



Password Reset Consulting Approach

Overview

Password Reset is a highly flexible, multi-faceted and multi-channel automated solution that addresses the very real issue of frequent password reset calls to your help desk. Call volumes for password reset requests range from 30% of help desk calls to considerably higher if your organization requires passwords to be reset on a quarterly or even monthly basis.

The technology is awesome, but awesome is not enough if the system is not used by your target population. Here is where Speech-Soft comes in. We have proven success in all technical aspects of system planning, design and deployment. But what sets us apart is the way we work with you to assure user buy in. We provide roadmaps for such critical success as:

- Best practices for communications, workflow and dialog design
- Implementation options
- Enrollment methods
- Systems integration of Password Reset into current self-service and agent-based systems

Failure to consider these key success factors can result in a fully functional system, but one with little to no usage and therefore a missed ROI.

Password Reset Success Factors

Pre-Deployment System Design

How many channels should I offer to my users for Password Reset? How many backend applications should I include in my deployment, and should deployment be all at one time or phased? Should I offer desktop options? What confidence percentage do I want to set for voice biometric authentication? What happens if someone enters a wrong answer to a challenge question and should they be given another chance? Will my agents use the new system or continue with the tools they use today?

All of these and your client specific questions are answered through collaborative consulting and design sessions between Speech-Soft, your technical teams and your security team. This is an essential component in building the success of your Password Reset system.

WorkFlow & Dialog Design

Should I use the system defaults right out of the box or are there considerations for customization for my internal workflow? Would changes to the workflow and dialog make it easier for my employees to use the system?

In the design phase of the project, Speech-Soft works with your technical and business sponsors to create workflow and dialog that fits your environment and the service levels you would like to provide to your customers and/or employees.

Integration with existing numbers and help desk methods and procedures

The less change, the happier your users of password reset will be. So it is essential to determine the ways that Password Reset can be integrated with existing help desk IVR applications.

Speech-Soft works with your team to calibrate your options and then lead a collaborative design process to integrate Password Reset into your existing help desk IVR. Our expertise with biometrics and broad vertical markets makes us the right partner to ensure the success of the integration and UX design.

How to incent participants to enroll

While there is no question that Password Reset lessens the burden on your help desk agents, it does require action on the part of the participants to enroll and then learn the new system. So how do you get the buy in that will generate the participation and ROI you expect? With Speech-Soft by your side every step of the integration and user buy in journey.

Our track record with persuasive communications, training and incentives makes us your ideal partner for achieving the substantial benefits of automated Password Reset.

