SPACERA

Apollo Mission Control

Integration update | October 2026

Read this alongside earlier Apollo overview and service description PDFs. It updates integration coverage and setup requirements; it does not change your contracted service scope.

Google Meet: registration plus CSV inventory

A Google Workspace super administrator authorises delegated **read-only Meet hardware audit-log access**. In Settings > Integrations > Google Meet, generate a registration link and provide the Customer ID and a reference administrator who can read hardware reports.

Hardware inventory is separate. Export Devices > Google Meet hardware from Google Admin console, then choose Import CSV in Apollo, review the preview and confirm. Re-import when devices are added, moved or retired. Registration alone adds no devices; CSV import alone does not establish Connected status.

Supported monitoring: depending on service configuration, polled hardware events can provide device/peripheral insights and alerts, with delayed quality data from real calls. Your Spacera partner will confirm the monitoring scope for your environment. **Google Meet Launch Checks are not supported.**

Zoho Desk: Service Desk setup

Zoho Desk is included in Settings > Integrations > Service Desk. Prepare your Zoho data centre, numeric organisation, department and contact API IDs, OAuth client credentials and refresh token, and a writable, searchable **cf_ ticket reference field**. Complete the generated registration form.

Configure the supplied private callback URL for **Ticket Add and Ticket Update** events, filtered to the configured department, with status included for updates. Events must carry the ticket ID and reference field. The callback URL contains an access key; keep it private.

Supported workflow: ticket creation, diagnostic comments and status synchronisation. Processing requires partner-assisted service activation and a configured route; registration alone does not activate it. Direct Zoho Desk portal ticket links are not supported.

Service activation and scope

Capabilities vary by service configuration. Your Spacera partner will confirm the Google Meet monitoring options and Zoho Desk ticket workflow included for your environment.

The integration catalogue covers **10 room platforms and 5 verified service desk tools**, plus partner-activated Zoho Desk setup.