

Password Reset via IPIVR Integration w/...



[Mark Emerson](#) 2 posts since May 26, 2011

Password Reset via IPIVR Integration w/ AD Jan 19, 2017 1:42 PM

I have a customer who is looking to use the IPIVR to facilitate password resets. Are there any known best practices or caveats associated with this type of integration?



[Gopinath K S](#) 1 posts since Dec 7, 2011

Re: Password Reset via IPIVR Integration w/ AD Jan 31, 2017 10:40 AM

Hi Mark

Can you please elaborate on which password reset you are talking about ... Are you talking about AD integration for SSO setups ???


thanks

Gopi



[Mark Emerson](#) 2 posts since May 26, 2011

Re: Password Reset via IPIVR Integration w/ AD Jan 31, 2017 3:11 PM

 in response to [Gopinath K S](#)

Gopi,


The customer is looking to use the IPIVR to let employees reset/change their corporate password in Active Directory. If an employee forgets their password and can't log into their computer, the customer wants them to be able to call a number, authenticate and then change their AD password. The customer would like to know what tools are needed to allow an IPIVR application authenticate to AD and then make changes. If you have any guidance at all regarding this integration, I would appreciate it.

Mark



[Jyothish Joshi](#) 39 posts since Sep 14, 2014

Re: Password Reset via IPIVR Integration w/ AD Mar 13, 2017 8:48 PM

 in response to [Mark Emerson](#)

For such usecases, it would be better to go for Custom Jar, with Java implementation for user authentication and password reset, which can be used from the script.



[Manish Choraria](#) 2 posts since Nov 20, 2015

Re: Password Reset via IPIVR Integration w/ AD Mar 29, 2017 11:45 PM

Password Reset via IPIVR Integration w/...

Hi Mark,

CCX does not support integration with AD from IPIVR out of the box and have not published any such material. The customer's requirement demands a custom implementation which would be a combination of scripting and java code that would have to be uploaded (as a jar) to the CCX server from CCX Application Administrator web pages.

Below is the link of CCX Scripting Best Practices guide for your quick reference.

http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_0/programming/guide/SeriesVol2.pdf

http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_11_0/programming/guide/EditorSeriesVol2.pdf

Below is a link from Oracle Java that has code blocks for various kinds of communication with AD Server. This is just for your reference and not a production-ready code sample.

<https://docs.oracle.com/javase/tutorial/jndi/ldap/authentication.html>

Hope this helps !!

Cheers,
Manish