



Partner Support Service Overview Guide

Assisting Partners with Implementation

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Topic Snapshot

This Partner Support Service high level implementation overview is for:

- Sales Operations
- Account managers
- Deployment Engineers (as an introduction)
- Operations (as an introduction)

About the Guide

This guide presents resources to help you implement your company branded collaborative support and/or managed service contracts under the Cisco® Partner Support Service offering that you sell.



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Purpose

This guide is designed to help you implement the Partner Support Service (PSS) foundational and smart capabilities in your existing or new service offerings.

Each of the foundational and smart capabilities is described at a high level. The benefits to your business and guidance on getting started with and using the capability are included.

This guide presents links to resources which will help you successfully build your service practice, when you sell your own partner branded collaborative support, and/or managed service contracts under the Cisco® Partner Support Service offering.

Goal

Provide a self-service resource guide for end to end implementation of PSS foundational and smart capabilities in your service delivery operation.

Intended audience

- Partner Sales Operations
- Partner Technical Engineers

Key Benefits

- Drive incremental services revenue
- Improve operational support margins
- Increase customer loyalty

Resources

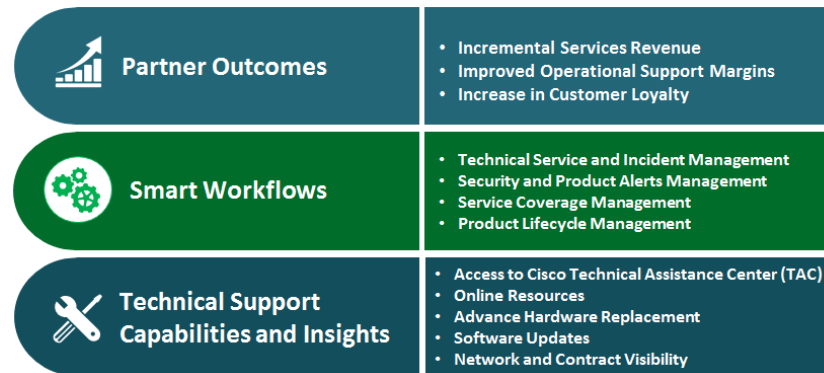
- [PSS Overview Presentation](#)
- [PSS API Overview](#)

Partner Support Service Overview

Partner Support Service (PSS) provides qualified Cisco channel partners with the tools and information to improve operational support margins or build a range of new support services practices to help expand your business. A collaborative PSS offering is purchased by you, and delivered by you, the partner, with the support of the Cisco services infrastructure. This is different from Cisco Branded Services whereby a partner sells the service offering and Cisco fulfills it.

You, the partner, develop and deploy services based on both foundational and smart capabilities and retain primary responsibility for providing support to your end users under your own brand of collaborative service enabled by PSS. Partner Support Service is structured to allow for a phased implementation.

Figure 1: Partner Support Service Capabilities



Foundational Services

At the foundation of Cisco Partner Support Service is Cisco's award-winning technical support service, which offers you anytime access to Cisco engineers and an extensive range of technical resources, which provides the following:

- Cisco Technical Assistance Center (TAC)
- Software downloads and updates
- Advance hardware replacement
- Online technical resources (Cisco.com)
- Optional onsite support

Smart Capabilities

PSS's differentiation is in the form of software-enabled smart capabilities that can be deployed when your business operations and IT infrastructure are ready. These smart capabilities are available to you at no additional charge and provide:

- Installed Base and Contract Management and Alert Reporting
- Proactive Device Diagnostics , powered by Cisco Smart Call Home® technology
- Smart Application Programming Interfaces ("Smart APIs").

PSS Quoting and Ordering Overview

Cisco PSS is in alignment with the Cisco Services Partner Program (CSPP) and uses the discounts, metrics, rebates, and compensation framework that is provided by the Cisco Services Partner Program.

Resources

- [PSS Service Level Quick Reference Guide](#)
- [PSS Ordering Guide for Partners](#)
- [PSS Ordering Guide for Resellers](#)
- [PSS Service Levels- Oct 2015](#)

Tools:

- Explore CSPP program availability, documentation, and training at the [Cisco Services Partner Program](#) website.
- [Download current PSS Price Lists](#)
- [Cisco Commerce Workspace \(CCW\)](#)
- [Cisco Service Contract Center \(Cisco SCC\)](#)

Training

- [Cisco Commerce Workspace Training](#)
- [Cisco Service Contract Center Training](#)

Support

- [Customer Service Central](#) (CSC)
- [Operations Exchange Community](#)

Eligibility

You can access Cisco PSS service levels if you have:

- Completed the CSPP onboarding process.
- Satisfied all eligibility criteria. Refer to the [Build Your Service Portfolio](#) on Partner Central for specific eligibility requirements.

Quote & Order

The ordering experience should be similar to what you experience today. Cisco PSS is designed to use the existing capabilities of the Cisco commerce tools for quoting, ordering, contract management, and renewals. Exceptions are documented in the ordering guides.

- The new service levels used by PSS will be visible in the commerce tool menus.
- Convert to PSS at time of contract renewal. Immediate conversion is not required for existing collaborative contracts.

Pricing

With the [Pricing Tool](#) you can download PSS pricing details in Excel format. They can be used to help you identify the Cisco product family coverage available under PSS. They are updated at the beginning of each month and should be downloaded frequently. Although pricing may not change, new product families may be added. Pricing for PSS service levels is divided across four separate price files:

- Partner Support Service Price File US/Canada
- Partner Support Service Price File ROW (rest of world – outside US/Canada)
- Unified Computing Services Price File
- TelePresence Services Price File

Order PSS with the following tools:

- Cisco Commerce Workspace (CCW).
- Cisco Service Contract Center (CSCC)
- Partner business-to-business (B2B) integrated ordering systems

Discounting

Partner discounts are established under the Cisco Services Partner Program. Once you have joined the Cisco Services Partner Program each member of your quoting team can log into the Cisco Services Partner Program site and navigate to the appropriate Performance Management Appendix for your region to determine your discounts for Cisco PSS Please note, your discount for Cisco PSS will be different than your discount for Cisco Branded Services such as SmartNet.Total Care. Check with your PSDM for more information

Getting Support

Several methods are available for you to get support for quoting and ordering PSS:

1. The [Customer Service Central](#) portal can be downloaded onto your My Cisco Workspace. From here you can manage customer service cases for help with orders, quotes, returns and more.
2. The [Operations Exchange Community](#) is a self-service platform which enables easy access to support content for both CCW and CSCC.
3. To assist you with PSS quoting and ordering needs, contact your Cisco partner service development manager (PSDM), your Cisco business development manager (BDM), or your business technical manager (BTM).

Service Entitlement Overview

This section provides information about Service Entitlement as it pertains to Cisco Partners who deliver collaborative support services to their customers through a Partner Support Service offering.

For this support model, your customers will contact you, their service provider, for all support related issues and you will escalate to Cisco when additional support is required.

Resources

- Manage Bill to ID and Contract association
[Service Access Management Tool \(SAMT\)](#)
- Review the Cisco Service Entitlement policy and process
[Cisco Entitlement Document](#)

What is Service Entitlement?

All Cisco Services support agreements are based on the concept of entitlement, the set of privileges Partners and Customers receive when purchasing a Cisco Service Agreement.

Based on terms in the services you support, you will be eligible to access one or more of the following service elements. These service elements help ensure your customer's network is available and reliable.

- Cisco Technical Assistance Center (TAC) support
- Hardware replacement
- Access to the Cisco support website
- Software downloads
- Optional onsite support

When your partner company delivers a technical support service backed by Cisco expertise with Partner Support Service, the Cisco device(s) at your customer's network must be under contract in order to be entitled to service.

Every service request (by phone, e-mail, or web) must include the contract number and valid serial number(s) for the gear in question. The Cisco ID of the Partner contacting Cisco about a specific device must be associated to the collaborative service contract under which the device is covered. Just as with other contracts, this is can be managed via Bill-to-IDs where you will be associated when the SAMT administrator for your company associates your Cisco ID with your company's Bill-to-ID or via association to specific customer contract numbers

Cisco cannot process a service request unless the entitlement requirements are in order.

Service Request Process

Customers who purchase a collaborative service offering from you should contact you with all support related issues.

After troubleshooting the problem with your customer, you may need to escalate foundational capability cases to [Cisco TAC](#) for additional support, for example, requesting hardware replacement. To confirm entitlement provide the following information:¹

- An active collaborative service contract which covers the specific device(s) associated with your Cisco.com profile
- Valid serial number of the impaired part
- Valid serial number of the chassis (if the impaired part is not a chassis)
- Active product ID for standalone software applications
- Severity level of the service issue (1, 2, 3, or 4)

Additional information that will assist in the determination of entitlement includes:

- Cisco product ID (PID) of the impaired part (example: CISCO2501) and its configuration
- Install site information (customer name, address, country)

Reach out to the [Smart Services Bureau](#) (SSB) for smart capability support issues. For these cases, you do not need a serial number, but still require a valid PSS contract associated to your Cisco ID.

Your customers should contact you regarding details of their collaborative services support contract.

¹ Subject to CSPP program compensation framework

What happens if there is No Valid Serial Number?

If there is not a valid serial number for the device requiring service, contact Cisco TAC and the case will be sent to a Cisco Global Service Relations (GSR) team that manages service entitlement. They will help you in determining if your customer is entitled to Cisco services for the device.

- Cisco Global Service Relations researches cases in which entitlement validation was unsuccessful.
- Unentitled customers can choose the following:
 1. Contact their equipment or service supplier to discuss service coverage options.
 2. For hardware replacement, purchase replacement parts or equipment from Cisco or your equipment and service supplier.
 3. In emergency situations there might be an option to pay for support as a one-time support incident using Cisco's time and materials process.
 4. Opt for no support.

Access to Services

If you are requesting access to Cisco services, it is important to associate all of your customer's appropriate contract numbers with your Cisco.com account so you can rapidly engage Cisco support. When Cisco sells a service contract in a collaborative model, Cisco sells the contract to a Partner company. Your Partner Company is assigned as the **Bill to** party, your customer is assigned the **Installed at** party, and the **Entitled** party is your Partner company. This means that only the partner whose Cisco ID is associated with your customer can reach out to Cisco for support.

Associating contract numbers to your Cisco.com account can be done by two methods.

Method 1: Through the administrator of your Partner company's Service Access Management Tool (SAMT). The Service Access Management Tool enables your administrator in your company to manage contract associations for your organization. Contract associations are key to enabling access to support under those contracts.

If your partner company has a relationship with Cisco that includes your own bill-to IDs, associations can be managed at that level. They can also be managed using individual contract numbers if your Partner company does not have a bill-to ID with Cisco.

Method 2: If your company does not have a Service Access Management Tool (SAMT) administrator or you do not know who the administrator is, follow these steps.

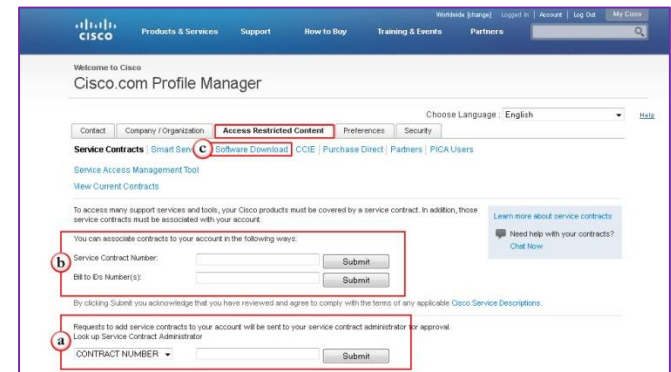
1. Log into Cisco.com.
2. Select **Account** on the upper right corner of the screen.

Figure 2: Account screen



3. Select the **Profile Manager** link.

Figure 3: Access to restricted content screen

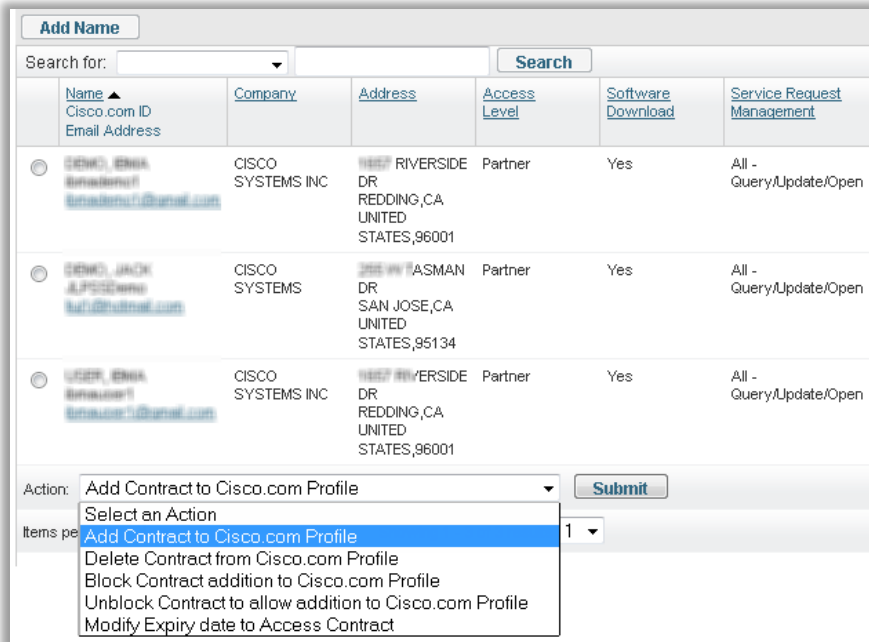


4. Under the **Access** tab:
 - a. Look up the **Service Access Management Tool Administrator** for your company by submitting a contract number or bill-to ID and then send an email to the administrator requesting your Cisco ID be associated with the Bill-to ID.

- b. Alternatively, you can request contract or bill-to ID associations by entering the appropriate contract or bill to ID information and clicking **Submit**.
- c. If your customer is seeking the ability to download software under a partner contract, use the **Software Download** link and provide the product serial number for the customer's device. The partner who owns the service contract for that device will be contacted to grant or deny software download privileges.

Figure 4: Service Access Management Tool

The **Service Access Management Tool** is an administrative tool that enables the administrator in your partner company to manage access of your user base to Cisco Services. Administrators can associate service contracts to Cisco.com profiles of other Partner employees so that services under those contracts, including Technical Assistance Center support, hardware replacement, and software downloads, are available to specific Partner employees.



Using Bill-To ID

Allows your designated administrator to determine which Bill-to IDs are in Cisco.com profiles and can be utilized to obtain Cisco Services.

Use this approach for the collaborative contracts, because your partner firm will be the Bill-to party on the contracts and you want to make sure your engineers or support teams have service access to all contracts having the same Bill-to ID.

Using Contract Number

This allows your administrator to determine which contract numbers are associated with Cisco.com profiles for access to Cisco Services.

Use this approach if your Partner company is the Bill-to company on the service contract and you want to limit access to the contract to specific users within your company, who will contact Cisco directly if additional support is needed.

For more information and training, see the [Service Access Management Tool](#) (SAMT) website.

Foundational Capabilities Overview

Cisco foundational capabilities provide superior, globally consistent services to help you improve profitability, retain and satisfy customers, and manage and grow your Cisco Services business.

Resources

- Onsite service delivery: [PSS Onsite Service Delivery Guide](#)
- Technical Support Levels defined:
 - Level 0 – Procedural: simple processing of customer call, using pre-scripted text
 - Level 1 – Basic: product troubleshooting
 - Level 2 – Advanced customer support requiring certified resources with specialized education
 - Level 3 – Expert: Highest in complexity, resolve issues reported to TAC for first time where no documentation exists, often requires direct interaction with development engineer

More Technical Support Level details: [Cisco Channel Program Audit and Policies](#), Appendix 1

Foundational Capabilities

At the foundation of Cisco Partner Support Service is Cisco's world class technical support service which we have been delivering for a number of years. Foundational Services provides the following:



- Around-the-clock, global access to the Cisco Technical Assistance Center (TAC)
- Access to the extensive knowledge base and tools on the Cisco.com support website
- Advance hardware replacement options, including 2-hour, 4-hour, and next-business-day (NBD) advance replacement, as well as return for repair (RFR)
- Ongoing system software updates within the licensed feature set
- Cisco software support to extend the life of Cisco devices with improved security, increased performance, bandwidth management, new protocol support, and greater interoperability
- Optional onsite support is included with some of the PSS service levels so you can use the onsite field engineering team to install replacement parts. This may be crucial for filling in engineering capability gaps you might currently have in specific geographies. See the [PSS Onsite Service Guide](#) for specifics.

Note: The partner company is responsible for handling front end technical support levels 0 – 2.

Figure 5: Partner Support Service Delivery Flow



Technical Support

As a Cisco partner, you will build your own range of collaborative service offerings based on PSS foundational and/or smart capabilities. When you sell a service contract to your end-customers, you purchase a PSS contract from Cisco covering the devices installed at your end customer's site.

Your end-customer works with you for all support and you have access to all the foundational capabilities from Cisco.

Adoption of smart capabilities is usually completed in multiple phases.

PSS Foundation Capability: Three Way RMA/Self-Sparing

Cisco has enhanced the business process for partners that maintain spare inventory in their own depots. This globally consistent process manages serial number swaps between contracts when processing Return Materials Authorizations (RMAs) with Cisco's SORT tool.

Advance registration is required before using the new 3-Way RMA/Self-Sparing process.

Contact your local Partner Services Development Manager for information on registration and training.

Benefits for partners that self-spare include:

1. The automated RMA process supports three way RMA transactions at the time of RMA creation.
 - Partners that self-spare can enter two serial numbers at the time of RMA creation using the Service Order RMA Tool (SORT):
 1. Serial number of claimed defective part from customer network
 2. Serial number of spare part used by partner to replace claimed defective part on customer network
2. Ability to minimize/eliminate partner overhead to monitor and coordinate contract swaps

Smart Capabilities Overview

Cisco leverages its deep knowledge base to provide automation and intelligence within devices to help you transform your delivery of technical support from a simple, reactive service to proactive, preemptive service through the implementation of software based modular smart capabilities.



Smart Capabilities



Installed Base Management and Alert Reporting

- Installed Base Management:** Simplify contract and entitlement issues, and processes based on the collection of up-to-date inventory information of the Cisco installed base on your customer's network. Run reports to verify service contracts are in place.
- Alert Reporting:** Identify devices affected by hardware, software, and security alerts and field notices to help preempt service disruptions and deliver important notifications about Cisco products in your customers' networks.

Device Diagnostics

Reduce unplanned network downtime by continuously self-diagnosing the health of Cisco devices using this automated support capability powered by Cisco Smart Call Home® technology.

Smart Interactions

- Smart APIs:** Embed your customer's device inventory, contract, end-of-life/end-of-sale, and alert information directly into your own software tools using Smart APIs. PSS Smart APIs provide an electronic machine-to-machine interface for data exchange.

A major component of Smart Capabilities is the process of comparing your end customers' network device information with the deep knowledge base contained in Cisco databases. A key element is the data collection process which feeds the smart capabilities processes. Installing and configuring a collector is the first step to providing you with access to the smart capabilities described above.

Access to Smart Capabilities

To implement and use the PSS Smart capabilities, Partners will need to be registered for the PSS 3.x Portal as either a Partner Administrator or Partner User.

Registration

- [Partner Support Service User Guide](#)
- [User Registration](#)

Smart Portal User Roles

Function	Associated Privileges
Super Administrator	<p>One Super Administrator is identified for each Partner definition and is on-boarded by Cisco Support. The Super Administrator performs the following tasks:</p> <ul style="list-style-type: none"> ▪ Manage the Partner Definition ▪ User administration ▪ CSPC Collector Administration ▪ View all reports
Administrator	<p>The Partner Administrator manages access and privileges to see reports for the customer companies the partner has purchased PSS contract(s) for. The Partner Administrator performs the following tasks:</p> <ul style="list-style-type: none"> ▪ Register other users for the PSS 3.x Portal. ▪ View, manage and update user registrations associated with PSS contracts. ▪ Register collectors and maintain collector registrations ▪ Download a license file(s) for collector(s). ▪ View reports. ▪ Configure NOC/admin email addresses (Email Setup).
User	<p>The Partner User performs the following tasks:</p> <ul style="list-style-type: none"> ▪ Maintain personal registration. ▪ View reports in the PSS 3.x Portal for devices under PSS contract(s). ▪ Register collectors and maintain collector registrations <ul style="list-style-type: none"> ▪ Manage email notification preferences related to these device.

Installed Base Management & Alert Reporting

Benefits

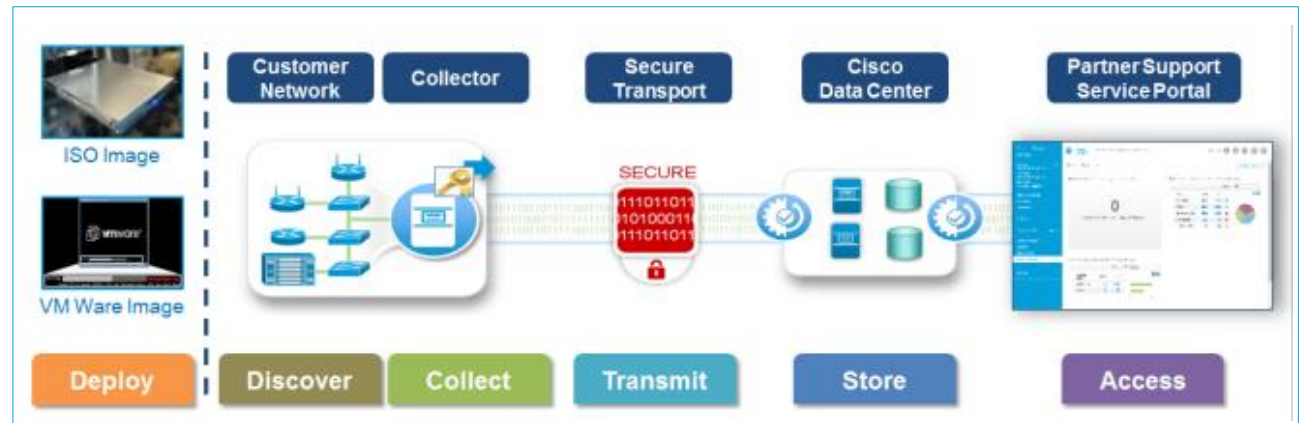
- Simplify business operations
- Increase operational efficiency
- Improve risk management
- Reduce cost of (renewal) sales
- Open up new revenue opportunities

Stage 1: Deployment Resources

- Planning for deployment:
[PSS Partner Pre-Install Checklist](#)



Figure 6: PSS Installed Base management and Alert Reporting workflow



Summary

Installed Base Management and Alert reporting uses the Cisco Common Services Platform Collector (CSPC). When you implement this smart capability for your customer you will be provided with smart reports that detail their inventory and contract management information.

Building on the collected Inventory information, Alert Reporting provides reports that detail, product alerts, security alerts and end of life (EoX) data on a per end user basis. You can access these capabilities from the Smart Portal.

Deployment of the Installed Base Management & Alerts smart capability of Partner Support Service consists of the following three stages.

Stage 1: Prepare for Deployment

Review the [PSS Partner Pre-Install Checklist](#) to determine the information and resources needed when you register on the PSS Smart Portal and install a Common Services Platform Collector (CSPC). During the planning stage you will:

- Register on Cisco.com to create a Cisco.Com ID if you don't already have one.
- Identify applicable end customer PSS contracts.
- Associate at least one PSS contract to Cisco.com profiles of people on account team.
- Request a Partner Admin to register you on the PSS 3.x Portal.
- Register Collector(s) on the PSS 3.x Portal.
- Gather device credentials.
- Plan how and when inventories should be processed.

Stage 2: Operations Resources

- Deploying Installed Base Management & Alert Reporting:
[Installed Base Management & Alerts Deployment Guide](#)
- Installing a Smart Collector:
[CSPC Quick Start Guide](#)
- [Managing Multiple Customers Leveraging Virtualized Collectors](#)
- Smart Collector CSPC: [Supported Devices](#)
- Maintaining Seed files:
[Seed file Maintenance: Guidelines and Tips](#)
- Addressing security-related concerns:
[PSS Security Overview](#)

Stage 3: Report Resources

- [PSS 3.x User Guide - Smart Services Connection](#)

Stage 2: Operations

Deploy	Installing and configuring the components of a CSPC Smart Collector is the first step in realizing the PSS Installed Base Management and Alert Reporting capabilities. There are two variants of the CSPC: <ol style="list-style-type: none"> 1. An appliance version (Linux server, dedicated machine) or 2. A virtual machine deployed on hosts running VMware hypervisor technology. <p>The Cisco Common Services Platform Collector (CSPC) is used to collect pieces of network device inventory information from different devices in your end-customer's network and then upload that data to Cisco Data Center for further analysis.</p>
Discover	Identify and discover devices on your customer's network, securely behind the firewall.
Collect	Run an inventory collection to gather device data.
Transmit	Upload collected inventory data to Cisco's data center automatically or on a set schedule.
Store	The Cisco data center will correlate collected data against Cisco's deep intellectual capital and store the data in a facility with restricted access.

Stage 3: Reports

Access	Smart Portal reports help you meet the challenge of managing your customer's Cisco devices. Refer to reports based on your customer's network inventory data to improve your operations dealing with contracts, entitlement, and inventory. <p>Inventory reports offer a comprehensive set of contract and device data.</p> <p>Product Alert reports are where you get hardware and software alerts to ensure that your customer's installed base is operating at the Cisco recommended level. Plan for device end of life events based on Field Notice reports. Address device specific security issues to enhance overall network stability and security, with PSIRT and IntelliShield reports.</p> <p>Delta Reports help you understand and manage change. You will see in-depth detail on what has been moved, added, changed, or deleted in your customer's installed base between collections. This report provides you with an excellent opportunity to establish a baseline and progression of your customer's installed base.</p> <p>The Exception Report will help you identify duplicate IP addresses and host names, incorrect SNMP and Telnet passwords, insufficient memory, and outdated software. This report can help:</p> <ul style="list-style-type: none"> ▪ Catch operator errors that may cause critical delays to meeting SLA ▪ Report outdated configuration or EOX related matters ▪ Highlight potential network connectivity issues.
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Device Diagnostics

Benefits

- Improve service delivery
- Lower support costs
- Proactive device health monitor
- Accelerate remediation of issues related to covered devices
- Actionable recommendations
- Improved mean time to resolution

Resources

Planning for Deployment:

- [Device Diagnostics Preliminary Checklist for Partners](#)
- [Device Diagnostics Supported Device List](#)

Deploying Device Diagnostics:

- [Device Diagnostics Deployment Guide](#)
- [Device Diagnostics User Guide for Partners](#)

Configuring a Device:

- Device Diagnostics Quick Start Guides
- Call Home Configuration Guides

Note: To access the guides you must be a member of the Cisco PSS Community. [Registration instructions](#)

Summary

Device Diagnostics, powered by Cisco Smart Call Home® technology accelerates early diagnosis and remediation of issues through proactive, rules-based problem resolution. Device Diagnostics runs locally on select Cisco devices after the Cisco Smart Call Home capability has been enabled on each device to activate its use.

When you configure a device you will need to:

- Identify the transport option to use to transport the information to Cisco
- Configure contact information.
- Identify the e-mail address to be used for alert notification,

In the event of an issue, the information will be sent to Cisco through a secure encrypted network where it is processed by a diagnostic and parsing engine.

The information is sent to the Cisco Device Diagnostics Library where it is processed to determine what is occurring with the device, makes recommendations on how to proceed with the remediation.

You, the partner will receive an automatic notification, requesting you to take action. If you have implemented the Smart Bonding capability a Service Request (SR) will be generated and forwarded to your ticketing system.

You contact the customer for repair or someone in your partner organization handles the repair action depending on the type of service agreement the partner has with the customer.

Device Diagnostics Quick Start Configuration Guides for each supported device are on the [PSS Community](#).

Figure 7: Example Device Diagnostics message for a Hardware Failure

Overall Results			
Service Request	Technology	Sub-Technology	Problem Code
Not Available	Other	Smart Call Home Demo Only - Do Not Use	HARDWARE_FAILURE
Problem Details Model CISCO3925-CHASSIS with Host Name TSPM-SJ-P1C2R1 reported a System Error Message "Feb 19 01:33:47.616: %ENVMON-2-FAN_TRAY_MISSING: Critical Warning Fan tray was removed. Please re-insert fan tray to prevent system from overheating."			
Recommendation There was a single error message. The recommendation for this error message is listed in the individual results section below:			
Test Description This message indicates a critical warning as the fan tray is removed or not detected.			
Impact of Failure A fan failure can cause other device modules, and device components to overheat. The device may shutdown, or fails to operate properly, if the temperature exceeds the threshold value.			
Recommendation Please follow the below steps to resolve the issue: 1.Re-insert the fan tray and check whether the error stops. 2.Make sure that the fan tray power cable is properly attached to the main board fan power connector. 3.Move the fan tray into slot of other device and check whether the error goes away. 4.If the error still persists then replace the fan tray to resolve the issue.			

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 Quick Start Guide](#)
 - [PSS API Leading Practices Guide](#)
 - [PSS API Developers Guide](#)
 - [Support Tools EOX API Reference](#)
- Training
 - [VoD PSS API Overview](#) (6:30)
 - [VoD Register Users](#) (4:17)
 - [VoD Register an Application](#) (2:24)
 - [VoD Obtain Access Token](#) (2:30)
 - [VoD Make PSS API Calls](#) (3:17)

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

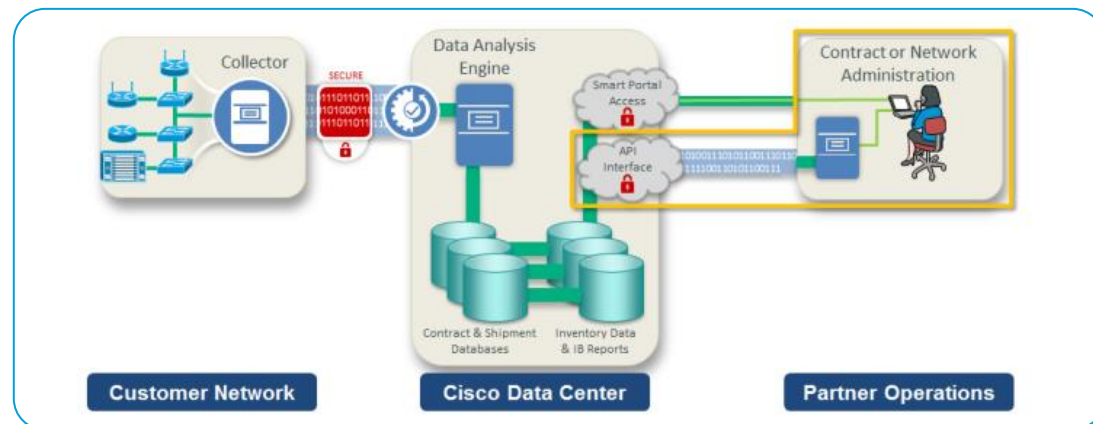
The PSS Support API service delivers REST based APIs that provide access to technical support data. Support APIs include Bug Search, EOX, Support Case, Service Order Return (RMA), Automated Software Distribution, Smart Software Selection and Serial Number to Information.

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.

Figure 8: 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

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.




Figure 9: 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.

Obtaining Support for Foundational and Smart capabilities

Cisco has developed resources and online tools to help you through the entire implementation process. In this section you will find links to support resources for PSS foundational and smart capabilities.

PSS Community

Support, extensive user training, and operational resources can be found on the [Partner Support Service Community](#).

How Do I become a member of the PSS Support Community?

Complete the following steps:

1. Register with your Cisco ID and password on the public [Cisco Support Community](#) website
2. Log in to the Cisco Support Community.
3. Then send your full name, Cisco ID, and company, to the [PSS Community](#)

Foundational Capabilities Support

The following links are for support on the four foundational capabilities

1. Partner Access to Cisco TAC
 - [Cisco Support Case Manager tool](#)
 - [Worldwide Phone Numbers for Phone Support for Enterprises and Service Providers](#)
2. [Software Updates](#)
3. [Advance Hardware Replacement](#)
4. [Online Technical Resources](#)

As a Partner providing support to your customers under PSS based collaborative service contracts your company is required to provide level 0 – 2 technical support.

Smart Capabilities Support

Opening a smart support case does not impact your service delivery rebates.

As a Cisco Partner, you may contact the [Smart Services Bureau](#) for help with registration, device configuration, the Smart Call Home portal, or any other assistance you may need while using a Smart Service.

This great resource, included with collaborative service contracts, is available globally 8 local business hours per day, 5 days a week.

It may be helpful for you to engage the [Smart Services Bureau](#) early in the process of deploying Partner Support Service smart capabilities for your customer to verify entitlement and make sure that all necessary data is in place. For example, the Smart Services Bureau can help you associate contracts to the appropriate Cisco.com account or correct any contract or device serial number discrepancies.

For partners in the US/Canada contact:

- Phone **1-877-330-9746** from 8 a.m. to 5 p.m. local business hours.
E-mail support is available 24 x 7 at: ask-smart-services@cisco.com

For partners in Europe phone:

- Austria +08 0 000 6206
- Belgium +08 0 049 913
- France +08 0 511 9745
- Germany +08 0 058 91725
- Italy +80 0 085 681
- Netherlands +08 0 002 01276
- Spain +80 0 600 472
- Switzerland +08 0 084 0011
- UK +08 002 795 112

For Partners in Asia contact:

- Australia: 1-800-805-227
- China: 400-810-995
E-mail: ask-smart-services-cn@cisco.com
- Korea: 080-377-0880, option 6, pin code 8899
E-mail ask-smart-services-kr@cisco.com
- Japan: 0120-832-038
E-mail ask-smart-services-jp@cisco.com
- Taiwan: 0800-666-588, option 5, pin code 8899 (Mandarin support)
E-mail: ask-smart-services-kr@cisco.com
- Hong Kong: 30714911, option 6 (English support)
E-mail: ask-smart-services-kr@cisco.com

For all other countries

Select the local phone number for your country from the [Cisco worldwide contact directory](#):

PSS Resource Summary

Overview Presentations

- [PSS Overview Presentation](#)
- [PSS API Overview](#)

Quoting and Ordering

Documentation:

- [PSS Service Level Quick Reference Guide](#)
- [PSS Ordering Guide for 1-Tier Partners](#)
- [PSS Ordering Guide for Resellers](#)
- [PSS Supported Contract Types](#)

Tools:

- [Cisco Services Partner Program](#)
- [Download current PSS price lists](#)
- [Cisco Commerce Workspace \(CCW\)](#)
- [Cisco Service Contract Center \(Cisco SCC\)](#)

Training

- [Cisco Commerce Workspace Training](#)
- [Cisco Service Contract Center Training](#)

Support

- [Customer Service Central \(CSC\)](#)
- [Operations Exchange Community](#)

Service Entitlement

Documentation:

- [Services Entitlement Overview](#)

Tools:

- [Service Access Management \(SAMT\) Tool](#)
for managing Bill-to ID and contract association

Foundational

Documentation:

- [PSS Onsite Service Delivery Guide](#)

Installed Base Management & Alert Reporting

[Smart Services Connection](#)

Documentation

- Preparing for deployment:
[PSS Partner Pre-Install Checklist](#)
- Deploying Installed Base Management & Alert Reporting:
 - [Installed Base Management & Alerts Deployment Guide](#)
 - Install a Collector: [CSPC Quick Start Guide](#)
 - [Troubleshooting Guide – CSPC Connectivity](#)
 - [Managing Multiple Customers Leveraging Virtualized Collectors](#)
 - [Smart Collector CSPC: Supported Devices](#)
 - [Seed file Maintenance: Guidelines and Tips](#)
 - [PSS Security Overview](#)
- Running reports to help manage end-customer's network
 - [PSS 3x User Guide for Partners](#)
 - [PSS 3.x Reports Guide for Partners](#)

Training

- [Partner Support Service Training](#)

API's

[PSS API Console](#)

Documentation

- [PSS API Overview](#)
- [PSS API FAQ](#)
- [PSS API Quick Start Guide](#)
- [PSS API Leading Practices Guide](#)
- [Cisco API Console User Guide 2.0](#)
- [PSS API Developers Guide - HTML version](#)
- [PSS API Developers Guide – PDF version](#)

Support API Documentation

- [Automated Software Distribution 2.0 API User Guide](#)
- [Bug Search 2.0 API User Guide](#)
- [EOX API Reference User Guide](#)
- [Product Information API User Guide](#)
- [Serial Number to Information API User Guide](#)
- [Service Order Return \(RMA\) API Reference User Guide](#)
- [Smart Software Selection API User Guide](#)
- [Support Case API User Guide](#)
- [Trends API User Guide](#)

API Training

- [VoD PSS API Overview](#) (6:30)
- [VoD Register Users for the API Console](#) (4:17)
- [VoD Register an Application](#) (2:24)
- [VoD Obtain Access Token](#) (2:30)
- [VoD Make PSS API Calls](#) (3:17)

Device Diagnostics

[Smart Call Home Portal](#)

Documentation

Planning for Deployment:

- [Device Diagnostics Preliminary Checklist for Partners](#)
- [Device Diagnostics Supported Device List](#)

Deploying Device Diagnostics:

- [Device Diagnostics Deployment Guide](#)
- [Device Diagnostics User Guide for Partners](#)
- [Device Diagnostics Release Notes](#)
- [Device Diagnostics White Paper](#)

Configuring Device Diagnostics

Note: To access the following guides, join the PSS Community. [Registration instructions](#)

- Device Diagnostics Quick Start Configuration Guides
- Smart Call Home Configuration Guides

Note: To access the some of the documentation listed on this page, join the PSS Community. [Registration instructions](#)



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