



Cisco® Partner Support Service (PSS) is designed to provide qualified Cisco partners with assets that can be used to build and enhance support services to profitably expand their business practice. The service provides partners with access to Cisco's foundational support, smart capabilities, and deep knowledge base that can then be combined with their own resources and unique capabilities. Partner Support Service provides the foundation for partners to cost-effectively develop personalized solutions with actionable intelligence and proactive support for their customers.

As part of the smart interaction capabilities of PSS, smart and Support APIs have been created to enable partners to integrate a wide variety of data from Cisco into their own business and support applications.

**Q. What are the differences between Smart APIs and Support APIs?**

A. Smart APIs require an Install Base Management collection to deliver correlated device-specific information. Support APIs do not require a collector and deliver non-device-specific information. PSS provides three Support APIs: EoX, Case, and Service Order Return APIs.

**Q. What is the scope of the PSS Smart APIs?**

A.. The PSS smart APIs provide partners with Installed Base Management and Alert Reporting information comparable to what a partner can access via the PSS portal. For a current list of the smart APIs supported in PSS, see the [PSS API Developer Guide](#) .

**Q. Why would a partner want to use the EoX Support API instead of the EoX Smart API?**

A. If a device is not supported by the collector used by PSS, the partner may get general (non-contract-specific) device information by using the Support EoX API.

**Q. In order to use the PSS APIs, does a partner need to order and pay for a separate Cisco SKU?**

A. Access to all PSS APIs is included, at no additional charge, in the price for PSS service contracts.

**Q. What is the API Console, what information does it contain, and who needs to access it?**

A. The API Console includes access to all smart and Support APIs available to PSS partners.<sup>1</sup> It also includes training, documentation, and sample code in multiple programming languages for use by software developers. The API Console provides metrics and reporting tools for use by PSS partner developers and their IT staff.

**Q. How does a partner who wants to implement the APIs gain access to the API Console?**

A. A PSS partner should contact the Cisco Smart Services Bureau to request access. With the partner's input, a delegated administrator will be granted access to the Cisco Services Access Manager tool. The delegated administrator can then access the API Console and grant access to other users within his or her company.

**Q. Are there any plans to make Device Diagnostics information available via a Smart API?**

A. Currently, the Smart APIs provide installed base and contract management information. Alerts generated by PSS Device Diagnostics, in contrast, are available via email. There are no plans make these alerts available via APIs at this time.

<sup>1</sup> In this document, the term "PSS partner" refers to a Cisco partner that is a member of the Cisco Services Partner Program, has met the PSS eligibility requirements, and has purchased PSS.

**Q. How is end-customer data transmitted from Cisco to the PSS partner during the response to an API call?**

A. All data retrieved by Cisco APIs is transmitted from Cisco to the partner via the Secure Sockets Layer (SSL) protocol, using an HTTPS browser connection.

**Q. Are sample responses from the PSS APIs available?**

A. Yes. Please see the [PSS API Developer Guide](#).

**Q. Do you have sample inventory data that I could access through the API?**

A. Not at this time.

**Q. Does Cisco provide sample code to PSS partner developers who implement the APIs?**

A. Cisco provides Smart API documentation based upon eleven programming languages; Java, C, C++, .Net, Objective C, Oracle PL/SQL Developer, Perl, PHP, Python, Ruby, Visual Basic 6.0. For details, see the “Source Codes” listing under the Downloads tab on the API Console.

**Q. Which software protocols can be used with the Smart APIs?**

A. PSS Smart APIs support the Simple Object Access Protocol (SOAP). The API service call to obtain an access token uses Representational State Transfer (REST) protocol. For details see the [PSS API Developer Guide](#).

**Q. Are there any limitations on the use of the PSS Smart APIs?**

A. PSS partners may use the Smart APIs on both their internal lab or demo environments and with end customers for which the partner **has deployed Installed Base Management and Alert Reporting. Currently there is a limit of 10,000 Product ID’s per network.**

**Q. Can data related to expired contracts be accessed through the Smart APIs?**

A. For devices that have expired contracts, contract information cannot be accessed, but inventory information for those devices can be accessed.

**Q. Does the original seller of the coverage or contract of the device matter, as far as getting access to device information?**

A. Yes, from a Smart Portal perspective. Only the original seller can see the contract information for a device.

**Q. What resource materials are available to partners for the Smart and Support APIs?**

A. The following resource materials are available to partner administrators and application developers via the [PSS Community](#) and the [API Console](#):

**Smart APIs**

- PSS API Quick Start Guide
- PSS API Console User Guide
- PSS API Developer Guide

**Support APIs**

- Automated Software Distribution API Reference
- Bug Search 2.0 API Reference
- Case API Reference
- EoX API Reference
- Product Information API Reference
- Serial Number to Information API Reference
- Service Order Return API Reference
- Software Suggestion API Reference
- Trends API Reference

Additional “How to” guides are also available.

Cisco is committed to helping its partners achieve operational efficiencies and enhancing the services they offer to their end customers. Cisco would like to capture feedback on these APIs with the goal of making future enhancements that provide additional value to its partners. Partners will be able to register their applications on Cisco’s API Console and communicate with subject-matter experts via Cisco’s private [PSS Community](#).

**For More Information about Cisco’s Partner Support Service APIs**

Visit the [PSS Community](#) page, or send email inquiries to [ask-pss-pm@cisco.com](mailto:ask-pss-pm@cisco.com).