An Overview of Cisco Services APIs
for Cisco Partner Support Service

February, 2016

Topics

Smart Services review

Smart Interactions

Cisco Services APIs

Smart Support Services and APIs

Functional Overview

Cisco Smart Services
Delivered through Smart Interactions

Services with

Automated Software-Enabled Capabilities

…Which collect

Network Diagnostic Data

…Which is analyzed and compared with

Cisco's Deep Knowledge Base

…to Provide

Actionable Insight

Integrated with foundational support services

24 x 7 x 365 TAC Access

Advanced Hardware Replacement

Software Updates

Online Technical Resources

Partner Support Service

Partners develop and deploy services based on both foundational & smart capabilities

Smart Capabilities

Foundational Capabilities

IB Management	Alert Reporting	Device Diagnostics	Smart Interactions
Software Updates	Advance Hardware Replacement		- Smart Bonding - Smart Portal - Smart APIs - PSS Support Community
Online Technical Resources	Partner Access to Cisco TAC		

Combining visibility to end customer devices and networks with Cisco's deep knowledge base
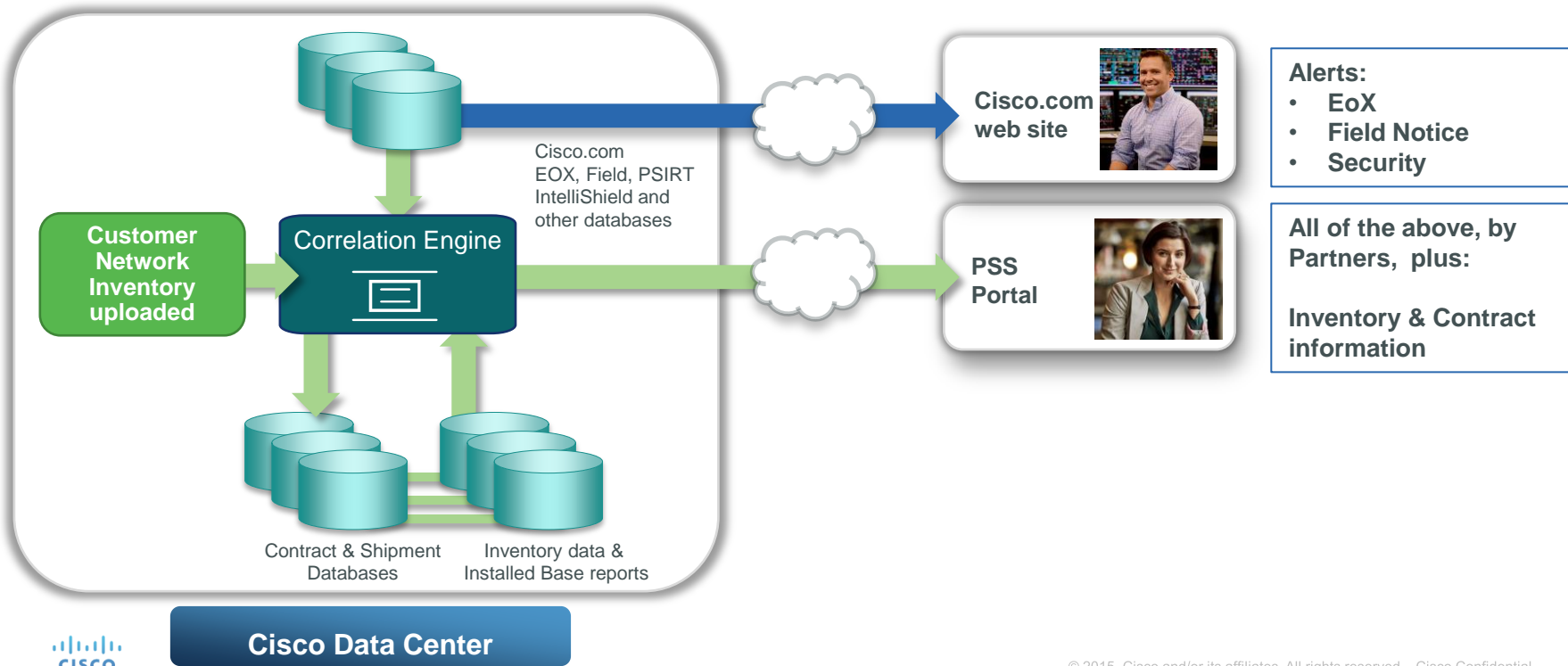
Drive Incremental Services Revenue

Improve Operational Support Margins

Increase Customer Loyalty

How is the information accessed?
By Customers and Partners

Customer Network Inventory uploaded

Correlation Engine

Cisco.com
EOX, Field, PSIRT IntelliShield and other databases

Contract & Shipment Databases

Inventory data & Installed Base reports

Cisco Data Center

Cisco.com web site

PSS Portal

Alerts:
- **EoX**
- **Field Notice**
- **Security**

All of the above, by Partners, plus:

Inventory & Contract information

Partners can harness data using APIs
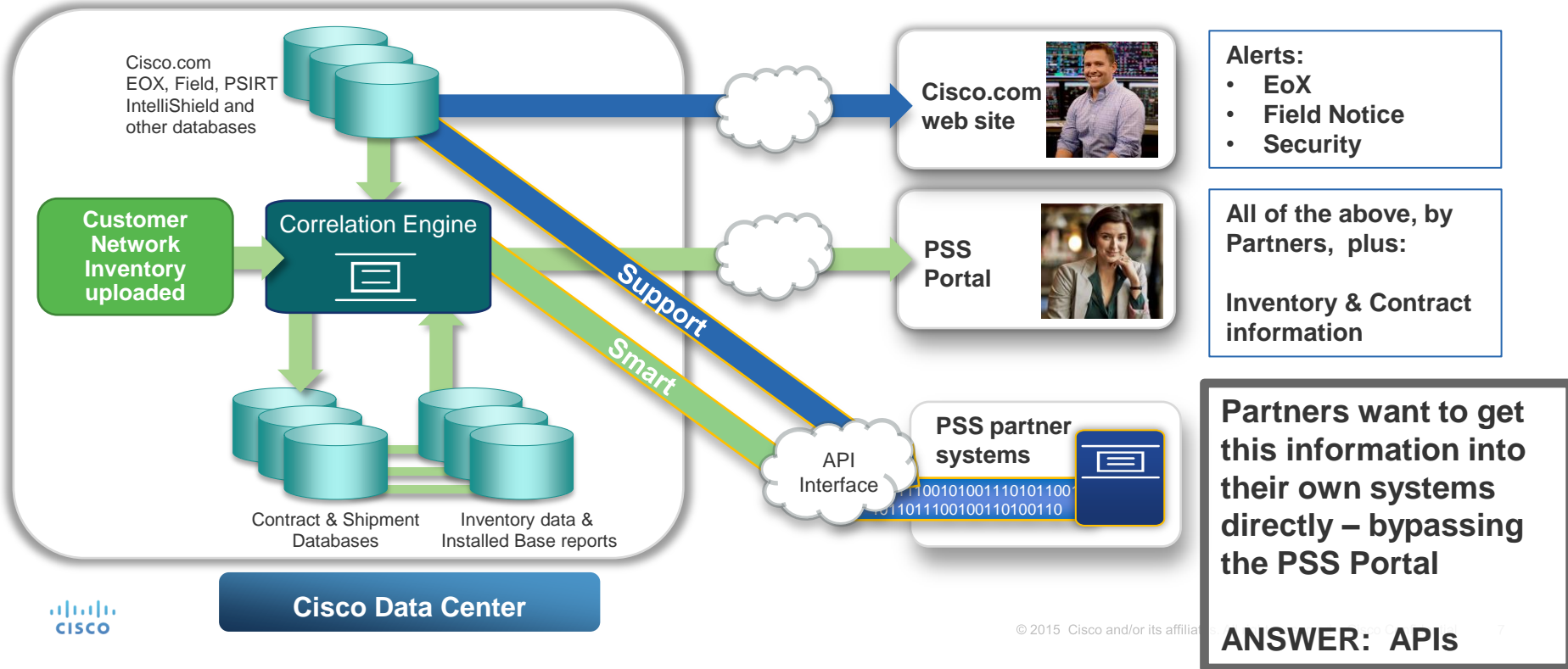
Cisco Services APIs
Two Types

PSS Smart APIs (customer specific)	Support APIs (general purpose)
Access to Smart-based collection info Requires 'Smart data' to be collected either via the CSP-C or manual upload Example: • EoX for **your specific** 4500 Cisco devices.	Access to Cisco.com information Does not require Smart data collection Example: • EoX for **all** 4500 Cisco devices, Partner determines applicability for your customer's network devices

APIs: Provide a way for computer systems to directly communicate with each other, without the need for a web page or portal

PSS API Functionality: Smart and Support

API Service Types	Smart Provides Cisco information that is correlated to a specific customer network inventory.	Support Provides general information based on user input, such as a product identifier
• Inventory • Contract	✓	No
• EoX (SW and HW)	✓	✓
• PSIRT • IntelliShield • Field Notice	✓	future - tbd
• Last Updated • NPDR • Data Source (beta) • Import Service (beta)	✓	No

Support APIs

Support APIs	Description
Automated Software Distribution	Get software information and download URLs
Bug Search	Lookup information for specific bugs, search for bugs using keywords or download all bugs for products in their networks
Case	Track support cases as an organic part of network management
EOX	See and monitor the lifecycle status of all your Cisco products
Product Information	Access Cisco product information associated with devices by serial number or product ID
Serial Number to Information	Programmatically look up product identifier and coverage status for devices in their networks
Service Order Return	Get real-time access to Return Material Authorization (RMA) information
Software Suggestion	See Cisco-suggested software releases for specific products
Trends	Access aggregate & contextual Trends info related to bugs, webpages, software downloads and product ids (PIDs) in either support cases or Support website.

Cisco PSS Smart APIs

Capability	API Service	Description
Inventory	Inventory Service	Retrieves device information based on the most recent inventory collection
Inventory	NPDR Service	Retrieves all devices in an inventory upload that are not processed by PSS.
Contract	Contract Service	Retrieves contract information (contract details, coverage, and site address info) for a specific customer inventory and devices on the network
EoX	HWEoX Service	Retrieves hardware end-of-life information for given customer and devices
EoX	SWEoX Service	Retrieves software end-of-life information for a given customer and devices
Alerts	PSIRT Service	Retrieves all PSIRT Alerts for the specified customer, inventory and devices
Alerts	Field Notice Service	Retrieves all Field Notices for the specified customer, inventory and devices
Alerts	IntelliShield Service	Retrieves all IntelliShield Alerts for the specified customer, inventory and devices
Data collection	Import Service (beta)	Allows a partner to import an inventory from a variety of sources including non-Cisco collection solutions. Access to this service requires special approval from PSS management.
Data collection	Data Source Service (beta)	Provides the ability to create a collector registration
	LastUpdated Service	Retrieves last updated dates for the following three APIs— Inventory, Contracts and Alerts

Entitlement to APIs
by Smart Support Service Offers

- Access to APIs are entitled as part of the purchase of a specific Cisco Support Service (as shown below)

- APIs are not available as a standalone offer

	Cisco Service	Smart APIs	Support APIs
Smart Support Service Offers	Partner Support Service	✓	✓
	Smart Care	No	No
	Smart Net Total Care	No	(future)

API Business Benefits
Support and Smart APIs

Improve productivity and operational efficiency

- Leverage existing tools and resources
- No need to retrain staff on a new portal

Provide a differentiated customer experience

- Integrate the Installed base and Alerts data into custom applications (e.g. Network Management or Incident Management)

Bring new services to market faster

- PSS APIs are based on standard Web Services - SOAP
- **Coming Soon!** PSS APIs will migrate to REST /JSON to improve ease of use