Designing an Account Unlock Application

Address	{value_address}
Contact Person	{value_contact_person}
Mobile Number	{value_mobile_number}
Email	{value_email}

In this article we are going to try and provide some ideas for you to reduce those calls to the help desk. In this project we created a help desk portal, this portal pretty much has a main page that you can go to download patches, virus definition files, and manage account unlock information. Calls to the help desk for unlocking locked accounts accounted for a large percentage of calls, so in order to streamline the process we created an application that tied in with the intranet user portal.

For more details, please visit http://scripts.goclixy.com/designing-an-account-unlock-application-3485