

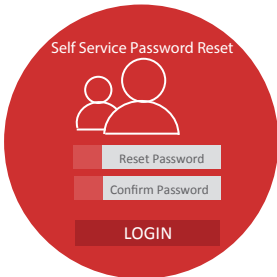
Evaluating a Self-Service Password Reset Tool



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This guide presents the features and capabilities to consider while evaluating self-service password reset tool. Self-service password reset tool can help you almost eliminate service desk calls for password reset, unblock the end users immediately and eliminate errors. This can result in significant saving to business, increased CSAT and positive impact on business production

We have observed that password reset is one of the high volume ticket categories on the service desk in the organization. The volume can be as high as 20% to 40% of overall tickets.



The password reset requests are mostly for central directory services. The central directory service is used for authentication, authorization of devices and systems in the organization. Microsoft Active Directory (AD) is market leader in this space.

The users might want to reset the password not only for AD service but for various systems and applications which are not on AD.

Increasing applications and devices brings the complexity of rising password and reset request. This increased password complexity directly correlates to increased helpdesk calls, this is not only expensive, but also a big distraction for the service desk team and a costly use of employee time, when they could be focusing on the business.

There are quite a few solutions out there, and picking the right one can be a real challenge. Evaluate your choices and look for options that:

Ease of use

As user adoption is prime concern while implementing any tool and hence it is important to have a user friendly self-service password reset. A user friendly tool not only improves user's productivity but also helps in reducing errors. In terms of user experience, the self-service password reset tool should offer more convenience and speed to the user

Availability

As technology is growing by leaps & bounds with new innovations like cloud and IoT, it is imperative for a self-service password reset tool to be accessible from any network, location or device. A highly accessible password reset tool is must for high user experience and faster password reset resolution besides this a password reset tool should have high uptime

Integration with Service Desk

Employees turn to your service desk application or central portal when they have challenge or want to make a request. So your self-service password reset solution should have integration with your service desk solution or central portal to ensure seamless experience for your employees and reduce the training time.

Coverage

The system of self-service password reset should be able to support all the system and applications. Your Unix systems, Linux systems, AS/400 and business applications might not be using Active Directory for authentication. You users might have separate user name and password specific to these systems and applications. So the self-service password reset tool should support password reset for all your systems and applications. It should be extensible to support password reset requirements of your home grown applications.

Enrollment

Authenticating user without a password is a critical stage during self-service password reset request. It is essential to define the enrollment policies carefully; enrollment can be done by end user or by IT staff. End users can authenticate password reset using security questions or a registered mobile phone number. enrollment can be managed by IT staff with admin enrollment; this not only improves user experience but also increases security.



Security

Many self-service reset tools may comprise with security to offer great user experience and faster resolution, which may open up the users up to attacks. A good password reset tool should support multi-factor authentication methods like questions & answers. Mobile authentication and should use trusted authentication technologies

Data security

A self-service password reset tool should be capable enough to avoid separate database to store user database, enrollment data or passwords. A self-service password reset should embrace data storage technology to protect user data from data breaches.

So if your organization is managing password reset request manually then its time you should change the levers by adopting self-service password rest tool. As today's password reset tools are so programmed that it will drastically reduce your helpdesk calls, improve your CSAT and optimize your user experience.

No matter what is the volume of tickets you have AutomationEdge can streamline your self-service password reset requirements that will not only reduce cost but will drastically increase the IT efficiency.

AutomationEdge Background

AutomationEdge is the preferred IT automation and Robotic Process Automation (RPA) solution provider. AutomationEdge helps organizations automate their mundane repetitive rule based tasks across verticals. Founded in February 2017, AutomationEdge has already delivered its innovative solution to large multinationals globally like American Express, Capita, Coty , ICICI Lombard , HDFC Life, Smart Dubai Government , Mashreq Bank and Genpact to name a few. It is a unified platform that helps in automated resolution of IT tickets like password reset user creation and also automates various business processes in front office, middle office and back office. AutomationEdge is also listed in the Salesforce AppExchange.

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