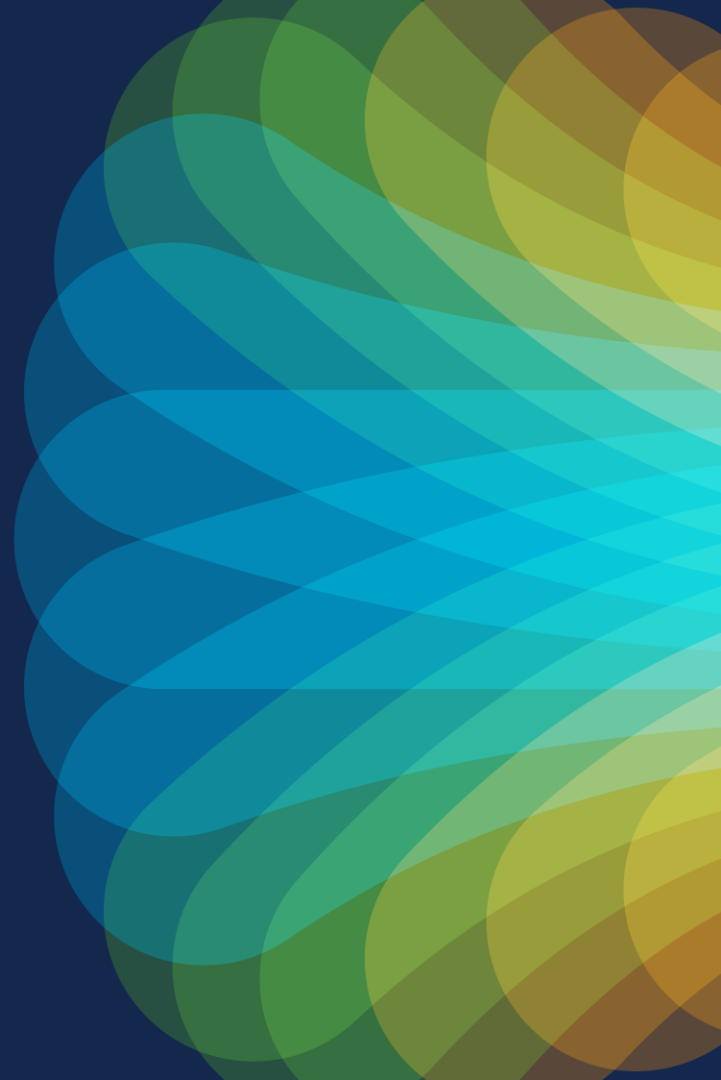
Buy
Meraki



Build
Meraki {API}



Use Cases



Use case 1 - Service Provider

Multiple scripts to manage the customers



- 1500 + organizations
- 72,500 + networks
- 145,000 + active devices
- 3,000,000 API calls/monthly

Problem



Number of orders
increased



Extensive
manual testing



Manual testing was
difficult with scale in
customers

Solution



- Automated test coverage
- Business reporting
- Bulk configuration management
- Data analysis
- Proactive monitoring and event management

Use case 2 – Enterprise Company

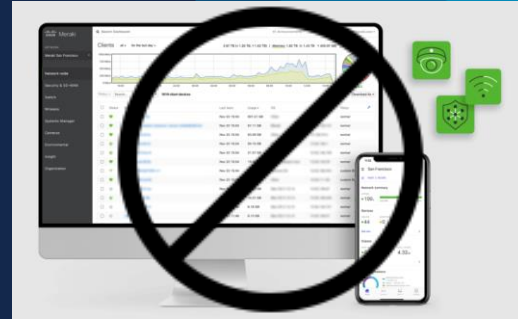
Web application

- 19000 branches
- IT team of 3

Problem



Technical to non-technical



Do not want to give full access to Meraki Dashboard

Solution



- A simple web application
 - Add network
 - Add switches
 - Add firewall
 - Change SSID



Use case 3 – Enterprise customer

Notification system

- About
- What they do?

Problem



Managing customers
at scale



Lots of devices

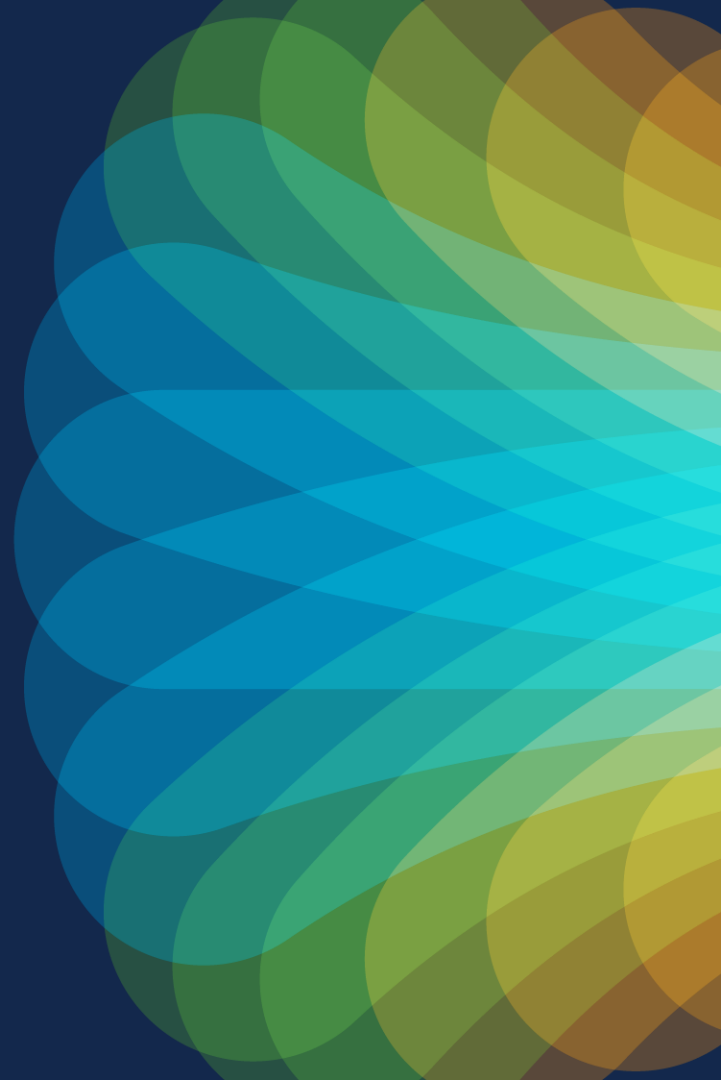
Solution



- Notification system
- Integration to multiple alarming system
 - Solarwinds
 - ScienceLogic
 - ServiceNow

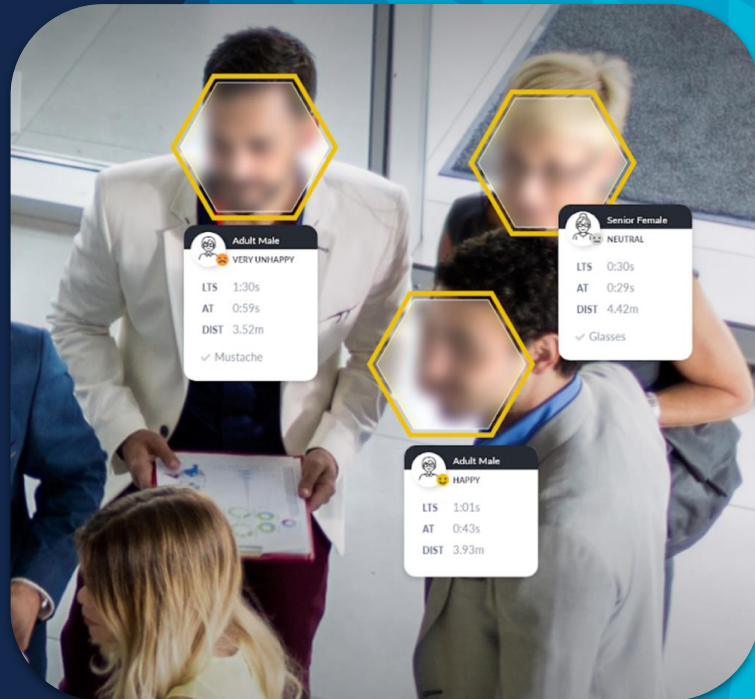


Marketplace Application



CISCO
Meraki + meldcx™

Delivering AI Use Cases You Never Thought Possible



Case Study

Advanced Drive-Thru Solution for a Large Coffee Company

Customer Problem



An American multinational chain of coffeehouses wanted to understand customer journeys at their drive thru facility.

Solution Implemented



- Detect vehicles
- Provide drive thru metrics
- Monitor window transactions
- Measure dwell times per window
- Measure total transaction times

Business Outcome



They were able to **identify ways to improve operational efficiencies**. This included observations that high amounts of customers (approx 30%) were using Amex on Tap; or when staff member's head is peeking outside the window, service time doubles (approx 100% increase).

They were also able to **monitor queue times** at the order point and identify choke points (highest time 4 min 56 secs), with recommendation to close one lane to triage to reduce their balk and abandonment rates.



Session 46154

Explore available event details

SESSION OVERVIEW

Session 46154

Export

STATUS

Order Compliance

PASSED

Retention

PASSED

Queue Time Compliance

PASSED

ATTRIBUTES

Vehicle ID

12831

Make

Ford

Model

EcoSport

Color

Teal

TIMELINE



Events

Pre-Order Stacking Lane 1

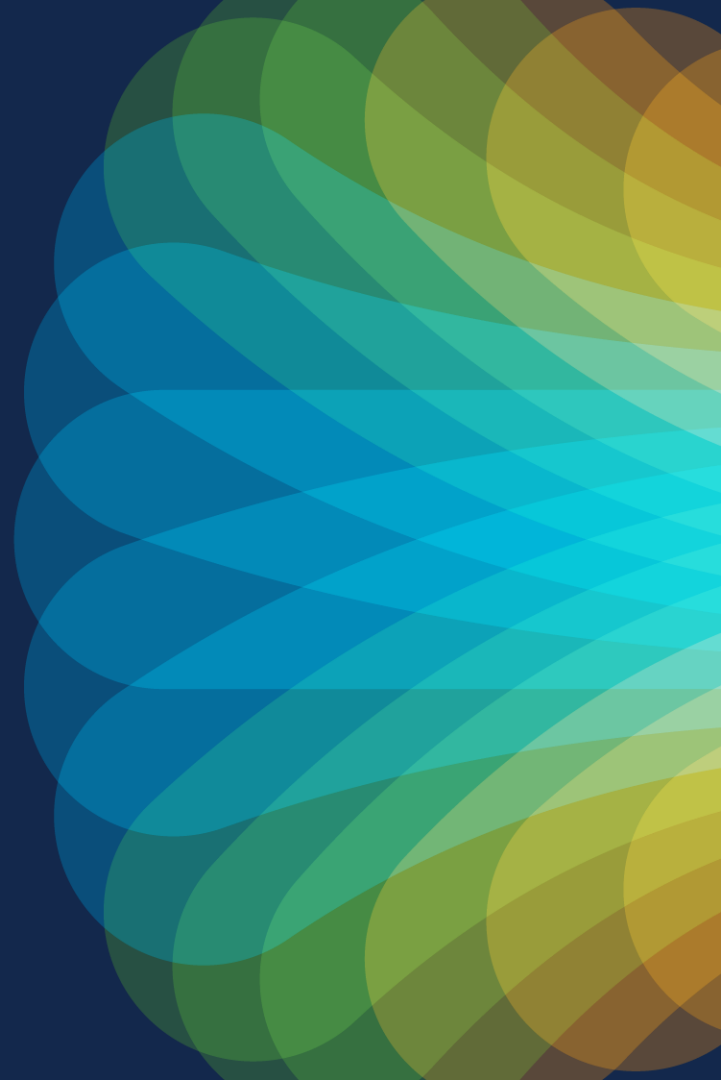
Event Category: All Events

MEDIA



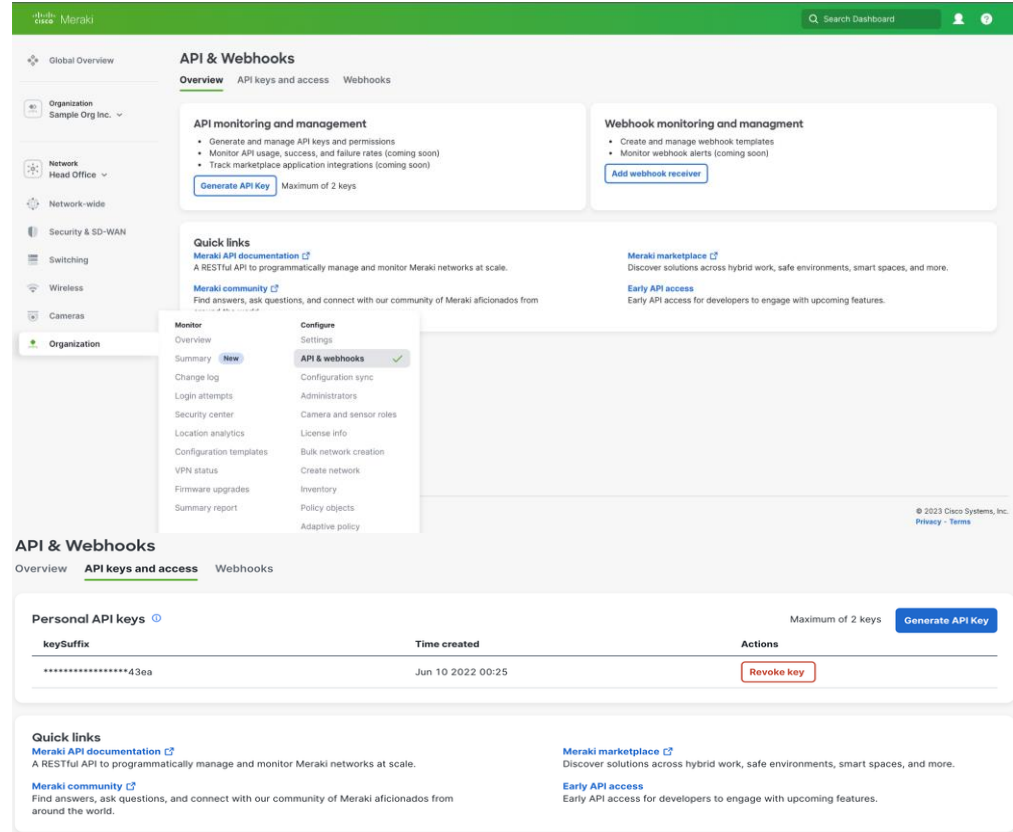
What's New – Dashboard UI for the API

Dashboard section solely dedicated
for API and webhook management



Dashboard UI for the API

- Navigate to Organization → Configure → API & Webhooks
- Generate API keys with ease
- Set up your first webhook receiver
- Quick links to essential documentation and community resources
- Logs and Metrics coming soon



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the community



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challenges



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rewards

cisco
DevNet

WE
ARE
CISCO
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Continue to Learn, Code, and Build with Cisco DevNet

Get access to exclusive resources including API documentation, Code Exchange, self-paced learning labs, sandboxes, community forums and events!

Scan QR Code to get started.





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one-on-one session with
a technical expert!

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to meet, greet, whiteboard & gain
insights about your unique questions
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Meet the Expert Opening Hours:

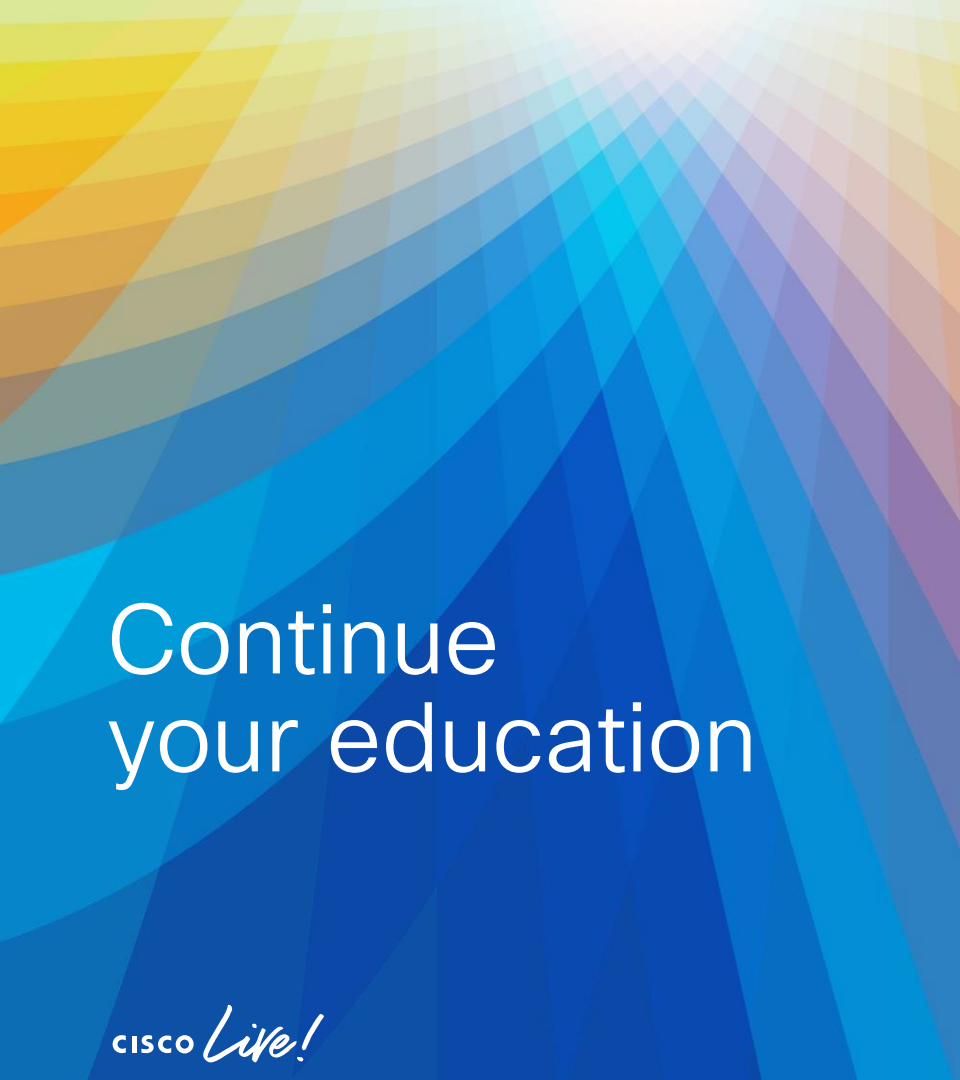
Tuesday	3:00pm – 7:00pm
Wednesday	11:15am – 7:00pm
Thursday	9:30am – 4:00pm
Friday	10:30am – 1:30pm

Session Surveys

We would love to know your feedback on this session!

- Complete a minimum of four session surveys and the overall event surveys to claim a Cisco Live T-Shirt





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The bridge to possible

Thank you

