This is an informational overview document. Please contact your services account team for a detailed conversation and your specific needs.

This document provides an overview of Dell Technologies' extensive Application Programming Interface (API) offerings, designed to help customers and partners automate IT operations and enhance digital experiences. It explains the benefits of APIs to act as digital connectors, allowing different software to communicate, and that Dell provides a centralized Developer Portal for accessing these APIs. This document then provides the summarizes the available APIs for utilizing the capabilities of TechDirect APIs for client service management, including self-service support, PC management, and asset lifecycle visibility.

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General API Definition and Use

An API, or Application Programming Interface, is a set of rules and protocols that allow different software applications to communicate and interact with each other. APIs serve as connectors, enabling systems or applications to leverage data or functionality from other platforms without needing to understand their internal workings. In modern IT, APIs are critical for enabling automation, integrating systems, and delivering new digital experiences efficiently.

APIs are like **digital doorways** published by data owners, allowing others (like app developers) to use their data or services. These doorways can be **public** (open to anyone) or **private** (only for specific people/groups). To go through these doorways, you often need a **token**, which is like a **temporary digital key (API Key)**. This key proves who you are and what you're allowed to do, keeping the data secure and ensuring only authorized access.

Dell Technologies provides a wide range of APIs designed to enable customers and partners to automate operations, integrate workflows, and enhance digital experiences.

Centralized API Marketplace & Developer Portal:

Dell has developed an API Marketplace, through Dell Technologies Developer Portal (https://developer.dell.com/) . This portal serves as a centralized location for customers' developers and DevOps teams to explore and access Dell's APIs. The platform includes APIs originating from various available Dell product and business units and is continually expanding its catalog.

Benefits of Using Dell APIs

- Increased efficiency via automation of routine tasks
- Real-time access to business-critical data (like order status)
- Enhanced collaboration and consistency in solution development
- Scalability and flexibility for evolving business needs
- Self-service capabilities, reducing reliance on support channels

Limitations

- While Dell's API coverage is rapidly expanding, not every business group or product line is yet fully "API-first." Availability of specific APIs may vary based on the product or service.

Categories of Dell APIs:

Dell offers a robust and growing set of APIs for customers through its external API marketplace, with applications ranging from procurement automation to infrastructure management. Customers can explore and use these APIs via Dell's centralized developer portal, following standard integration practices, to drive digital transformation and operational efficiency.

Procurement & Commerce	Dell Premier offers customers and partners use APIs to automate procurement processes, check real-time order statuses, and receive notifications throughout order fulfillment. Both "pull" and "push" APIs are available, supporting real-time data retrieval and event-driven notifications.
Help Desk and Service Management	TechDirect offers secure, standard APIs for managing IT support, including self-service, device monitoring, and integrating with help desk systems.
Product Catalog	Dell products such as storage systems (e.g., PowerStore, PowerScale), hyperconverged infrastructure, and networking solutions offer their own API sets, typically RESTful APIs, enabling granular management, monitoring, and automation.
Microservices & Developer	Dell encourages an API-first approach with microservices, exposing reusable building blocks for internal and external integration, offering consistent means for customers to extend or automate solutions based on Dell technology.

How Customers Use Dell APIs

The general process for using Dell APIs includes:

1. Explore Available APIs: Begin by visiting the Dell Technologies Developer Portal or API Marketplace to browse the available APIs relevant to your interests (e.g., procurement, storage management, system configuration). The portal typically provides API documentation, reference guides, and getting started materials.
2. Obtain Access: Depending on the API, you may need to create a developer account, register your application, or request access credentials from Dell.
3. Review Documentation: Each API includes detailed guides on endpoints, request/response formats, authentication mechanisms, and usage examples (often RESTful, using standard HTTP methods and JSON data).
4. Build Integrations: Use the API endpoints to interact with Dell systems—from automating order management to orchestrating infrastructure configuration or monitoring.
5. Integrate & Automate: Incorporate Dell APIs into your business processes or applications to automate tasks, streamline procurement, manage infrastructure, or develop customized workflows.
6. Monitor and Maintain: Leverage provided monitoring, logging, and update notifications to maintain the stability and security of your integrations.

Dell APIs for Procurement (Dell Premier)

Dell Premier offers a comprehensive suite of APIs specifically designed to help customers and partners automate, integrate, and streamline IT procurement and post-purchase activities. These APIs facilitate integration between customer procurement platforms (like ERPs or ITSM tools) and Dell's ecosystem, ensuring real-time, accurate, and efficient purchasing and lifecycle management experiences

Key Use Cases and Workflows

Customers typically use a mix of the above APIs to achieve the following:

- **Automate procurement:** Sync Dell catalogs and pricing in internal systems, generate and process quotes, and create POs without manual entry.
- **Streamline order-to-invoice:** Submit POs, receive acknowledgments and order updates, manage shipping milestones, and automate invoice matching.
- **Real-time visibility:** Enable internal users and procurement teams to track order status, service tags, and delivery through their chosen business platform.
- **Reporting and self-service:** Build custom dashboards, automate financial reconciliation, and improve procurement transparency

Note on Coverage

While this list reflects the main Premier APIs, additional APIs may be available regionally or for specific purposes. API availability can vary, and not all Premier capabilities or API features are globally enabled for every customer scenario

API Categories via Premier.

The primary categories for Premier APIs are as follows:

API Name	Purpose	Usage	Mode
Catalog API	Retrieve Dell's full product catalog, including systems, software, and peripherals	Real-time or scheduled updates; filter/search by product category or SKU; integrate catalog data directly into procurement platforms to enable employee self-service shopping and keep catalogs up to date	Pull (request data), notification-based updates for changes (Push not always globally available) Format: JSON
Pricebook API	Search and retrieve pricing information and list prices for Dell SKUs	Validate pricing, automate SKU creation in customer systems, and ensure up-to-date, accurate pricing for business processes	Pull (request data by SKU, date, etc.) Format: JSON
Quote API	Access detailed quote information, including SKUs, pricing, lead times, deal registration, and quote document downloads	Integrate quotes from Dell into internal procurement approval workflows; automate conversion of quotes into orders; manage quote lifecycles	Pull (request by quote number, version, etc.) Format: JSON,XML
Purchase Order (PO) API	Submit purchase orders directly to Dell electronically	Automate PO creation, validation, and submission; avoid dual data entry; support split orders (different addresses), error handling for rejected POs	Push (send POs to Dell) Format: JSON,XML
Order Status API	Retrieve or receive updates on the status of orders	Track order progress, carrier/tracking details, shipping and delivery dates, service tags, and order exceptions automatically in real time	Pull (request status as needed), Push (receive notifications of updates) Format: JSON, XML
Deal Registration Status API	Get updates on registered deals, including approval, rejection, or stage/status change information	Monitor sales opportunities, receive notifications for important deal lifecycle events	Push notifications Format: JSON, XML
Purchase Order Acknowledgement (POA) API	Receive automated acknowledgements for submitted	Maintain synchronization between customer and Dell	Push notifications Format: JSON, XML

	purchase orders—whether accepted or rejected	systems, streamline exception handling	
Advanced Ship Notification (ASN) API	Get automated updates on shipping and deliveries, including carrier, barcodes, packaging, and estimated/revised delivery dates	Improve inventory management; prepare for receipt of shipments; automate inbound logistics	Push notifications Format: JSON, XML
Invoice API	Receive matched invoice data automatically for reconciliation	Streamline finance and accounts payable processes; reduce manual handling; improve accuracy	Push notifications Format: JSON, XML

How to Get Started with Premier APIs

- **Access:** Customers should contact their Dell Account Team or use the Dell Developer Portal to request API access.
- **Documentation:** Detailed API guides (endpoints, authentication, payloads) are available via the Developer Portal or from Dell support contacts.
- **Implementation:** Requires technical integration expertise; Dell provides support throughout the setup and onboarding process

Dell APIs for Client Service Management (TechDirect)

These APIs are provided for customer integration with key IT processes via the Dell TechDirect API interface. TechDirect APIs are categorized for help desk integration, support and self-dispatch, PC management, and asset management. These enable automation, seamless integration, and enhanced lifecycle visibility across your Dell environments.

These APIs are RESTful, leverage industry-standard security protocols (HTTPS, OAuth), and are designed for easy integration into your existing systems.

Key Use Cases

- **Enable self-service** for part replacement and support, directly integrated into your help desk.
- **Automate technical support and warranty lookups** from within third-party or custom IT management toolsets.
- **Monitor and manage the health, alerts, and lifecycle events** of PC fleets and infrastructure. - Unify and automate asset recovery and endpoint retirement activities.

API Categories via TechDirect

The primary categories for TechDirect APIs are as follows:

API Type	Main Functions	Benefits	Example Use Cases
Help Desk Integration	Integration of Dell support functions, technical support requests, warranty lookups, self-dispatch of replacement parts	Direct integration into existing help desk or ticketing system	Submit technical support requests, check warranty information from platforms like ServiceNow or ITSM tools
Support & Self-Dispatch	Self-dispatch of parts, technical support requests	Automate and expedite repair processes for in-warranty Dell equipment	IT teams automate repair processes without leaving dashboard
PC Management	Pull device insights, health, telemetry, alerts, security scores, automate PC management tasks, monitor device fleets	Enable proactive and predictive device management	Monitor device fleets, automate management tasks, lifecycle needs
Warranty and Asset Management	Check warranty status, manage assets, initiate asset recovery services	Unify warranty and lifecycle management into internal systems	Check warranty, manage assets, asset recovery

How to Get Started with TechDirect APIs

1. Access TechDirect and request API access from the dashboard.
2. Approval and appropriate permissions are required.
3. Once approved, you gain access to API keys and a software development kit (SDK), with documentation and FAQs available through the TechDirect Help Center.

Example Use Case 1: Access Warranty information

Unlock Dell Warranty Data: A How-To Guide for API Access

Managing IT assets can be a complex task, especially when it comes to keeping track of warranty information for your Dell devices. Manually checking each service tag is tedious and inefficient. The good news? Dell offers a powerful API through its **TechDirect platform** that lets you programmatically access warranty data, streamlining your asset management processes.

This guide will walk you through the essential steps to tap into Dell's Warranty Management API.

Why Use the Dell API for Warranty Information?

Automation: Say goodbye to manual lookups. Automate warranty checks for hundreds or thousands of devices.

Integration: Pull warranty data directly into your existing IT asset management (ITAM) systems, CMDBs, or custom dashboards.

Proactive Management: Stay ahead of warranty expirations, ensuring timely renewals or replacements.

Step-by-Step: Accessing Dell Warranty Information via API

Here's what you need to do to start querying Dell's warranty data.

Step 1: Get Your TechDirect Account Ready

First things first, you'll need a Dell TechDirect account. This is the central hub for managing Dell support services, including API access.

Navigate to the **Dell TechDirect portal**: https://techdirect.dell.com/

Register for an account if you don't already have one. Make sure it's linked to your organization's Dell company account to ensure proper access and permissions.

Step 2: Request Your API Key

Once you're in TechDirect, you'll need to request access to the APIs. This process typically grants you a Client ID and Client Secret, which are crucial for authenticating your API requests.

Log in to your TechDirect account.

Go to **Services > Get support and replace parts > APIs**.

Click on **"Request API Key"**.

You'll be asked to provide some details about your intended use, such as:

Project Type: Select "Warranty" or a similar category.

Estimated API Call Volume: Give Dell an idea of how many requests you anticipate making.

Environment Details: Specify the types of Dell products you'll be querying (e.g., client, enterprise) and your geographical regions.

Please note: The approval process for API keys can take a few business days. Dell will typically email your Client ID and Client Secret once your request is approved. Keep these secure!

Step 3: Understand OAuth2 Authentication

Dell's APIs use **OAuth2 authentication**, a standard and secure way to grant access. Before you can make any warranty requests, you'll need to obtain an **access token**.

Here's the general flow:

Your application will make a request to Dell's OAuth endpoint, using your Client ID and Client Secret.

In return, Dell will issue you an **access token**. This token acts like a temporary key, typically valid for about an hour.

You'll include this access token in the Authorization header of all subsequent requests to the Warranty Management API.

Your application will need to handle token expiration and automatically refresh the token when needed.

Step 4: Make Your API Calls to Get Warranty Data

With your access token in hand, you're ready to query the Warranty Management API. This API allows you to check the warranty status for up to **100 service tags** in a single request.

You'll typically make an **HTTP GET request** to a Dell endpoint, passing the service tags as a parameter.

While the exact endpoint may vary slightly with API versions, it will look like this (conceptually):

```
GET
https://api.dell.com/support/v2/assetinfo/warranty/tags.json?svctags=SERVICETAG1,SERVIC
ETAG2,SERVICETAG3
```

Important: Remember that authentication is handled via the Authorization header using your access token, not usually by an apikey parameter directly in the URL for modern Dell APIs.

The API will return a **JSON object** containing detailed warranty information for each service tag you provided.

What Warranty Information Can You Get?

The Dell Warranty Management API can provide a wealth of data for each service tag, including:

Service Tag: The unique identifier for the Dell product.

Product Model/Machine Description: The specific model of the Dell device.

Ship Date: When the product was originally shipped from Dell.

Warranty Type: The specific service agreement (e.g., ProSupport, Basic Hardware Service).

Warranty Status: Whether the warranty is "In Warranty" or "Expired."

Warranty End Date: The precise date when the current warranty coverage concludes.

Service Level Description: Details about the type of support included.

Pro Tips for Dell API Integration

Consult Official Documentation: Always refer to the most current Dell TechDirect API documentation once you have access. API endpoints and parameters can be updated.

Handle Rate Limits: Be aware that Dell will have limits on how many API requests you can make within a certain timeframe. Design your application to respect these limits to avoid getting temporarily blocked.

Robust Error Handling: Implement comprehensive error handling in your code. This includes managing invalid service tags, expired access tokens, network issues, and API-specific error messages.

Secure Your Credentials: Never embed your Client ID and especially your Client Secret directly in your code. Use environment variables, a secure configuration file, or a secrets management solution.

Choose Your Tools: You can use any programming language (Python, PowerShell, Java, C#, etc.) that supports making HTTP requests. Libraries like Python's requests make this straightforward.

By leveraging the Dell TechDirect API, you can transform your approach to Dell asset and warranty management, making it more efficient, accurate, and proactive.

Resources:

Blog post: API Technology is Automating and Transforming the Procurement Process | Dell

Dell TechDirect Self-Dispatch & APIs | Dell US

TechDirect Portal Home Page

TechDirect Portal Help Page

Dell Technologies TechDirect API Developer

SupportAssist for Business PCs Frequently Asked Questions | Dell US