



## versay's secure **p a s s w o r d r e s e t**

Versay's Password Reset application uses your voiceprint to provide a secure way for resetting passwords over the phone.

"I forgot my password". This statement costs many IT departments up to \$300 per user, per year. As long as passwords are required to access systems-from voicemail to email - password reset requests will continue to plague enterprise help desks. In fact, the problem is so pervasive that an estimated 30% of all incoming calls to the average enterprise help desk are password related. Automating this routine request in a secure fashion is the obvious way to combat these associated high costs....Versay's Password Reset application does just that.

Using biometric voice verification technology, Versay's Password Reset application enables users to reset their own passwords - quickly and securely. After a simple one-time enrollment, users can access the system 24 hours a day, 7 days a week over any telephone to reset their password. By automating the authentication process, your agents are freed to focus on value added sales and service interactions, your employees and customers have faster access to their desired information and services, and your business benefits from the reduced labor and toll costs. And, since biometric voice verification is more secure than PINs and passwords, the risk of fraud and identity theft is significantly reduced. The benefits are numerous...

**Decrease Costs** - Research shows that agent-handled password resets cost upwards of \$30 per user. At just a fraction of the price, Versay's Password Reset application delivers a quick return on investment.

**Increase Security** - Biometric voice verification is significantly more secure than PINs and passwords, and eliminates the potential for human error in manual password reset procedures.

**Improve Service** - Free agents to handle complex and non-routine problems.

**Increase User Productivity** - Users can reset their own passwords within minutes, 24x7, and quickly continue on with their work.

Versay's Password Reset application offers a full suite of features that can be quickly configured to work with your business requirements.

**Flexible Enrollment and Verification** - Versay's Password Reset application can enroll and verify a caller's voiceprint using words, digit streams, and/or phrases.

**Knowledge Test** - Before enrolling a caller's voiceprint, the application conducts a knowledge test, which consists of asking the caller various questions to which he, and only he, should know the answer. Tight integration with speech recognition makes this secure "two-factor" authentication process possible.

**Caller Identification** - Individual callers can be identified using a variety of pre-determined criteria, such as customer account number, social security number, credit card number, or phone number.

**Liveness Test** - During the verification process, the application conducts a liveness test, which consists of verifying the caller's voiceprint based on randomly generated digits or phrases, or rotating challenge questions, to ensure that there is a live person on the line.

**Robust Multi-Channel Performance** - Versay's Password Reset application excels at handling real-life cross-channel scenarios (e.g. enroll on one type of phone device, such as landline, and verify on another, such as cellular).

**Password Assignment and Confirmation** - Passwords can be created by backend systems, or randomly generated by the application, and then are spoken back to the user in real-time.

**Data Integrity and Validation** - A combination of implicit and explicit confirmation strategies, in addition to proven error-recovery strategies, ensure the quality and integrity of all Password Reset transactions.

**Reporting** - A variety of reports can be generated to monitor and summarize user activity, including Enrollment Reports, Call Detail Reports, User Activity Reports, and Denied Access Reports.

**Web-Centric Integration** - Since Versay's Password Reset application is built in Web standards (VoiceXML), it employs a web-centric integration approach and can access various data sources through web application servers (.NET and J2EE), legacy systems, and web-based security systems.

**Deployment Flexibility** - Versay's Password Reset application can be conveniently hosted at our carrier-grade facilities, enabling rapid deployment and eliminating the upfront capital expenses and ongoing maintenance charges associated with premise-based solutions. For customers who prefer to bring this solution in-house, the Versay Password Reset application is entirely standards-based, so you can easily move the application to a standards-based platform of your choice.

**Quality Control** - With Versay's strong commitment to quality and support, you can rest assured that you will receive expert assistance throughout the application's lifecycle. Versay employs a variety of quality control measures to ensure optimal system performance and a compelling caller experience, including real-time monitoring, call sampling, and test calls



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