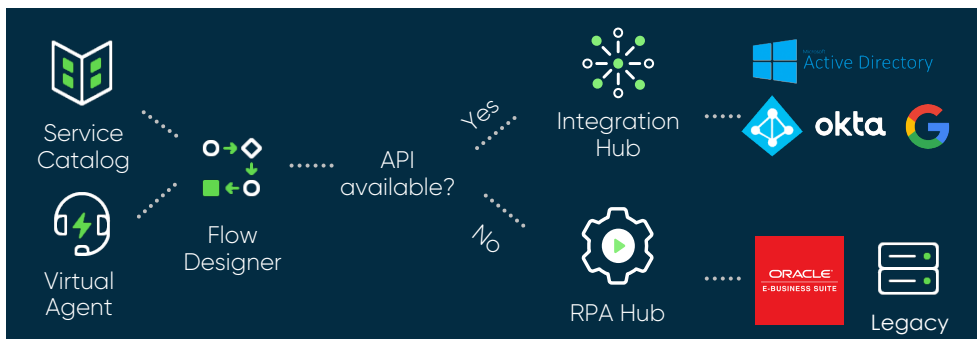


Deliver an AI-powered self-service Password Reset experience

Stop productivity drains on IT service teams and employees

IT service desks deal with many of the same problems every day. One of the biggest time drains: resetting passwords and unlocking accounts. According to Gartner, password problems make up 20-30% of all IT ticket volume and META Group advises that could cost a 10,000-person organization up to \$300,000 annually. Predictive Intelligence Clustering Analytics results from hundreds of ServiceNow customers' incident and request data backs this up: automating password resets and account unlocks is the #1 way for service desks to save time and money.

What if you could remove the burden of this mundane task from your service desk team and provide fast resolution for employees?



Get to value faster by automating password reset requests

Password Reset is an out-of-the-box ServiceNow® IT Workflow solution that enables you to go-live fast with a 24/7, AI-powered self-service experience for employees to get speedy password resolutions anytime, anywhere.

Key benefits:

- Deploy out-of-the-box Virtual Agent conversations for password reset, password change, and account unlock
- Connect Virtual Agent and Service Catalog to identity & access management (IAM) systems of record, including Active Directory, Azure Active Directory, Okta, and Google Directory, with built-in Integration Hub workflow automation
- Deliver fast self-service resolution where users are—Slack, Teams, Now Mobile, app login screens, Windows login screen, and employee and customer service portals
- Utilize comprehensive security controls, including role-based access, 3DES credential encryption, instance encryption, MFA, reCAPTCHA, encryption in flight (TLS, HTTPS), password strength and history enforcement, activity and event logs, and a reports library
- Access a complete set of tooling for administrators to set up, configure, and manage the end-to-end solution quickly, tailored to organization requirements and policies, with no coding or custom integration required

Solution

- Password Reset (Automation Engine Enterprise)
- Virtual Agent (ITSM Pro)

Results

- Reduce overall IT ticket volume by up to 30%
- Resolve requests faster—in less than 30 seconds vs. typical 10+ minutes in a help desk phone call scenario
- Unlock agent and support staff productivity for higher value work
- Improve employee experiences and satisfaction
- Reduce service desk operating expenses

New in Tokyo release:

- Integrate with Oracle EBS using new RPA Hub template
- Support for Interactive Voice Response (IVR) with Virtual Agent

Find out how Password Reset automation can alleviate one of the service desks' biggest productivity drains:



Password Reset
for Virtual Agent



Microsoft AD Spoke
for Password Reset



RPA Template for
Oracle EBS



Demo video



Tech Talk

Accelerate resolution with AI-powered self-service

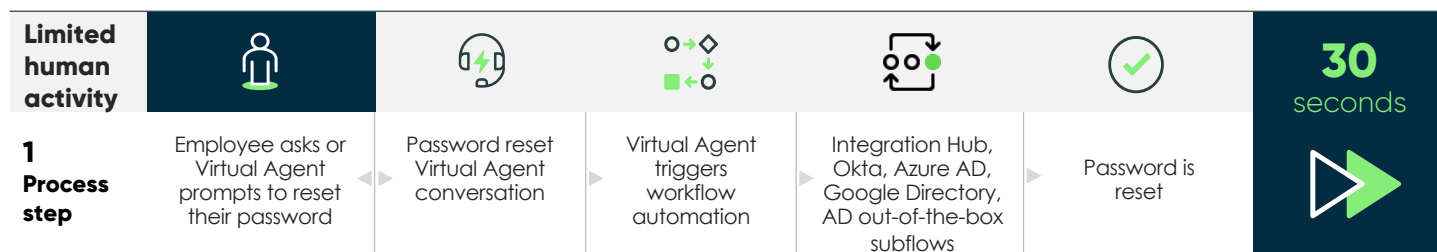
In the past, calling the help desk to get assistance with a password reset or account unlock could take 10 minutes or more, with countless exchanges back-and-forth between agent and employee. With automated workflows, it's possible to resolve these account or password issues in 30 seconds or less.



Before: Manual resolution



After: Automated resolution



Resolve password issues wherever employees are

ServiceNow has optimized the connection between Virtual Agent and Integration Hub for faster response. It's never been quicker or easier for employees to resolve password or account-related issues themselves—no matter where they initiate their request—with always-on, omnichannel experiences.



Virtual Agent in
Now Mobile



Virtual Agent in **Slack**

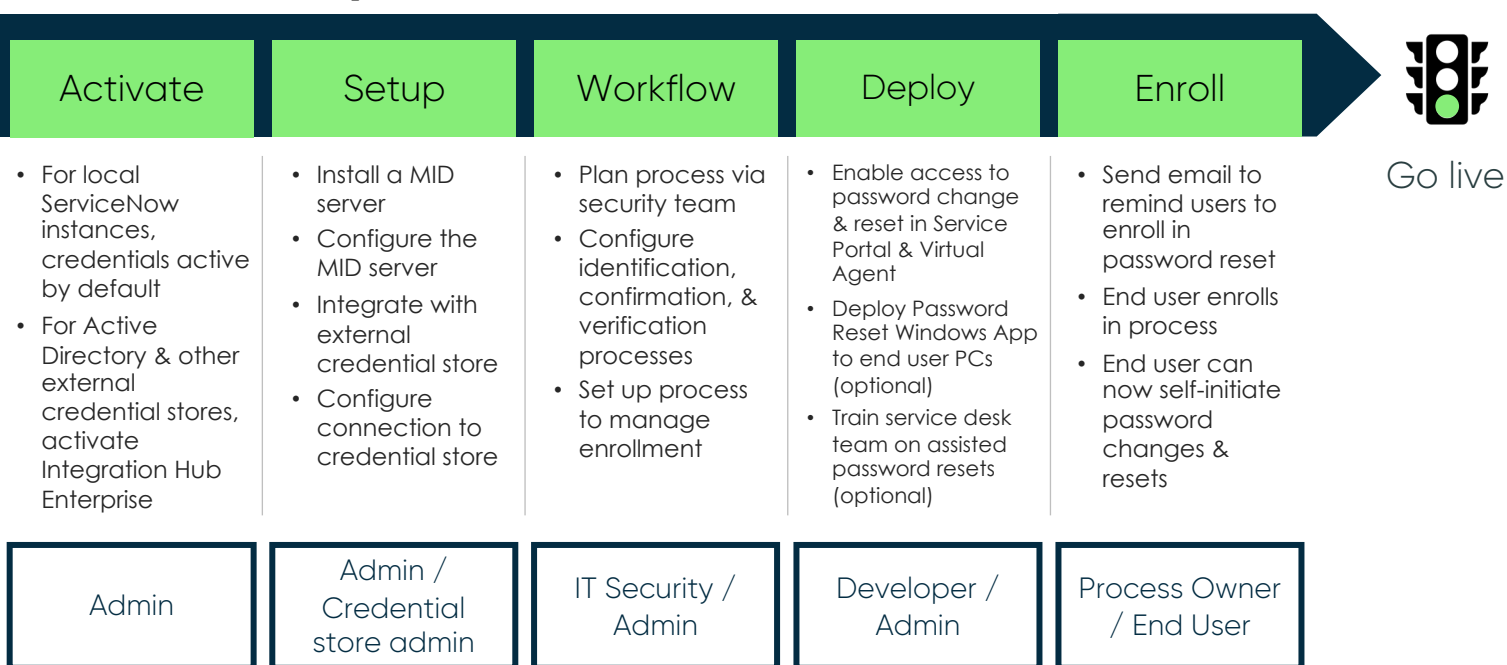


Virtual Agent in
Microsoft Teams

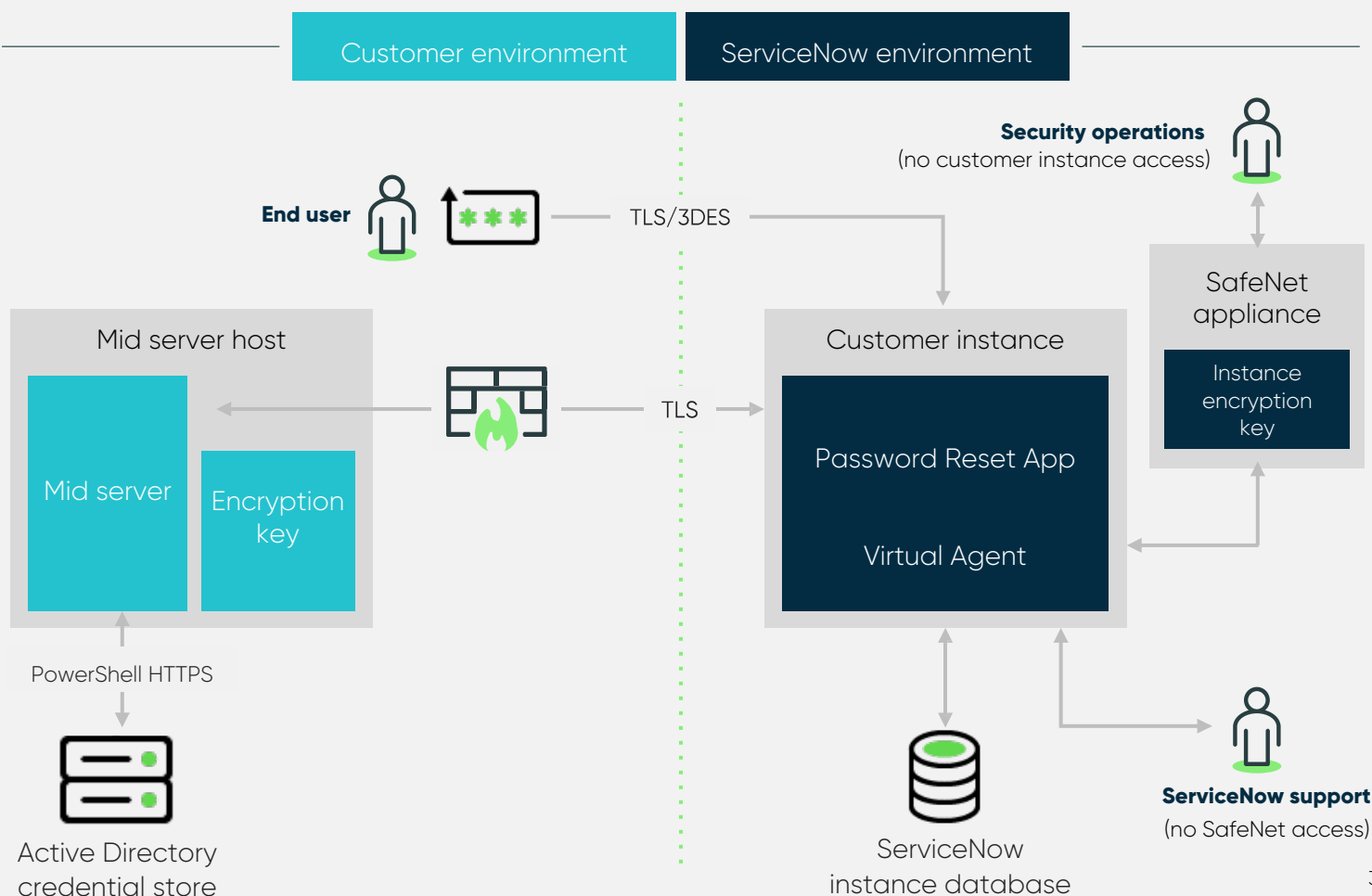


Web experience via
Service Portal

Streamlined implementation for fastest time to value



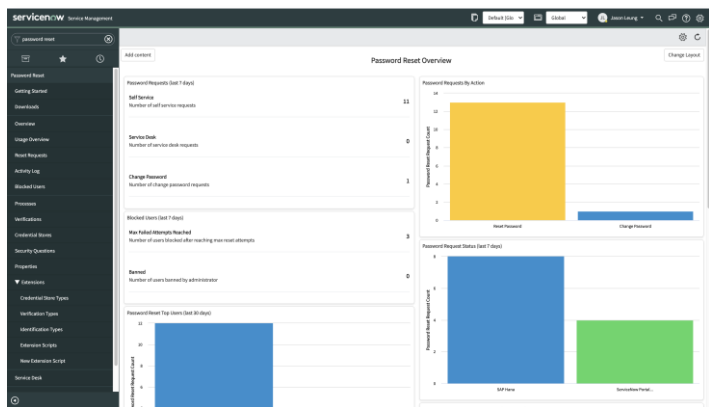
Secure your end-to-end environment



Easily access reports and add new capabilities

Out-of-the-box reporting and dashboards

ServiceNow Password Reset comes with eight out-of-the-box reports to provide key actionable insights into the password governance and administration processes. For example, companies can track the usage of each password reset process, track enrollment, and drive users to set-up their verification methods, find locked-out users and troubleshoot, and review all password resets to see how they were processed.

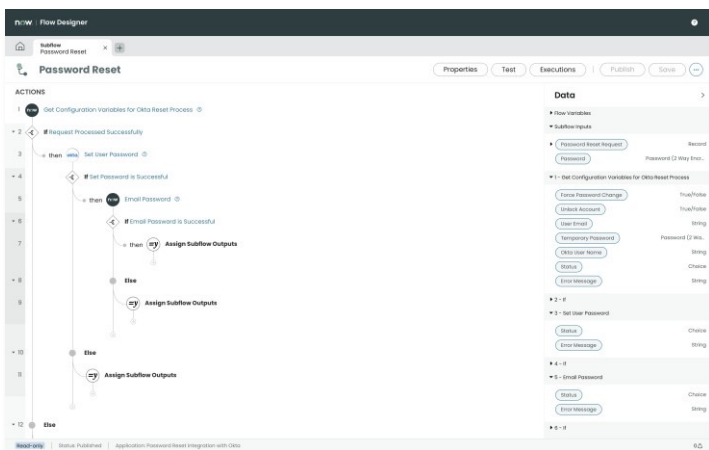


Usage overview

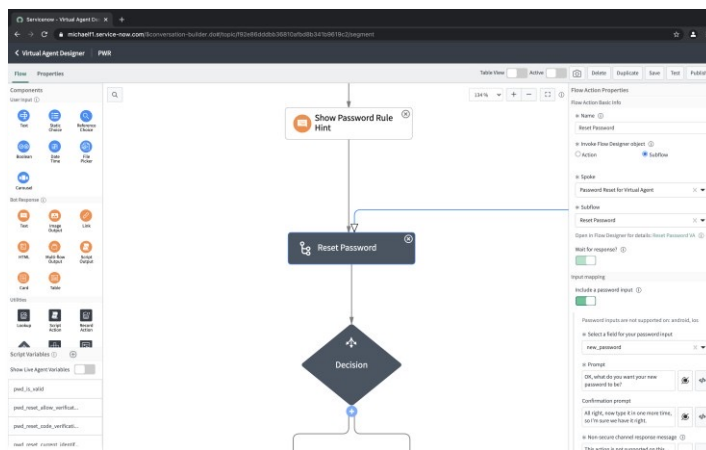
Reset requests

Extend out-of-the-box flows and topics

Password Reset is an out-of-the-box ServiceNow IT workflow with embedded integrations for fastest time to value. But you can go beyond out-of-the-box to address any unique business needs you may have using Flow Designer and Virtual Agent Designer.



Extend/create new flows in Flow Designer



Extend/create new topics in Virtual Agent Designer

