

# Password Reset

Whether initiated by a mandatory reset for security compliance or because an employee simply forgot, resetting passwords is one of the most common call drivers to IT service desks. Providing a self-service password reset tool is the best way to cut down on the volume of password-reset calls. However, when selecting one, it's important to keep in mind that employees will always look for the path of least resistance—meaning they will continue to call the service desk if that's the easiest way to get their issue resolved. Therefore, your self-service solution must be as easy to use as it is secure.

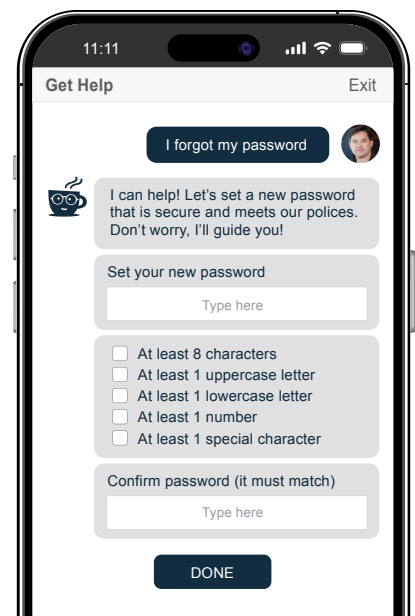
Espressive BaristaGPT, our agentic AI-based virtual agent, automates password resets by integrating directly with top identity and access management (IAM) solutions like Okta and Microsoft Entra ID. With a user-friendly interface, BaristaGPT delivers a conversational experience that is optimized for the workplace, supporting 15+ enterprise departments and available in over 130 languages.

BaristaGPT uses a multi-factor authentication process to verify an employee's identity by sending a one-time verification code to a recipient's phone number or email address. Once their identity has been verified, BaristaGPT enables the employee to reset their password to Active Directory (AD) or any SAML 2.0 compliant tool, for Single Sign On (SSO) without service desk intervention.

## Solve Account Issues with Self-Service

At any time, employees could forget their passwords or get locked out of their account. This leads to loss of productivity and sometimes means employees need help during times the IT service desk is not available.

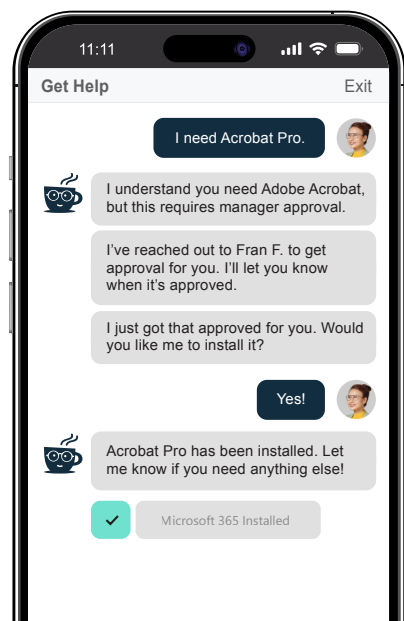
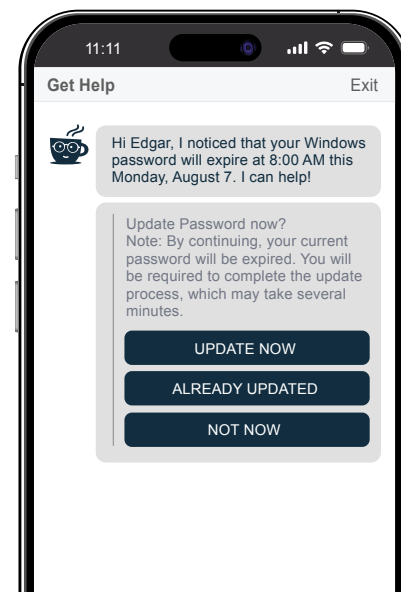
BaristaGPT automatically resolves lockouts in seconds to help your employees stay productive. BaristaGPT is available 24/7 and is also omni-channel accessible, so employees can get help with their account from wherever they work—including through a browser, on the mobile or desktop app, or through collaboration tools like Microsoft Teams and Google Chat. Omni-channel accessibility means BaristaGPT can assist employees even if they are locked out of their system.



## Streamline Mandated Resets

Good security practices require that organizations mandate password resets at regular intervals, such as every 90 days or at the beginning of a new year. However, mandatory reset notifications often require employees to click a link or go somewhere else to complete the task, so it's not unusual for employees to ignore these messages and eventually find themselves locked out of their system. When this happens, it results in a loss of both employee and service desk agent productivity: employees are unable to work, and this routine problem keeps agents from focusing on more strategic initiatives.

BaristaGPT enables you to get ahead of impending issues by sending automated, actionable notifications regarding password resets or any other system update. When an employee is due for a mandatory reset, they will receive an in-app notification from BaristaGPT with the ability to update their password in the same application. No need to go anywhere else. This streamlines a mandatory process for employees, decreasing the number of times they are locked out of their system and in turn, reducing the number of calls to the service desk.



## Simplify Access Management

A forgotten password or lack of access to a tool means employee productivity comes to a halt or can't even begin. At the same time, ensuring only the right people have the right level of access is necessary to keeping your company secure. Organizations must find a way to do both in order to meet security standards without hampering employee productivity.

BaristaGPT simplifies access management by automating user authentication, authorization, and role-based access controls. By integrating BaristaGPT with existing enterprise systems, employees have one place to go to prevent account lockouts, get account access, and reset passwords automatically. In addition, BaristaGPT automates granting or revoking access to certain apps, licenses, or distribution lists to keep company resources secure. This reduces the manual workload for IT staff, minimizes the risk of human error, and ensures that access permissions are consistently applied across the organization.



**ESPRESSIVE** is the pioneer in automating digital workplace assistance, redefining how employees get help by delivering exceptional employee experiences. BaristaGPT, our conversational, AI-based virtual agent, takes on the role of the service desk agent, bringing the best of human experience with the best of artificial intelligence. BaristaGPT automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced service desk call volume of 50 to 70%.

Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).

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