

HYPR Affirm For Your IT Help Desk / Call Center

The IT Help Desk: Your \$70-per-Ticket Attack Vector

Your IT help desk keeps the enterprise running — and attackers know it. Half of all tickets are password resets or lockouts, each costing around **\$70**. In this high-volume, high-pressure environment, social engineers slip past weak identity checks, tricking agents into handing over access.

That leaves your team with an impossible choice: **risk a breach** by trusting bad data, or **frustrate employees** with slow, intrusive verification.

HYPR Affirm: Certainty for Every Support Interaction

HYPR Affirm for Help Desk replaces high-risk guesswork with identity assurance. We empower your support agents to securely verify the identity of any employee or contractor fast, before performing sensitive actions. By integrating fully customizable, multi-factor identity verification directly into the support workflow, HYPR transforms your help desk from a primary target into a powerful line of defense against identity fraud.

A Purpose-Built App for Your Support Agents

At the core of the solution is the HYPR Affirm Help Desk Application, a centralized and secure interface designed specifically for the speed and security of modern support teams. This intuitive application gives your agents a command center for managing every aspect of identity verification workflows.

Key Benefits of HYPR Affirm for Help Desk:

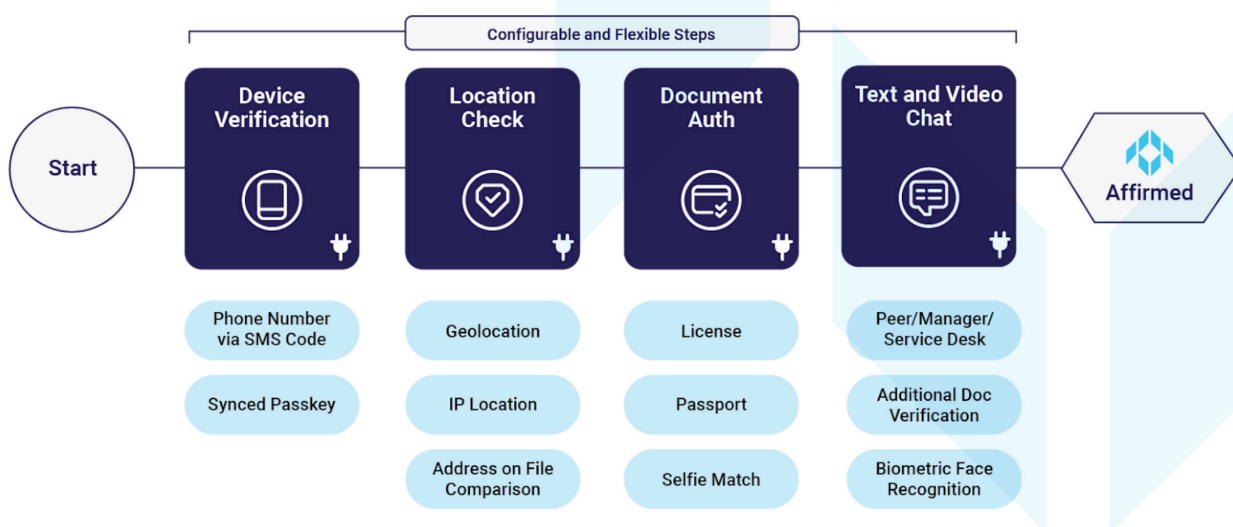
- **Stop Help Desk-Driven ATO:**
Eliminate 90% of the risk from social engineering replacing compromised KBAs with the industry's strongest identity verification.
- **Accelerate Ticket Resolution:**
Slash ticket handling times from hours to minutes by replacing inconsistent manual checks with a real-time, standardized workflow.
- **Strengthen Compliance & Auditability:**
All identity logs are auditable, and HYPR Affirm can integrate with your SIEM.
- **Empower Your Agents:**
Give your support team a purpose-built tool that removes the pressure and risk from their daily workflow, allowing them to resolve issues with speed and confidence.



How It Works for Your Agents

- 1. User Initiates Recovery:** The user starts the SSPR or SSAR process from their login screen or service portal.
 - Self-Service:** Users can launch a verification flow directly from your company's support portal (e.g., ServiceNow, Zendesk) to resolve issues on their own.
 - Agent-Assisted:** For live calls or chats, an agent can use the HYPR Help Desk App to instantly send a secure verification link via email or SMS.
 - User-Initiated (with PIN):** A user can start the process and receive a unique PIN. They provide this PIN to a support agent, who uses it to look up the verified session, ensuring a fast and secure handoff without sharing PII.
- 2. Verify with Certainty:** The user is guided to scan their government-issued photo ID with their device's camera, followed by a quick, **certified liveness-detecting selfie**. This process actively prevents spoofing and deepfake attacks, proving that the legitimate user is physically present and in control of their ID. Other factors like geolocation or phone number possession can be added.
- 3. Resolve with an Immutable Audit Trail:** Once verification is complete, the result is instantly reflected in the agent's Help Desk App. The agent can confidently proceed with the sensitive task; whether it's a credential reset, MFA device recovery, or access escalation. Every step is logged, creating a tamper-proof, auditable record that satisfies the strictest compliance and governance requirements, and can be pushed to your SIEM.

HYPR Affirm User Flow



A New Way for Help Desk Security

Traditional Help Desk Verification

Relies on easily stolen secrets (KBA, SMS)

Inconsistent, manual, and error-prone process

Defenseless against deepfakes and AI attacks

Lacks a reliable audit trail for verification

High agent friction and user frustration

High risk of account takeover (ATO)

HYPR Affirm Help Desk Verification

Relies on Multi-Factor Identity Verification

Centralized, standardized, and automated workflow

Actively detects and blocks synthetic identity fraud

Creates a tamper-proof, auditable record for every request

Provides a self-service or guided experience users

Dramatically reduces ATO fraud and operational risk

About HYPR

HYPR, the leader in passwordless identity assurance, delivers comprehensive identity security by unifying phishing-resistant passwordless authentication, adaptive risk mitigation, and automated identity verification.

Trusted by top organizations including two of the four largest US banks, HYPR ensures secure and seamless user experiences and protects complex environments globally.

Ready to Secure Your Biggest Point of Contact?

Stop letting identity uncertainty drain your help desk budget and expose your organization. Secure your help desk, empower your agents, and protect your enterprise with HYPR Affirm.

Schedule Your HYPR Affirm Demo Today
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