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Password Reset: How it works

With SecureReset, companies get the power of voice verification technology. Using each caller's unique voiceprint and knowledge, SecureReset quickly confirms identity – and ensures that any password changes are completely private and secure.

the caller's experience

- 1 The caller dials the password reset number, and is prompted to say an identifying phrase, such as a phone number or name.
- 2 SecureReset takes that voice sample, and checks it against the voiceprint on file for that caller.
- 3 If the voice matched the voiceprint on file, SecureReset gives the caller the new password.

The process is complete within seconds – a welcome relief for callers who are used to waiting on hold to access a help desk employee.

Reduce Costs and Increase Password Security Now

With the power of voice verification, SecureReset increases security and cuts costs. It's the natural choice for any organization that processes a large number of passwords or PINs.

Call us today to get started.

The Complete Solution

SecureReset is a complete solution for secure, automated password resets. The system supports resets to over 50 leading enterprise systems, including leading directories, file servers, UNIX servers, databases and ERPs.

Two Powerful Delivery Options

SecureReset is easy to install and operate. For maximum flexibility, SecureReset is available in two formats:

SecureReset Platform

- Complete voice security appliance
- VXML gateway and telephony/SIP interface hardware
- Voice biometric and knowledge authentication engines
- Advanced call control functionality
- VXML password reset voice applications
- System management utilities
- Password reset system connectors
- Advanced encryption and security

SecureReset VXML Application

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Something as simple as changing a password or PIN may not seem like it could add unnecessary costs and security risks to your business... but it can.

With SecureReset, password changes at your help desk can be secure and efficient – with profound cost-savings and password protection.

SecureReset uses voice verification so that customers and employees can reset their passwords over any telephone, without involving a live agent.

save money

Over 30% of calls to call centers are related to password changes. According to the Gartner Group, those calls can cost up to \$13 each.

SecureReset eliminates the need for live agent involvement in password changes, with the potential for substantial cost savings.

improve security

Verifying a caller's identity during the password reset process is essential for password security. SecureReset provides another layer of protection for your help desk callers.

SecureReset uses voice verification to confirm each caller's identity before proceeding with a password change. As well, the automated process eliminates the involvement of a live agent, reducing another potential security risk.

increase efficiency

SecureReset allows customers the convenience of changing their password quickly and easily, without a live agent. This also means that help desk employees are free for more valuable customer service calls.

Monthly Help Desk Calls – **50,000**
Percentage for Password Resets – **20%**
Monthly Password Reset Calls – **10,000**
Average Cost per call – **\$10**
Monthly costs – **\$100,000**
Annual Costs – **\$1,200,000**

sample cost savings

SecureReset pays for itself.
In this example, the company could save \$1,200,000 in the first year alone.