

Juniper Support API – Connection Setup Questionnaire

If interested in integrating with Junipers Support CRM system in a B2B model for Case Management using Junipers Support Case APIs, complete this questionnaire and email it to your Juniper Account Manager or Service Business Manager or to support-api-request@juniper.net.

Juniper uses this information to enable your access to the protected APIs.

By using Juniper’s Support Case APIs, you are agreeing that you have read and accepted the Support API Terms of Service (the “Terms”): [https:// support.juniper.net/support/legal/supportapitos/](https://support.juniper.net/support/legal/supportapitos/)). Acceptance of these Terms forms a legally binding contract with Juniper.

1. Company Name

2. First Name

Last Name

Email Address

Phone Number

3. If your company has purchased an active Juniper Care Plus, Juniper Optimum Care Service contract and/or you work with a Juniper Service Manager please provide the name of the Juniper Service Manager:

4. You have reviewed all of the documentation , understood the architecture and model and understand the development that needs to be done: YES

5. Authentication method you have chosen (must select one): OIDC Client Certificate

6. Email alias that Juniper can use when our system is NOT able to connect to your endpoint to post ‘publish SR’ or ‘publish LOV’ messages:

7. Information needed to complete the onboarding setup in Juniper’s Non-Production Environment.
a. ID token (OpenID Connect):

Public certificate: For certificate-based authentication, attach a text file along with this completed form when emailing to your Juniper AM or Service Business Manager or to support-api-request@juniper.net

b. User ID used in each API Request call (required for authorization):

c. Your Account IDs on Juniper Support CRM system that will be used via this API Channel:

Note: Upon completion of integration testing in Non Production Environment the onboarding information for Production environment will be discussed.

8. Date when you would be ready to engage in integration testing in Non Production Environment:

9. Date when you expect to go live in Production Environment: