

employee productivity suite from Nuance

The experience speaks for itself™



Automated Password Reset (APR) :: Leverage your Speech Enabled Employee Directory...

simple and secure password and PIN resets – using the power of speech

Companies everywhere are faced with increasing costs of handling very repetitive IT tasks, such as employee password resets. And, legislation such as Sarbanes-Oxley, HIPAA, and Gramm-Leach-Bliley is requiring a more accountable IT infrastructure, which in turn usually means having passwords issued at regular intervals. This leads to more and more password reset requests, overloading the IT team.



HELP! I can't remember my password...

- Quantity of passwords constantly increasing, augmenting IT service calls
 - More calls + longer call duration = additional staffing
 - Help Desk costs are spiraling
 - Mission critical applications require staff on 7x24 basis
 - High turnover necessitates constant training of new agents
 - Total cost of live agents increasing
- Security concerns demand much stronger caller authentication

speech-enabled APR

My voice is my password...

Drive additional value from your employee directory. An optional system add-on part of the Nuance Employee Productivity Suite, the APR module is a complete solution for automated and secure resetting of employee passwords using the power of biometric voice technology. Employees use their voice to reset their network passwords via any telephone quickly and easily — without involving a live agent.

Leveraging powerful voice biometric verification technology, Nuance's APR uses each employee's unique voice print to quickly confirm caller identity before guiding the caller through the password reset process.

1

Save Money

- ✓ Eliminate the need for IT Help Desk support for password resets
- ✓ ~30% of all calls to the IT help desk are password related, and manual password resets costs on average \$10-\$13/reset (Gartner Group)
- ✓ Generate ROI in less than 1 year – often in less than 6 months!

2

Improve Security

- ✓ Enforce legislation compliance while simplifying the reset process
- ✓ Increase password security by leveraging powerful voice biometric verification technology to confirm caller identity
- ✓ Remove involvement of a live agent, eliminating another potential security risk.

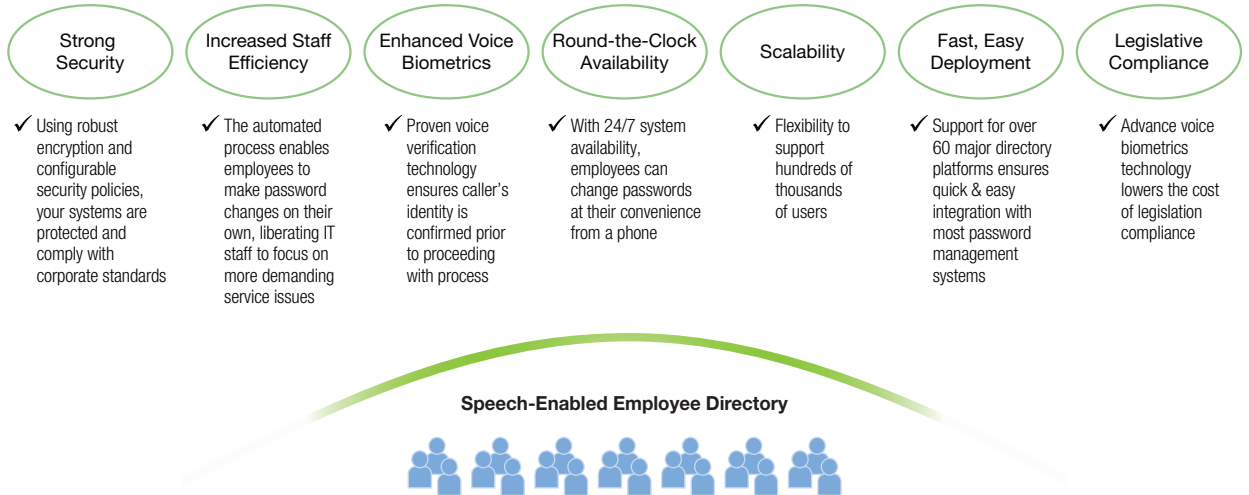
3

Increase Efficiency

- ✓ Empower employees to manage their own network password without requiring IT support
- ✓ Liberate IT staff to focus on more demanding service issues

automated password reset

Driving Additional ROI from your Speech Enabled Employee Directory...



the caller experience

- 1 The caller dials the password reset number and is prompted to say an identifying phrase, such as a phone number or a name. Phrase can be configured to meet any corporate policy.
- 2 The system compares the voice to the voiceprint on file for the caller.
- 3 If the voiceprint matches, the system issues a new password to the caller.

behind the scenes...

- 1 Powerful voice biometric algorithms are applied to a caller's voice, encrypting them and creating a mathematical voice print that is unique to that person. This voice print is not audio, but rather a mathematical binary that serves as the "fingerprint" for that caller, using over 80 characteristics of the human voice.
- 2 The caller's voice is used to compare against the voice print on file, and verification is quick and efficient, allowing users to progress further in the call flow if authorization is allowed.
- 3 Using the multitude of back end connectors available with the Automatic Password Reset application, the caller can choose which system to reset, and the connector handles the reset of the backend system, retrieving/setting the temporary password, and resetting the system at the same time. Other options such as expiry dates, strong password enforcement, and others are also possible.

need more info?

Just call 1-866-968-2623 and say "Sales Department" or email us at eps.sales@nuance.com.

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