



VoiceRite Password Reset

With VoiceRite telephone Password Reset, an organization can give users the power to reset their own passwords, securely, increasing productivity, and lowering support costs. Many IT Help Desks spend startling amounts of time and money each year managing password reset requests. Some analysts indicate that upwards to 30% of Help Desk call volume can be attributed to "resetting passwords", and that the average help desk labor cost for a single password reset is about \$10.

Help Desks have tried offering many types of password reset self-service solutions, but have found that users keep calling, because they prefer the most familiar user interface - the telephone. As long as you publish a Help Desk phone number, users will call it when they forget their password. The solution is to automate these calls with Password Reset.

How frustrating is it when you forget a password?

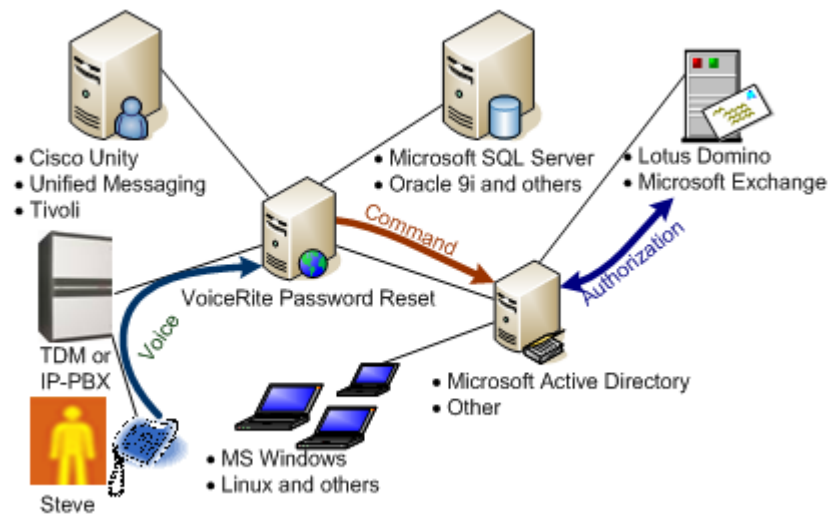
...that's not a problem with Password Reset, just a quick phone call and you're logged in.

Benefits

- Measurable per incident cost reduction (avoidance) by automating Password Reset calls (self-service)
- Better tracking of password resets
- More secure password resets
- Users can reset passwords over the phone or on the Web

Application Features:

- Configurable Password Delivery - administrators can set up delivery of passwords to users' email, cell phone (SMS), Web browser, phone display or over the phone.
- Multiple Authentication Question Selection - users can be presented with a number of authentication questions of differing types (number, date, and text answers).
- Security Policy Support - options to enforce enterprise security policies are included, such as caller ID verification, password reset audit trail, and more.



Because no single solution fits all companies, Password Reset is a configurable solution to meet your help desk needs. Administrators make updates, configuration changes, and customizations using Web-Based administration from any location securely.

Simple Yet Powerful

Password Reset mimics a human help desk agent to securely identify, authenticate and unlock a user's account, automatically. Users can reset their passwords at any time, 24 hours a day, 7 days a week with the power of speech, virtually eliminating expired or forgotten password calls to your Help Desk. The process is simple enough for any user to gain control over resetting passwords.



Platform Features:

- TDM & VoIP Interface - integrates within a VoIP or traditional TDM switched environment.
- Available as a Single Server Solution
- Multi-Language Support - available in multiple languages on three continents. Ask your VoiceRite sales representative about support for your language.
- MRCP - supports multiple speech recognition engines through industry standard MRCP interface.

Three Different Password Reset Configurations:

1) Single Server

- IEC SSP VoiceXML
- Intel-based Server
- Red Hat Linux
- IBM WebSphere ASR & TTS
- IBM WebSphere Application Server

2) Server with Cisco ISR

- Cisco ISR Router (2800 or 3800 series)
- Intel-based Server
- Red Hat Linux
- IBM WebSphere ASR & TTS
- IBM WebSphere Application Server

3) IBM WebSphere Voice Response

- Intel-based Server
- AIX
- IBM WebSphere Application Server

NOTE: IBM WebSphere ASR & TTS and IBM WebSphere Application Server is included with Password Reset

VoiceRite Password Reset

Password Reset is easily deployed in any enterprise that uses Microsoft Active Directory or other LDAP compliant Directory Servers. There are also Connectors that allow Password Reset to work with Cisco Unity, Unity Express, and IBM Unified Messaging. Other Connectors can be created by VoiceRite or by your own developers by utilizing the Connector templates provided.

CONNECTORS CHALLENGE QUESTIONS P	
Delete Save Test Connector	
Account Name	Unity Express
Account Type	Unity Express
WebService Endpoint	https://127.0.0.1:9443/UnityExpress/services/ps
CONNECTOR SETTINGS	
IP Address of Unity Express Web Application	192.168.1.85
Web Application Username	admin
Web Application Password	•••••
Type of field to reset	PIN

Secure

To support enterprise security policies, Password Reset is designed with features like configurable caller prompts to provide security policy instructions. For example, administrators can have the system play a prompt informing the caller not to use a speakerphone to receive a new password. Another security feature locks out a caller after a configurable number of attempts to reset their password. Maximum retry counts are set according to your corporate security policies. All authentication information is stored securely using encryption and administrators are immediately notified of password related events as they occur, if desired.

Take Control of Your Applications

Password Reset is one of the family of Speech Suite applications. All VoiceRite Speech Suite applications are designed to work together to provide a complete and powerful voice self-service solution. With the addition of Password Reset, callers can now reset their passwords painlessly when and where they want. No IT staff needs be involved.

Start maximizing Help Desk productivity using automated self-serve applications today and improve your internal and external customer service with substantial reductions in costs by automating your password reset functions.

For More Information

If you would like more information on VoiceRite's Password Reset, please call 954-653-2600 or email us at sales@voicerite.com



You speak...We listen.

www.voicerite.com

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