

Smart Interactions

Benefits

- Differentiated support, faster access to entitled services, and an integrated technical support experience
- Improved productivity and operational efficiency
- Customer satisfaction is promoted through faster remediation
- Increased customer loyalty



API Resources

- View an API introductory presentation: [PSS API Overview](#)
- Find answers to your questions: [PSS API FAQ](#)
- Access the Cisco API Console: [PSS API Console](#)
- Refer to Documentation: [PSS API QSG: OnBoarding](#)
[PSS API Leading Practices Guide](#)
[PSS API Developers Guide](#)
- Training
[VoD: PSS API Overview \(6:30\)](#)
[VoD: Register Users \(3:20\)](#)
[VoD: Register an Application \(2:24\)](#)
[VoD: Obtain Access Token \(2:30\)](#)

Smart Interactions – PSS APIs

Partner Support Service APIs provide you with programmatic access to your customer's installed base management and alert data, seamlessly integrating into your existing systems and processes. Two types of APIs are available for PSS Service Levels:

- Support APIs do not require a collector and deliver non-device-specific information.
- PSS Smart APIs require a collector and provide Cisco information that is correlated to a specific customer network.

You will need to be registered on the Cisco API Console by your delegated administrator to use PSS APIs. PSS APIs support the Simple Object Access Protocol (SOAP).

About PSS Support APIs

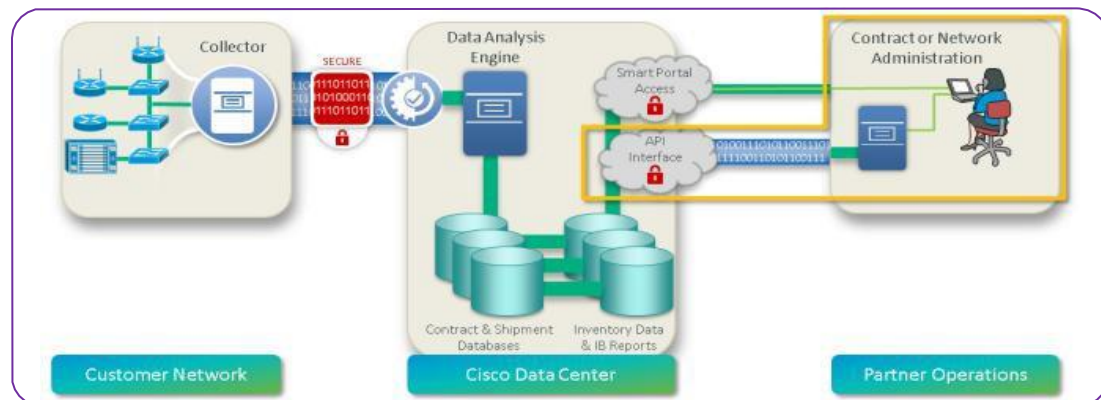
The PSS Support APIs provides REST based APIs that provide access technical support data. Support APIs include Bug Search, EoX, Support Case, Service Order Return (RMA), Automated Software Distribution, Smart Software Selection, and Serial Number to Information.

About PSS Smart APIs

PSS API service calls return data that is managed by the Smart Portal. Before PSS APIs can provide the data, collector registration, and inventory processing of your customer's network needs to occur.

PSS APIs are designed to be called by a client software application developed by an application developer within your partner organization. The smart data returned from the API call should then be stored in a local data repository at your site. They are not intended to be used in a transactional, mode.

PSS Smart API data flow



PSS Smart APIs (continued)

Types of PSS Smart APIs:

- Inventory – Physical, Chassis & Module level
- Contract information
- End-of-life (HW and SW) Alerts
- Field Notice (FN) Alert information
- IntelliShield (IS) Alerts
- PSIRT Alerts
- NPDR (Not Processed Devices Report)

Go to the Cisco API console to access PSS Smart APIs, sample code, API training and documentation.

The [API Console](#) also provides metrics and reporting tools for use by PSS partner developers



How do I gain access to the API Console?

To implement APIs, you should contact the [Cisco Smart Services Bureau](#) to request access.

A delegated administrator at your partner company will be granted access to the Cisco Services Access Manager tool.


Your delegated administrator can then grant access to other users within your company.




Getting started using PSS APIs



How does a developer get started?

To access the PSS APIs, developers of applications using PSS APIs in your company should:

1. Request access to the PSS API Console from your API delegated administrator (DA).
 - a. Provide your Cisco ID. If you are not registered, select the **Account** link from the www.cisco.com website and sign up for a Cisco ID.
2.  Access the [Cisco API Console](https://apiconsole.cisco.com/) using the link within the confirming email you'll receive. <https://apiconsole.cisco.com/>
3. View Training tutorials and demonstrations from the PSS Tutorials tab by selecting My APIs > PSS APIs > Tutorials.
4. Access sample PSS API scripts for making API calls from the PSS APIs Downloads tab.

5.  Register your Application and receive your Client ID and Client Key from the My Applications tab.
 - a. Select Client Credentials option under the OAuth2.0 Credentials prompt.
 - b. Select the PSS APIs.
6.  Use your API application Client ID and Client Key to obtain an access Token. Each token is good for one hour.
7.  Use your Token to access the PSS APIs.
8. Use the PSS Inventory Service API call to define client and device scope. Then select your Clients and Devices to use for all other API Calls.

Refer to the [PSS API Developers Guide](#) for more details.