



# VOCAL HELP DESK

## Vocal Help Desk Overview:

Vocal Help Desk is a product suite powered by Microsoft Speech Server that allows organizations to provide more accurate and cost efficient help desk support to its user base.

Vocal Help Desk utilizes the speed and accuracy of speech to empower users to reset their account and passwords. Automating your Password Management frees up the Help Desk Professional, reducing operational costs through a more efficient and reliable Password Management tool - Vocal Help Desk. Vocal Help Desk is easy to setup and use snapping into your current help desk routing methodology.

By making the investment in Vocal Help Desk you are providing your users with the most reliable 24 hour x 7 days a week x 365 days a year password management solution.

**Integration to Help Desk Software** - Included in the installation is complete SMTP or ODBC integration with your Help Desk software to automatically open and close user tickets for each Vocal Help Desk event.

**Help Desk call routing and Auto Attendant functionality** - Implement Vocal Help Desk into your existing call flows or have it answer the initial help desk phone calls.

**Web Interface** - Since Vocal Help Desk becomes part of the password and account management of your Active Directory, it ships with the code and sample Web page for graphical password management for users.

**Complete Logging** - All events that Vocal Help Desk handles are logged and include SMTP notification and Event Log integration for complete tracking of all phone calls and user management events.

**Modular Connectors** - Need to manage users and passwords to other platforms or applications? Vocal Help Desk can support multiple connectors for extended reach across your enterprise. You can reset accounts in Active Directory, NDS, IBM Hosts, and many other platforms.



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## Features:

**Account Reset** - Users dial Vocal Help Desk and check the status of their AD or Domain account. If the account is locked, the user can unlock their account by providing secure AD information.

**Password Change** - Users can instantly change their network passwords, after authentication, with one simple phone call.

**Temporary Password** - Vocal Help Desk can assign a user a temporary password that allows them to logon to the network and initiate their own password change. The temporary password is random, and matches the environments password complexity settings. Upon login the network may force a keyed password change depending on local password policy.

## Benefits:

**Help Desk Analyst's Productivity** - Relieve the help desk of the #1 volume call by automating account reset / password change. Give them back the time to work on mission critical issues. Reduce manual entries, manual searching, non-secure authentication, and re-entry for corrections by automating account reset / password change.

**Maximize User's Productivity** - Reduce hold time and time spent waiting while help desk analysts evaluate and solve the problem.

**Higher Password Standards** - By automating your account reset / password change you are alleviating costs associated with higher password standards. Organizations are often hesitant to increase the frequency in which they change passwords. They are also reluctant to enhance the complexity of passwords due to the strain forgotten passwords put on the help desk.

## Without Vocal Help Desk...

Annual Password related calls	10,000
Average Cost per Password related call	\$14.00
Annual Cost of Password related calls	\$140,000

Things to consider when calculating the cost of Password related help desk calls:

User: Attempted log-ins, call into help desk, time spent on hold, and time spent resolving issue

Help Desk: Evaluation of the situation, issuance of job ticket, authentication of user, response time, and resolution time.

**Vocal Help Desk solves this problem at pennies per call!**

*User password reset is a major help desk problem in many enterprises. As information systems proliferate, users find themselves in a losing battle against password inflation. The more passwords that users must remember, the more they will forget. Thus, the organization's help desk is inundated with calls from users asking for password resets. Gartner research estimates that these calls constitute 10 percent to 30 percent of help desk calls. Gartner "Best Practices for Managing Passwords : Self-Service Q & A", A. Allan, December 2003.*

### Product Details

#### Vocal Help Desk includes:

- Windows 2003 Server (Standard or Enterprise)
- Microsoft Speech Server 2004
- Vocal Help Desk 1.5 for Active Directory/LDAP
- Professional custom prompts
- Intel/Dialogic Telephony Interface or VOIP Interface
- Vocal Help Desk Web Interface
- SMTP/ODBC notifications and ticket creation
- 1 year maintenance upgrades
- Unlimited technical support for 1 year

#### Optional components:

- VHD Custom Connectors - connectors can be built to any platform that hosts passwords.
- VHD Network Admin Pack - server management by voice.
- On-site installation and customization.
- VHD Auto Attendant for Help Desk call routing.



To take part in an interactive demo, visit us at [www.solarsoftware.net](http://www.solarsoftware.net) and look for the link to Vocal Help Desk.

#### Sample Vocal Help Desk phone call:

1. A user is locked out of the network.
2. The user dials the Vocal Help Desk and authenticates using a secure PIN or personal information.
3. Vocal Help Desk checks the status of the user's account. If the user's account is locked, Vocal Help Desk will unlock it.
4. The administrator is notified, the event is logged and a help desk ticket is open and closed.
5. The user may also change their password. Vocal Help Desk will assign a temporary password to the user and will flag their account to require a change upon the next logon.
6. To end the call, simply say "Goodbye". You may also say "Help" at any time to hear a list of acceptable answers from the User Menu.



Solar Software specializes in delivering software efficiency to customers. Solar applies expertise in .NET, Terminal Services, and Speech Server to provide customers with simple and fast access to corporate information via voice or mouse click.

Solar has launched a series of voice enabled products powered by Microsoft Speech Server to deliver voice access to existing applications. Check out our Voice Assistant and Vocal Help Desk products today and begin realizing the potential of the "vocal infrastructure"!

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