

# FastReset: voice powered, self-service password reset.

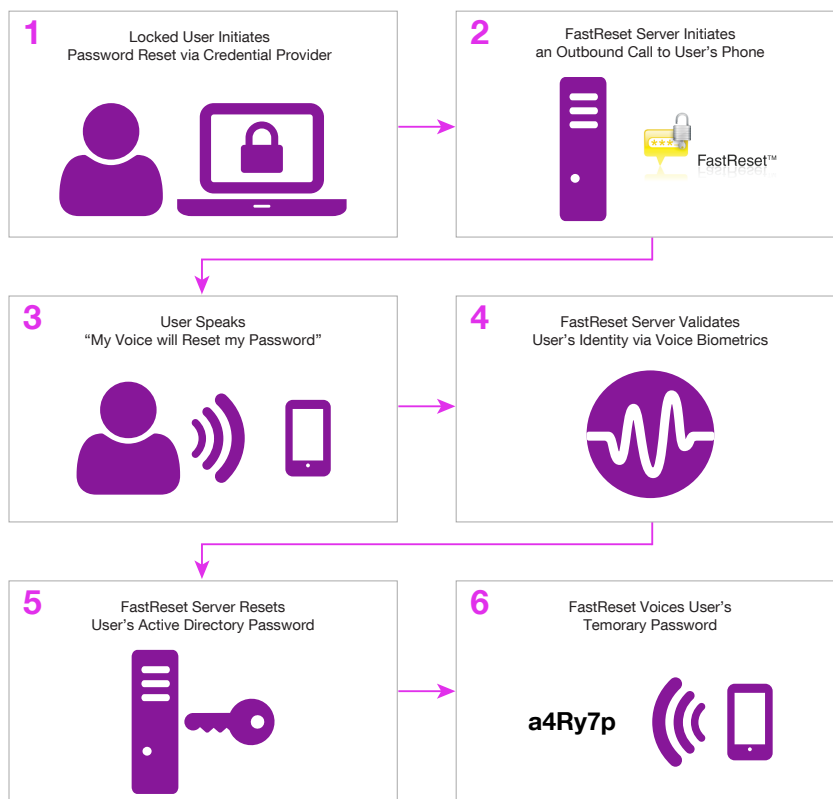
Enables organizations up to 99%+ self-service rate for password reset – no IT helpdesk needed.

Resetting passwords through the IT helpdesk is a tedious and costly process. Yet standard self-service password reset solutions typically fail to deliver on promised results as they rely on users answering secret questions – which they are unlikely to remember when the time comes to reset their password. The result, is continued calls to the IT helpdesk.

Nuance's FastReset solution provides a fully automated, self-service password reset function that requires no knowledge from the user. To reset their password, a user is prompted to speak a common passphrase, such as "My voice will reset my password", and through voice biometrics, the user's identity is validated and their password reset.

## FastReset - key benefits

- **Make password reset easy.** Eliminate the need for an IT helpdesk call – make resetting a password literally as easy as speaking "My voice will reset my password"
- **Reduce IT helpdesk costs.** By eliminating the need for IT helpdesk agents to reset passwords, an organization can save up to 40% of helpdesk tickets
- **Enhance security.** Make the password reset process your most secure internal IT process with two-factors of authentication



FastReset can enable your organization to achieve a 99%+ self-service rate for password reset, delivering cost savings for the IT helpdesk while improving productivity of employees.

**Key Features**

- **Windows credential provider interface.** With FastReset employees can simply click on an icon within the Windows lock screen to initiate the password reset process.
- **Outbound call enables two-factor authentication.** FastReset initiates an outbound call to an employee registered phone number, delivering two-factors of authentication by validating something that the user has (their phone) as well as something that the user is (voice biometric).
- **IT helpdesk IVR integration.** FastReset can be integrated to your organization's IT helpdesk IVR, ensuring that employees that do call the IT helpdesk reset their password in a fully automated self-serve manner.

**About Nuance Voice Biometrics**

Nuance is the global leader in voice biometric solutions, with over 40 million enrolled voiceprints and a global customer base that spans all major industries. Nuance has developed over the last 12 years unrivaled experience in delivering successful voice biometric solutions that enable enterprises to improve customer satisfaction, reduce costs and improve security.

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**About Nuance Communications, Inc.**

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit [nuance.com](http://nuance.com).

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