ChoiceView®

Tech Support: Reset Password

Password reset is the most common reason that customers call tech support. Sometimes customers can handle password reset at a website, but often they call. These calls take a lot of tech support reps' time, often keeping other callers waiting for live support. But customers easily change their password, *without* live help, when they call a company with a true visual IVR (Interactive Voice Response) system to front end call into their support center.

With a true ChoiceView® Visual IVR, a company can deflect calls from support reps while providing more efficient customer service. Customers find that ChoiceView is easy to use, fast, and effective.

Use Case

To change her password, a customer calls tech support from her smartphone.

- Instead of *hearing* a long menu, she immediately selects the option to interact visually. She now *sees and hears menu options and responses.*

- She enters her ID and current password to authenticate her account.

- She taps her location and language preference.

- She taps **Password Reset** on the menu, then resets her password on the next screen.

Results:
- The call is contained in the ChoiceView Visual IVR.
- Customer is pleased to quickly and securely reset her password 24/7, without waiting for a live rep.
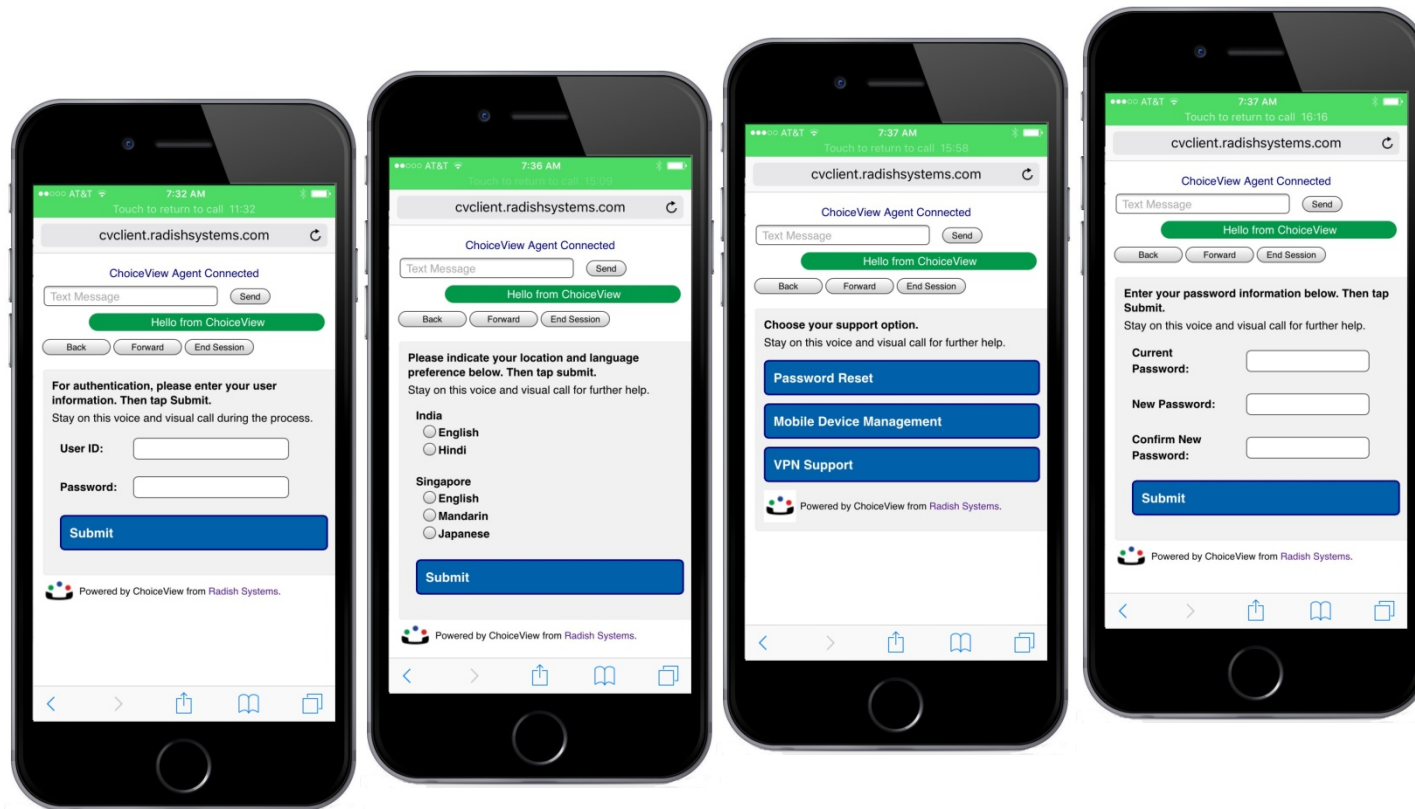
Benefits of ChoiceView Visual IVR

- *Password resets are completed without a live rep, saving time and money.*
- *Other customers obtain live tech support more quickly and spend less time waiting for a rep.*
- *Encrypted calls are secure and confidential.*
- *Customers easily enter data on visual screen versus using a phone keypad.*

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The ChoiceView® Company