



VOICE INTERNET PASSWORD RESET

Reduce operating costs!

The Solution

Internet Password Reset

The Benefits

1. Lower Costs- It is estimated that passwords cost between \$14-28 US each to reset. This represents hundreds of thousands of dollars annually for corporations. By automating password resets, Delacon can save your business thousands.

2. Increase Productivity – Delacon's Password Reset solution is operational 24x7 and operates in real-time, allowing employees to get back to work immediately.

3. Improve Employee Services- Delacon's Password Reset solution allows an employee or customer to reset their password instantly by phone- meaning that they can access the system from any location without waiting for a live operator or submitting a support ticket.

4 Delacon's Password Reset solution Integrates with your existing identification databases

5 Solution's can typically be deployed in 48 hours or less

How do customers automatically reset passwords over the phone 24 hours a day, seven days a week with multiple service levels?

Delacon's Automatic Password Reset – **Password Reset** is activated when a customer phones an organization and access' their own customer profile.

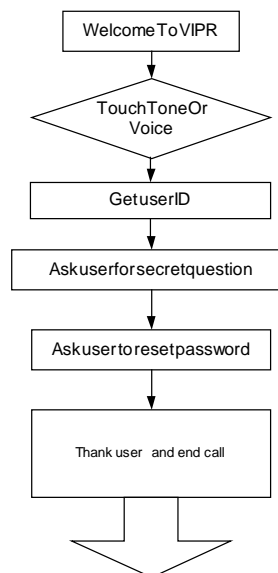
To avoid long call holding times, secure use of changing your password can be made over the phone, Delacon has developed the sophisticated Voice XML product called **VIPR** or Voice Internet Password Reset.

An example of VIPR in action, when a customer phones in they can be identified by their caller ID or by saying their mobile telephone number. They are then requested for secret information that only they know off. Once they have been identified, they are asked to choose a new password, and say that into the phone. VIPR then securely changes this password for them, and they can re use the website, banking facility, or any other computer access facility. ds

VIPR can provide the customer with a range of options

1. Providing clients with a transition path from tone to speech usage
2. If the customer requires operator assistance, they can be transferred to an operator for further options.
3. Authentication of the customer can also be done, using their voice print. This is known as voice authentication.

4. **VIPR** can integrate with all standard databases.



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