

Ignite service desk productivity by automating password-related requests

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.

And 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.

A single password issue can take more than 10 minutes to resolve—and much of it spent waiting. The employee waits while the service agent manually resets things, and the agent waits while the employee attempts to successfully log into their account. Addressing these issues quickly is critical, but if it's a manual process it eats up valuable time and delivers a bad employee experience.

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 with an out-of-the-box solution

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

It enables you to:

- Deploy out-of-the-box Virtual Agent conversations for password reset, password change, and account unlock
- Connect Virtual Agent directly to IntegrationHub password reset workflow automation
- Integrate seamlessly through configuration, not code, with IntegrationHub out-of-the-box flows to automate actions in identity & access management (IAM) systems of record, including Active Directory, Azure Active Directory, Okta, and Google Directory
- Deliver fast self-service resolution where users are—Slack, Teams, Now Mobile, app login screens, Windows login screen, and employee and customer service portals
- Automate the end-to-end password reset process from enrollment through logging and reporting
- 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 App
Virtual Agent
IntegrationHub
Flow Designer

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

Find out how Password Reset automation can alleviate one of the service desks' biggest productivity drains. Click one of the links below.



Demo video



Tech talk



Password Reset for Virtual Agent



Out-of-the-box Okta integration

Accelerate resolution with AI-powered self-service

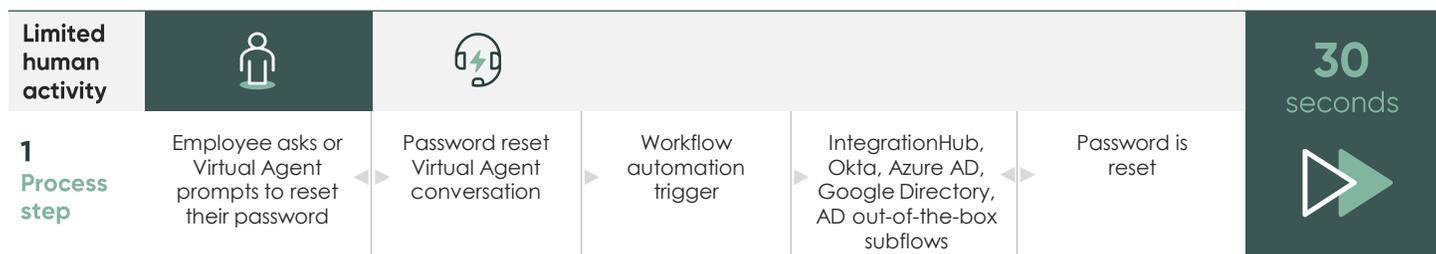
In the past, calling the help desk to get assistance with a password reset or account unlock could take 10 minutes or more, with countless exchanges back-and-forth between agent and employee. With automated workflows, it's possible to resolve these account or password issues in 30 seconds or less.



Before: Manual resolution



After: Automated resolution



Resolve password issues wherever employees are

ServiceNow has optimized the connection between Virtual Agent and IntegrationHub 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**

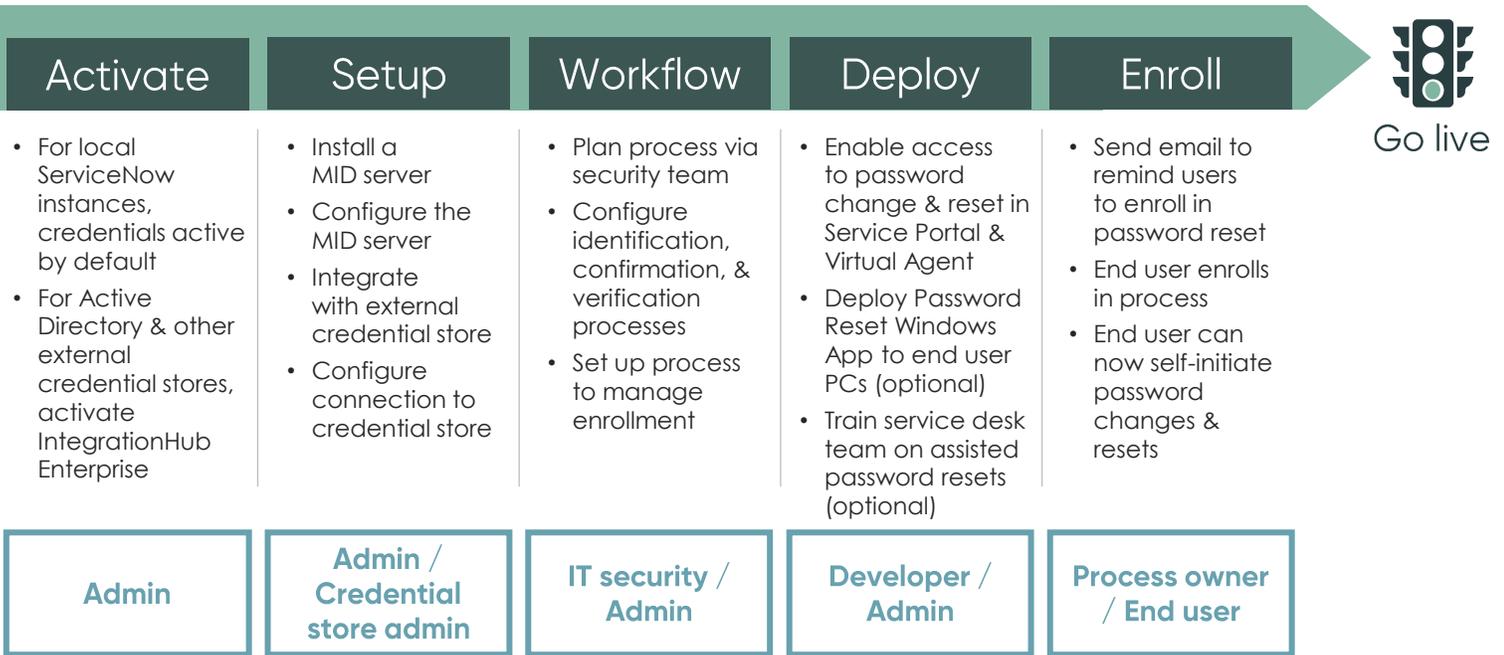


Virtual Agent in **Teams**

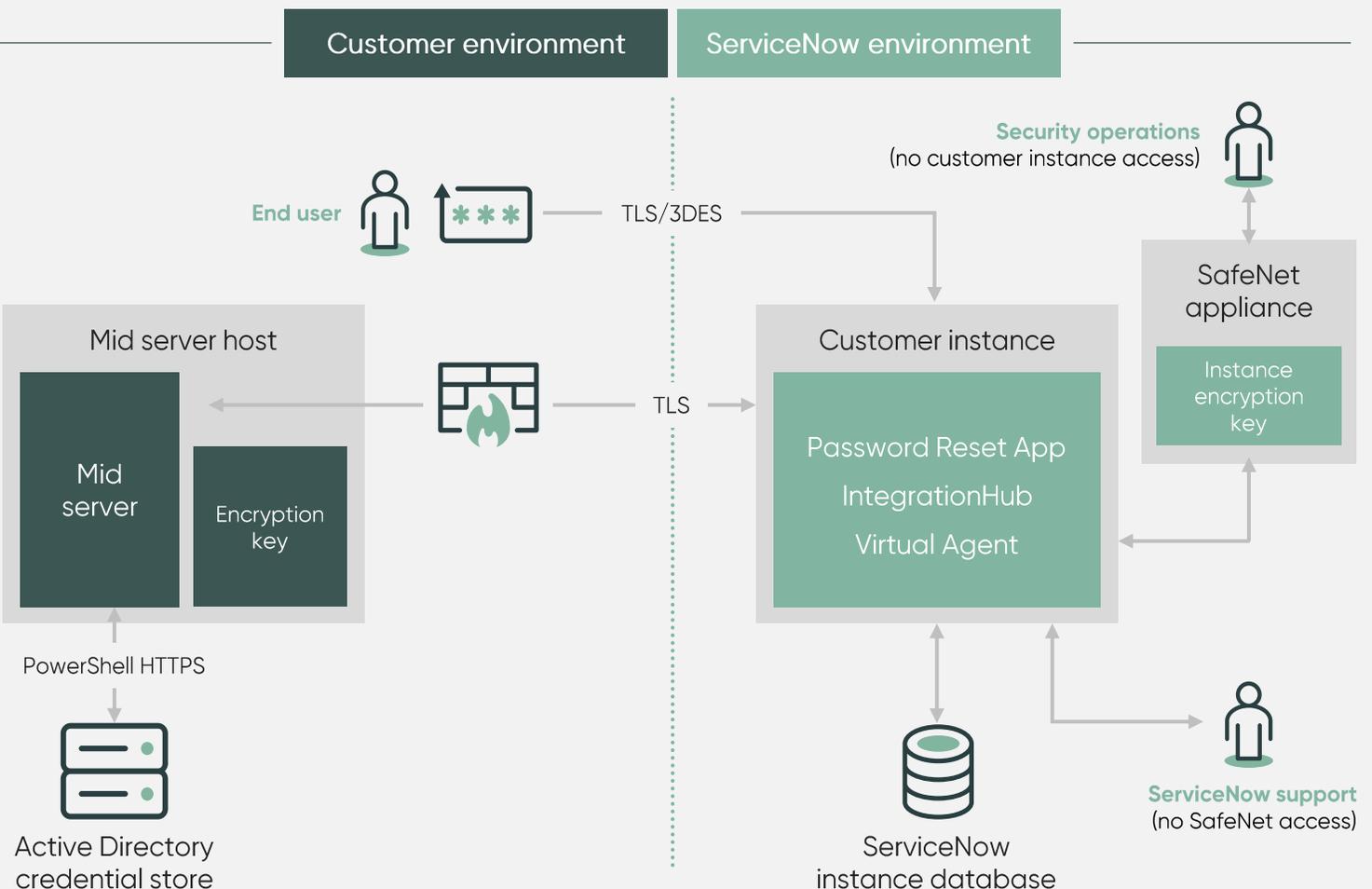


Web experience via **Service Portal**

Streamline implementation for fastest time to value



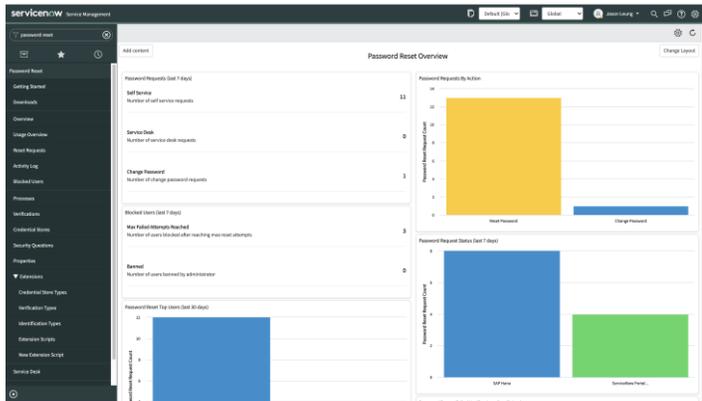
Secure your end-to-end environment



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.



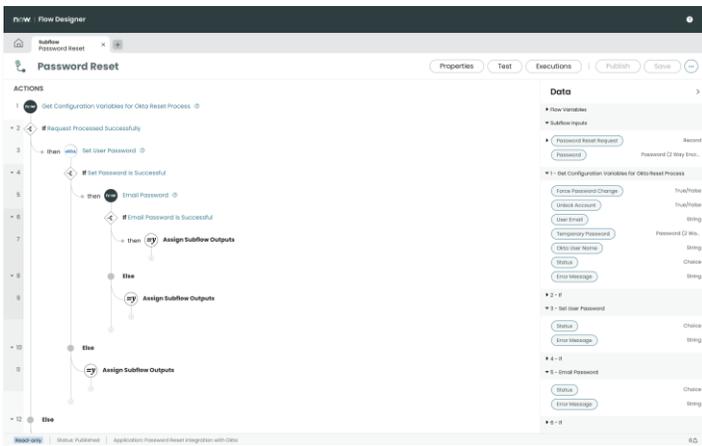
Usage overview

Number	User	Process	Type	Action Type	Status	Action	Active
PS00001001	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	Verified	Value	1
PS00001002	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	Completed With Success	Value	1
PS00001003	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	In Progress	Value	1
PS00001004	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	Completed With Success	Value	1
PS00001005	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	Completed With Success	Value	1
PS00001006	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	Completed With Success	Value	1
PS00001007	Alan Taylor	ServiceNow (Default Password)	Change Password	Change Password	Verified	Value	0
PS00001008	Alan Taylor	ServiceNow (Default Password)	Change Password	Change Password	Completed With Success	Value	0
PS00001009	Alan Taylor	ServiceNow (Default Password)	Change Password	Change Password	Completed With Success	Value	0
PS00001010	Alan Taylor	Self Service	Reset Password	Reset Password	Completed With Success	Value	0
PS00001011	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	Completed With Success	Value	0
PS00001012	Alan Taylor	Self Service	Change Password	Reset Password	Completed With Success	Value	0
PS00001013	Alan Taylor	ServiceNow (Default Password)	Self Service	Change Password	Completed With Success	Value	0
PS00001014	Alan Taylor	ServiceNow (Default Password)	Change Password	Change Password	Verified	Value	0
PS00001015	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	Verified	Value	1
PS00001016	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	Verified	Value	1
PS00001017	Alan Taylor	ServiceNow (Default Password)	Self Service	Reset Password	In Progress	Value	1

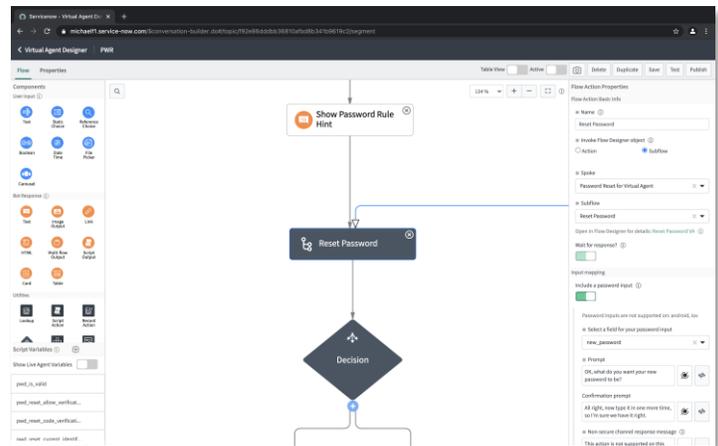
Reset requests

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

