



Release Notes for Cisco ServiceGrid 7.3

Last Updated: October 20, 2015
Release: Cisco ServiceGrid 7.3

Revision History

Version No.	Description	Created By / Modified By
1.0	Initial Draft version	Meenakshi Kamaraj
1.1	Updated review comments	Christoph Freh
1.2	Updated screenshots	Christoph Freh
1.3	Incorporated review comments	Meenakshi Kamaraj
1.4	Incorporated smaller changes	Christoph Freh
1.5	Incorporated comments from QA	Christoph Freh
1.6	Incorporated comments from Engineering	Christoph Freh
1.7	Incorporated comments from Product Management	Christoph Freh



Introduction

Cisco ServiceGrid is an integration platform in the cloud for IT service management. It provides a scalable, highly secure, and faster way to integrate with everyone in your service ecosystem, and also meets your business requirements. It creates operational efficiencies that save you time and money, while simplifying the formation of your ecosystem so that you can collaborate faster.

This document describes the key features associated with the Cisco ServiceGrid Release 7.3.

This document contains the following sections:

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- [System Requirements, page 3](#)
- [New and Enhanced Features in Cisco ServiceGrid Release 7.3, page 4](#)
- [Important Notes, page 18](#)
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Release Dates

The Cisco ServiceGrid functions of the Release 2015 (Version 7.3) are available on October 25, 2015 to all customers using the Cisco ServiceGrid main platform (sdcall.solvedirect.com).

Release Notes 7.3 will be on production on the Cisco ServiceGrid support platform from October 25, 2015. All customers running their own in-house infrastructure or using a Cisco partner infrastructure will receive the release on a later date. These updates will take place after the update of the Cisco ServiceGrid main platform. Contact your implementation partner for the date of your update.

System Requirements

Cisco ServiceGrid Online application (Portal, SD2) is a web-based application and hence is accessible using a browser. The B2B connection uses the ITSM connection capabilities of the customers.

Table 1 Browser-Policy

Browser Class	Browser	Properties
1	Mozilla Firefox (last two major versions) Google Chrome (last two major versions) Internet Explorer 11	<ul style="list-style-type: none"> • Complete availability of product and application features (technician calendar, HTML-editor, and so on). • Graphical presentation (CSS layout). • No open browser-related known errors.
2	Internet Explorer 10	<ul style="list-style-type: none"> • Limited availability of product and application features. • Limited graphical presentation (CSS Layout). • There may be browser-related bugs/known errors.

The following browser versions were tested for Release 7.3 with respect to the browser classes:

- Firefox v39, v40, v41
- Internet Explorer v10, v11
- Google Chrome v44, v45



Note

The Active SLA feature should be used with the most recent versions of all browsers provided in Browser Class 1 in [Table 1](#), and while using Internet Explorer, “compatibility mode” must be deactivated.

New and Enhanced Features in Cisco ServiceGrid Release 7.3

The following features and enhancements are provided in Cisco ServiceGrid Release 7.3:

- [Rest APIs](#)
 - [Get Attachments](#)
 - [Post Attachments](#)
 - [Adding Extended Fields to Tickets](#)
 - [Assigning Technicians to Queues](#)
- [Reporting Database](#)
- [ServiceGrid Portal](#)
 - [JSON to XML Conversion Preview](#)
 - [Search and Replace Functionality with Templates](#)
 - [Linking Message Rules Tree from Ticket Detail or Message Detail](#)
 - [Adding Request Type to Calls List and Devices List](#)
 - [Reloading Portal Window](#)
 - [Type Ahead Function Enhancement](#)

Rest APIs

Get Attachments

Starting with release 7.3, a new API is implemented for pulling attachments associated with a ticket.

API endpoint: *host:port/ws/rest/v1/tickets{ticketid}attachments/*

This API method allows you to pull all attachments associated with the given ticket ID.

GET /v1/tickets/{ticketId}/attachments/ List all attachments of given ticketId

Implementation Notes
List all attachments of given ticketid. Currently no filter criteria are supported.

Response Class
Model | Model Schema

```

{
  "attachments": [
    {
      "id": 0,
      "fileName": "",
      "fileSizekb": 0
    }
  ]
}

```

Response Content Type: application/json

Parameters

Parameter	Value	Description	Parameter Type	Data Type
ticketId	<input type="text"/>	ID of ticket to which attachments are assigned	path	integer
offset	<input type="text"/>	Skip given number of attachments. Only nonnegative numbers allowed	query	integer
limit	<input type="text"/>	Limit number of returned attachments. Only nonnegative values allowed	query	integer

API endpoint: *host:port/ws/rest/v1/tickets{ticketid}attachments/{sattachmentId}*

This API method allows you to pull one attachment, based on the ticket ID and the attachment ID. This GET method supports two representations. Choose content-type “application/json” for a base64 encoded content embedded in a JSON document and the parameter “application/octet-stream” for a raw binary content.

GET /v1/tickets/{ticketId}/attachments/{attachmentId} Get attachment resource with base64 encoded content or as raw content

Implementation Notes
 Get attachment with base64 encoded content using Accept:application/json header or raw content using Accept:application/octet-stream of given attachmentId and ticketId

Response Class
 Model | Model Schema

```

{
  "id": 0,
  "fileName": "",
  "fileSizeKb": 0,
  "content": ""
}
    
```

Response Content Type: application/json

Parameters

Parameter	Value	Description	Parameter Type	Data Type
ticketId	<input type="text"/>	ID of ticket to which attachments are assigned	path	integer
attachmentId	<input type="text"/>	Actual attachment ID	path	integer

To be able to use this API, a valid access token must be fetched through the endpoint “/ws/rest/oauth/token”. For more details on this API, see [Rest API documentation](#).

Post Attachments

This is a new API introduced in release 7.3 to create and assign attachments to an existing ticket.

API endpoints: *host:port/ws/rest/v1/tickets{ticketid}attachments/*

Only the MIME-Type “application/json” is supported, which you must specify as a HTTP header parameter. The attachment itself must be uploaded as base64-encoded and embedded in a JSON document as seen in the API documentation.

POST /v1/tickets/{ticketId}/attachments/ Create an attachment

Implementation Notes
Create an attachment using base64 encoded content filled in 'content' field of attachment body. Service responds with redirect link which points to the newly created attachment

Parameters

Parameter	Value	Description	Parameter Type	Data Type
ticketId	200355286	ID of ticket to which attachment will be assigned	path	integer

body

```
{
  "fileName": "test_attachment",
  "content": "base64 encoded content"
}
```

Parameter content type: application/json

Model **Model Schema**

```
{
  "filename": "",
  "content": ""
}
```

Click to set as parameter value

Try it out! [Hide Response](#)

Request URL

```
https://eu2-qa.servicegrid.cisco-ccs.com:443/ws/rest/v1/tickets/200355286/attachments/
```

To be able to use this API, a valid access token must be fetched through the endpoint “ws/rest/oauth/token”. For more details on this API, see [Rest API documentation](#).

Adding Extended Fields to Tickets

Cisco ServiceGrid Release 7.3 supports sending and receiving of extended fields for all RESTful ticket APIs.

POST /v1/tickets/ Create a ticket

Implementation Notes
 Create a new ticket. Referenced entities (like contracts, contract elements, urgency or priority) have to be specified via their respective 'shortname'. The name attribute is for informational purposes only at the moment.

Parameters

Parameter	Value	Description	Parameter Type	Data Type
body	<pre> { "shortName": "", }, "extended": { "field1": "", "field120": "" }, "isClosed": false, "isTestTicket": false </pre>		body	Model Model Schema

Parameter content type: application/json

Model Schema:

```

{
  "shortDescription": "",
  "description": "",
  "remarks": "",
  "diagnosis": "",
  "solution": "",
  "openTimeutc": "",
  "closeTimeutc": "",
  "responseTimeutc": "",
  "problemstartTimeutc": ""
}

```

Click to set as parameter value

[Try it out!](#)

The extended fields can be specified in JSON format when creating a new ticket using the POST method.

```

"extended": {
  "extField1": "field1Value",
}

```

The extended fields can be used in JSON format when updating an existing ticket using PATCH method:

PATCH /v1/tickets/{id} Update ticket

Implementation Notes
 Tickets can be updated via the REST API using the HTTP PATCH method and the JSON PATCH format as specified in RFC 6902

Parameters

Parameter	Value	Description	Parameter Type	Data Type
id	12345678		path	integer
body	<pre> [["op": "replace", "path": "/extended/extField1", "value": "field1updatedValue"]] </pre>		body	Model Model Schema

Parameter content type: application/json-patch+json

Model Schema:

```

[
  {
    "op": "",
    "path": "",
    "value": ""
  }
]

```

Click to set as parameter value

[Try it out!](#)


```
[{
  "op": "replace",
  "path": "/extended/field1",
  "value": "field1updatedValue"
}]
```

To be able to use this API, a valid access token must be fetched through the endpoint “/ws/rest/oauth/token”. For more details on this API, see [Rest API documentation](#).

Assigning Technicians to Queues

Cisco ServiceGrid Release 7.3 supports assigning technicians to a queue through all RESTful Ticket APIs.

POST /v1/tickets/ Create a ticket

Implementation Notes
Create a new ticket. Referenced entities (like contracts, contract elements, urgency or priority) have to be specified via their respective 'shortname'. The name attribute is for informational purposes only at the moment.

Parameters

Parameter	Value	Description	Parameter Type	Data Type
body	<pre>{ "queueOne": { "shortName": "" }, "queueTwo": { "shortName": "" }, "queueThree": { "shortName": "" }, "technicianOne": { "shortName": "" }, "technicianTwo": { "shortName": "" }, "technicianThree": { "shortName": "" } }</pre>		body	Model Model S <pre>{ "shortDescri", "description", "remarks": "", "diagnosis": "", "solution": "", "openTimeUTC", "closeTimeUTC", "responseTime", "problemStar" }</pre>

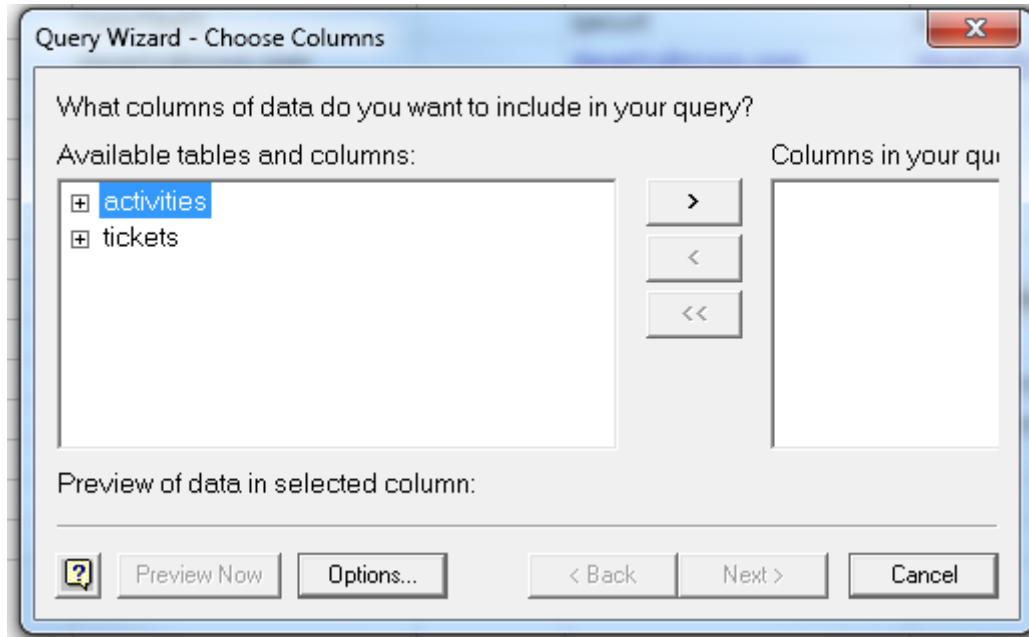
Parameter content type: application/json

```
"queueOne": {"shortName": ""},
"queueTwo": {"shortName": ""},
"queueThree": {"shortName": ""},
"technicianOne": {"shortName": ""},
"technicianTwo": {"shortName": ""},
"technicianThree": {"shortName": ""}
```

To be able to use this API, a valid access token must be fetched through the endpoint “/ws/rest/oauth/token”. For more details on this API, see [Rest API documentation](#).

Reporting Database

In addition to the ticket table, a new table “activities” has been created for storing the ticket activities in the Reporting Database. This table can be used to create reports based on the entity “activities”.



This screenshot shows the consumed reporting activity data through ODBC out of MS Excel.

objid	activitytype	activitytypename	busytimeutc	workstarttimeutc	workendtimeutc	backtimeutc	travelminutes	workminutes	travelbackminutes
522650792	SRV	Service	07.09.2015 09:47	07.09.2015 09:47	07.09.2015 10:31	07.09.2015 11:04	0	44	
522650793	INS	Installation	07.09.2015 09:37	07.09.2015 09:59	07.09.2015 10:32	07.09.2015 11:16	22	33	
522650796	TRA	Training	07.09.2015 10:37	07.09.2015 10:42	07.09.2015 10:52	07.09.2015 11:12	5	10	
522650797	INS	Installation	08.09.2015 09:02	08.09.2015 09:12	08.09.2015 09:32	08.09.2015 10:52	10	20	
522650798	TRA	Training	08.09.2015 05:25	08.09.2015 05:45	08.09.2015 09:05	08.09.2015 09:35	20	200	

For more details on this database, see [Report Database](#).

ServiceGrid Portal

JSON to XML Conversion Preview

Starting release 7.3, you can see the preview of the XML file converted using the JSON-to-XML conversion method within the template administration. Due to this change, a couple of elements have been added to the UI to make it easier for you to customize ServiceGrid to work with JSON data.

The following UI changes are implemented:

- A new content-type JSON is available for inbound templates.

The screenshot shows the 'Edit Template' form with the following fields:

- *Company:** Test10
- *Name:** TEST_JSON
- Description:** (empty text area)
- *Content Type:** JSON (selected in a dropdown menu)

- The following new options are available when creating/updating template with the JSON content-type:
 - A new field for entering “JSON Test Input” data is available.
 - After selecting the “Transform to XML” button, the option “Transform to XML” is available.
 - After selecting the “Transform to XML” button, the option “Transform to XML and apply XSL” is available.

The screenshot displays the template configuration interface with the following sections:

- XSL Template:**

```
<?xml version="1.0" encoding="UTF-8"?>
<Calls.CallResponseTime> <xsl:value-of select="/SD.call/CallResponseTimeStr" /> </Calls.CallResponseTime>
<Calls.CallStateChangeTime> <xsl:value-of select="/SD.call/CallStateChangeTimeStr" /> </Calls.CallStateChangeTime>
```
- XML Test Input:**

```
<?xml version="1.0" encoding="UTF-8"?>
<root type="object">
  <ticket type="object">
    <customerTicketId type="text">customerTicketId REST</customerTicketId>
    <providerTicketId type="text">providerTicketId REST</providerTicketId>
    <parentTicketId type="number">200034096</parentTicketId>
    <ticketId type="number">200034095</ticketId>
```
- JSON Test Input:**

```
{
  "ticket" : {
    "customerTicketId" : "customerTicketId REST",
    "providerTicketId" : "providerTicketId REST"
  }
}
```

A context menu is open over the JSON Test Input field, showing the following options:

- Edit JSON
- Transform to XML
- Transform to XML and apply XSL

Search and Replace Functionality with Templates

Starting release 7.3, a search and replace functionality is available in the template administration for the Inbound and Outbound templates.



When you press F1 while editing your template (For example, XML, XSL or JSON), a help window will pop up to show you how searching and replacing capabilities are working.



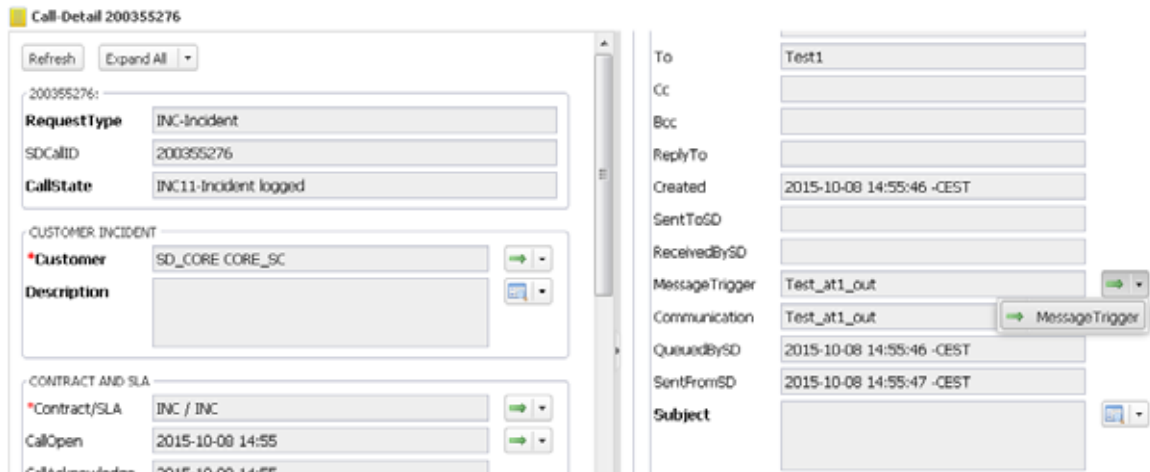
Note

This search functionality is available only within the new portal template administration.

Linking Message Rules Tree from Ticket Detail or Message Detail

This feature allows you to jump directly into the Message Rule Administration out of a Ticket Detail form or a Message Detail form.

Message Trigger button out of a Ticket Detail form:



Message Trigger button out of a Message Detail form:

Messages - 1	
ID	200355288
SDCallID	200355286
Type	WS.out
IsActive	Y
MessageType	Event
Owner	Test10 INC
Customer	SD_CORE CORE_SC
Provider	Test10 INC
Direction	Outbound
Created	2015-10-08 15:14-CEST
MessageTrigger	Test_at1_out 
Communication	Test_at1_out 
QueuedBySD	2015-10-08 15:14-CEST
SentFromSD	2015-10-08 15:14-CEST

If the user is a portal administrator and a member of the organization owning the Message Trigger, the button “MessageTrigger” in the Ticket Detail form or Message Detail form will open the following window in the Portal, showing the Message Rule Administration.

Linked MessageRules	
Update by: Test_eu2-dev_out	
WebService REST/SOAP outbound: Test_eu2-dev_out (1)	
Test_eu2-dev_out (1)	
Test1	
Conditions	
Filters (0)	
Scopes (0)	
Service Times (0)	




Note Only the selected Trigger and its sub-categories will be accessible and the trigger will also be automatically expanded.

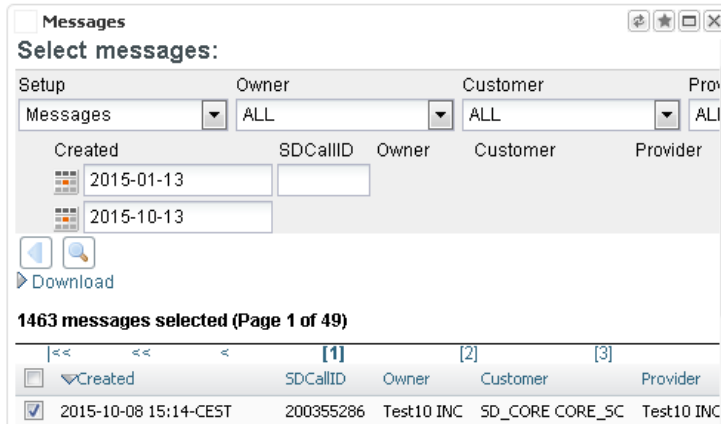
Adding Request Type to Calls List and Devices List

An additional field “RequestType” has been added to the Calls and Devices List from release 7.3. This new field can be used for sorting, filtering and downloading lists based on the request type.

Reloading Portal Window

Starting release 7.3, all portal windows that load content from a remote source have a reload icon  on the top right corner of the window.

When you click the reload icon, the window will automatically reload its content. Windows that do not load remote content (For example, Folders), will not have the reload icon.



Type Ahead Function Enhancement

Starting release 7.3, a slightly changed UI (without a drop-down list) will be available after typing the first 3 characters into the call detail field (For example, contact person).

CREATE INCIDENT - 2

Reset

New:

RequestType INC-Incident

CallState INC11-Incident logged

CUSTOMER INCIDENT

***Customer**

Caller Test10

CallerEmail daseitz@cisco.com

CallerTel +431

***Description** New Incident

Contact egg

CPFFirstName Egger (helpdesk.de) Harry, Egger (helpdesk.de), Harry, EGHA, 2317, MT27, 1200, Hugo, Y

CPLastName Test10

For more details on Type Ahead function, see [Type Ahead Lookup](#).

Important Notes

For all customers running their own infrastructure or using a Cisco Partner infrastructure, customers need to contact their implementation partner on the specific release date of the Cisco ServiceGrid 7.3 deployment.

Limitations and Restrictions

The requirements mentioned in Browser Class 1 in “[System Requirements](#)” section on page 3 provide the minimum system requirements for Cisco ServiceGrid.

End-User License Agreement

All new functions and modules are installed on the corresponding platforms. New functions and modules, which are part of the general update are available to all customers of that platform. Some of the new functions and modules must be licensed before they are used in customized systems.

ServiceGrid Documentation

Table 2 ServiceGrid Documentation

ServiceGrid DocWiki	ServiceGrid DocWiki manuals, Implementation Guides, and Release Notes Archive: http://docwiki.cisco.com/wiki/ServiceGrid
ServiceGrid Support Community	Announcements, Release Notes, Support Forum, and Blog: https://supportforums.cisco.com/community/11933756/cisco-servicegrid

Support Information

Table 3 Support Information

Cisco Support	email: tac@cisco.com Phone: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html#telephone Web: www.cisco.com/support
Customer/Partner Maintenance Announcements	servicegrid-support@cisco.com
Support Reference Guide	www.cisco.com/web/services/acquisitions/downloads/solvedirect-tech-support-reference-guide.pdf

Related Articles

- [APIs in Cisco ServiceGrid](#)
- [Report Database](#)
- [Type Ahead Lookup](#)

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