

Case Study: Password Reset Access (National Retail Store)

The Challenge:

Some agents must request account resets from coworkers when access or applications fail – increasing handling time for both agents. 10 – 15% of password resets require agents to request work by another agent.

Solution:

The digital workers acknowledge all password reset requests, advises of queue time and follows the appropriate password reset process.

Results:

Allows all agents, even those without credentials or working applications, the ability to perform password resets. It also provided a reduction in call times and increased efficiency for agents to perform value-adding work.

