

Password Reset Automation

The #1 IT Ticket OPEX Savings Opportunity

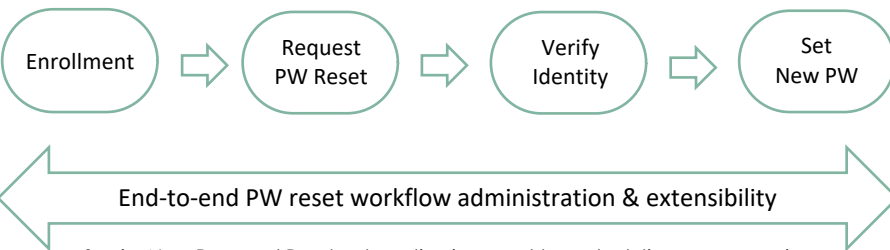
According to Gartner, 20-30% of IT tickets are password reset requests and for a 10K person organization could cost service desks \$300K annually. These tickets, usually calls into the help desk, tie up fulfiller time in mundane, repetitive manual work that could be better used to drive more strategic digital transformation initiatives. Plus, automate self-service provides immediate resolution, improving employee productivity and eSat.

Password reset automation is a golden opportunity to significantly improve multiple key service desk metrics all at once: OPEX, service delivery efficiency, fulfiller productivity, ticket volume, MTTR, and eSat.

End-to-End Password Reset Process Automation

ServiceNow Password Reset is an end-to-end ITSM solution that enables service desks to automate every aspect of the password reset process:

- Service Catalog or Auto-Enrollment
- Omni-channel (Virtual Agent, Now Mobile, Service Portal, login & lock screens)
- Identity Verification (including MFA)
- Credential store management
- Policy management
- Group and user management
- Monitoring & troubleshooting
- Reporting & logging



ServiceNow Password Reset automation is an end-to-end solution encompassing all aspects of the user experience, administration, and solution extensibility

Password reset requests can be made from Virtual Agent, application login screens, Service Portal widgets, and Windows lock screen. Advanced configuration, extension scripts, Flow Designer sub-flows, and IntegrationHub actions enable the customization of enrollment, identification, credential stores, verification, and other processes. For example, using Flow Designer, requests made in Amazon Connect voice UI can be quickly supported.



PW reset where your users are



IT Workflows

IT Tickets

20-30%

are password reset requests

OPEX savings with automation

\$300K/yr

at 10K employee org

Benefits

Reduce ticket volume

Reduce OPEX

Deliver a great employee experience that unlocks fulfiller and requester productivity

Improve password reset process security and governance

How can I help you?

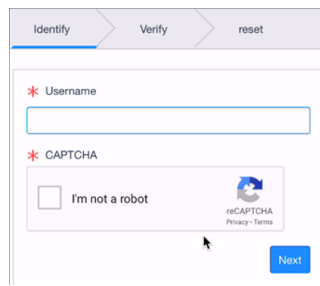
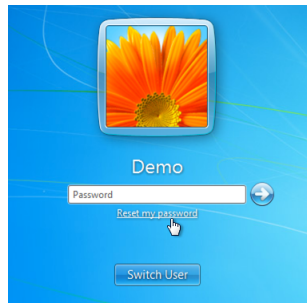
You can type your request below, or use the button to see everything that I can help with.

Just now

Password reset

I want to be sure I got this right. What item below best describes what you want to do?

Get Password Reset Link



Omni-channel PW reset

- Now Mobile, Service Portal, Slack, MS Teams, SaaS or on-prem app login screens, Windows lock screen

Credential Stores

- ServiceNow, Active Directory and Azure Active Directory out-of-box
- Low-code IntegrationHub Action Designer and Flow Designer sub-flows for adding any credential store
- Re-use out-of-box IntegrationHub Spoke pw reset actions for Okta SSO

Verification Methods

- Security questions, Email, SMS, Google Authenticator, Personal Data in User table
- Multi-factor: define and use multiple instances of any verification type
- Templates for custom verification types

Reporting & Logging

- PW Reset Overview Module - 8 out-of-box report types (requests, blocked users, request status, request by action, top users (reset and change), failed verifications, enrollment by verification)
- Activity and event logs

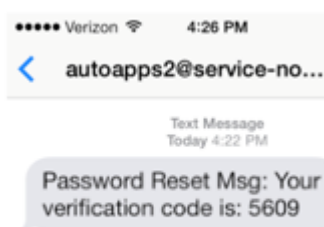
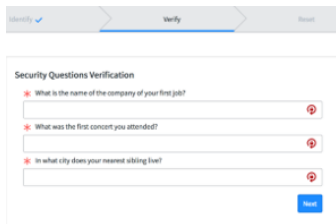
Security

- Role based access (Admin, Service Desk, Credential Store)
- CAPTCHA, reCAPTCHA
- Properties: Global, PW reset request, security question, SMS code, blocked user
- Blocked user notifications
- TLS, 3DES, SN instance encryption, SafeNet, HTTPS (TCP/4986)

Flows Subflows Actions Executions Connections Help

All > Application Name contains Azure AD Password

Name	Internal name	Application
Search	Search	*Azure AD Password
Password Change	password_change	Microsoft Azure AD Password Reset Spoke
Password Connection Test	password_connection_test	Microsoft Azure AD Password Reset Spoke
Password Lock State	password_lock_state	Microsoft Azure AD Password Reset Spoke
Password Reset	password_reset	Microsoft Azure AD Password Reset Spoke
Password Unlock	password_unlock	Microsoft Azure AD Password Reset Spoke
Send Email After Change Password	send_email_after_change_password	Microsoft Azure AD Password Reset Spoke



Track usage of each password reset process

Track enrollment and drive users to set up their verification methods

Find locked-out users and troubleshoot

Review all password resets and how far they were processed