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Get the PC Insights you need with PC Management APIs enabled by SupportAssist
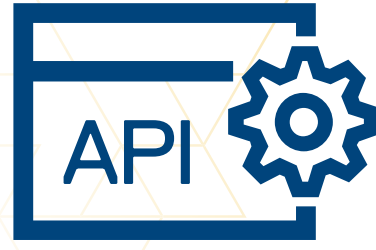
What are APIs?

Application Programming Interfaces

From booking flights to using a ride share application, APIs are everywhere in your digital journey. APIs are a way for two or more computer programs to communicate with each other. They are a set of software code and instructions that provide connectivity for your team to create interfaces into Dell Technologies support systems from your own help desk; if you are choosing not to utilize TechDirect for PC management insights.* Think of our APIs as the messenger that takes a request and tells a system what you want it to do and then, returns a response.

We are making it easier for you to automate, customize and streamline your PC management experience by keeping your IT team and end users productive along the way.

*When using PC Management APIs within your own ecosystem, you will still be able to view your insights within TechDirect.

What are we doing?

> To take advantage of our PC Management APIs, you must first deploy SupportAssist for Business PCs.

We are enhancing our API library based on your expectations for connectivity. This will enable you to easily discover, flexibly integrate and securely consume PC fleet management capabilities with our APIs directly from TechDirect. Our APIs provide a single connection point for a given software program to exchange data or trigger an action.

Our SupportAssist PC Management APIs:

- are ProSupport Suite entitlement based
- provide proactive and predictive alerts
- provide telemetry driven insights
- are responsive and secure
- are managed through your TechDirect dashboard

Our PC Management APIs are RESTful. The APIs leverage industry standard security capabilities, including HTTPS and OAuth authentication. You can invoke our APIs with HTTPs calls and receive response in JSON format.

To find out what APIs we have available, visit our **Help Center**.

Access our APIs:

From your **API dashboard** in TechDirect, you can manage existing APIs, request new ones and manage end user permissions.

1 Log in to your **TechDirect** account.
Ensure you have an admin enabled account and have deployed SupportAssist for Business PCs to your PC fleet.

2 Select "**Get support and replace parts**" tab in the left navigation.

3 **Activate** your API tile.

4 Review and **approve** the terms and conditions.

5 Fill in the appropriate information to **request** API key.

6 You will receive an **email** with a copy of your request.

7 Once your API request is approved, you will be able to open the API tile within the "**Get support and replace parts**" navigation.

8 From the "**Manage API Keys**" tile, you can access the secret key, download the Software Development Kit (SDK) and manage technicians.

Resources

For everything you need to know about SupportAssist for Business PCs and TechDirect, visit our **pillar page**.

For additional information on PC Management APIs, check out the **FAQs** and **Help Center** within TechDirect.

Once your API request is approved, you will receive an email with access to the Software Development Kit. SDKs are only available once API access is approved.

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