

INI IDReset™

Automated Helpdesk Secure Password Reset Solution

INI IDReset is a self-service application designed to ease helpdesk load by providing a secure mechanism for Active Directory users to independently reset their accounts via web or phone.

How it Works

Users enroll via the IDReset web interface, which allows them to define a set of personal challenge questions. When users forget their passwords, they access the IDReset phone or web reset application. IDReset then authenticates users by asking a random subset of their security questions. Once authenticated, users are issued new passwords which allow them to regain access to the corporate network. Users may also simply unlock their Active Directory accounts without changing their passwords. The number and type of questions asking during enrollment and authentication are configurable by the administrator via the IDReset web interface.



INI IDReset Features

- *Seamlessly integrates with Active Directory*
- *Allows caller to speak responses naturally*
- *Includes a robust, easy-to-use web administration interface*
- *Offers convenient user enrollment via web or batch import*
- *Logs detailed session data for reporting purposes*
- *Delivers threat, lockout and success notifications via e-mail*
- *Implements secure data storage via encryption*
- *Supports TLS and SSL communications*
- *Provides configurable password length and complexity settings*
- *Includes interface options for English, Spanish, and Canadian French*
- *Supports optional two-factor authentication via SMS*



INI IDReset Benefits

- Elevates security by removing the human layer from the authentication process
- Enhances convenience with 24/7 immediate access
- Maximizes ROI with 20%-40% fewer costly helpdesk calls
- Frees helpdesk staff to work on mission-critical issues
- Gets users back to work more quickly, increasing productivity
- Provides two convenient reset interfaces, phone & web/mobile
- Alerts administrators to security threats in real time
- Leverages existing Active Directory databases



Elevated Security

INI IDReset enhances security by providing a voice reset option that allows locked-out network users to use their phone, rather than a neighboring workstation, to enter sensitive login data. Voice-based password resets provide an increased level of security over agent-assisted password resets because hackers often breach organizations through the helpdesk using social engineering techniques that trick agents into divulging confidential information.

The application creates a traceable audit trail, providing enhanced protection of personal data. Built using comprehensive threat modeling and risk assessment, INI IDReset ensures compliance with the highest levels of security.

Each line of code has been scanned by a third-party vulnerability testing service and found to meet or exceed the requirements for secure enterprise software, earning the prestigious Veracode 'VerAfied' certification.



System Requirements

- Avaya Aura Experience Portal (EP) 6.0 SP1 or later
- Microsoft Active Directory
- Microsoft Windows Server 2012 R2 or later
- Microsoft SQL Server database
- LumenVox Automated Speech Recognizer
- LumenVox Text-To-Speech Engine



Interactive Northwest, Inc. (INI)

was founded in 1992 to provide custom communications solutions built upon leading IVR and telephony platforms. It was one of the first companies to provide combined expertise in network and host connectivity database integration and telephony networks needed to deploy advanced communication solutions. INI is recognized for its expertise in voice response, speech recognition, CTI, security and SIP. INI's devotion to quality and customer satisfaction is reflected in a track record of

successful implementations in a variety of client environments. INI's software products and services address the complete life cycle of self-service implementations—from solution design and project management to interface development and test, deployment, documentation, training and ongoing support. The company's differentiation lies in areas critical to the success of self-service systems: deep technical expertise in the underlying technologies—networking, operating systems, database integration and computer

telephony. INI has a talent for natural end-user dialog design that leads to a better experience for the caller. INI's disciplined, highly-tuned project management process ensures successful completion of the most complex projects on time and in budget. INI leverages this expertise to create innovative, standards-based tools that augment platform products. In addition, INI has developed several database integration tools and speech-recognition system tuning approaches that speed implementation and ensure the highest possible quality.

