

Case Study: Password Reset (Government Agency)

The Challenge:

Password resets and account lockouts cause high-volume support requests. Account access and time out issues for their agents made it difficult for the client to manage efficiently — around 10-15% of password resets require agents to request work from another agent.

Solution:

Our digital robots remain logged in at all times to reset passwords or unlock accounts for users. A web portal gives access to all agents, reducing requests for work from other agents.

Results:

Staff significantly decreased phone time for password resets and account lockouts—freeing them up for higher-value work.

