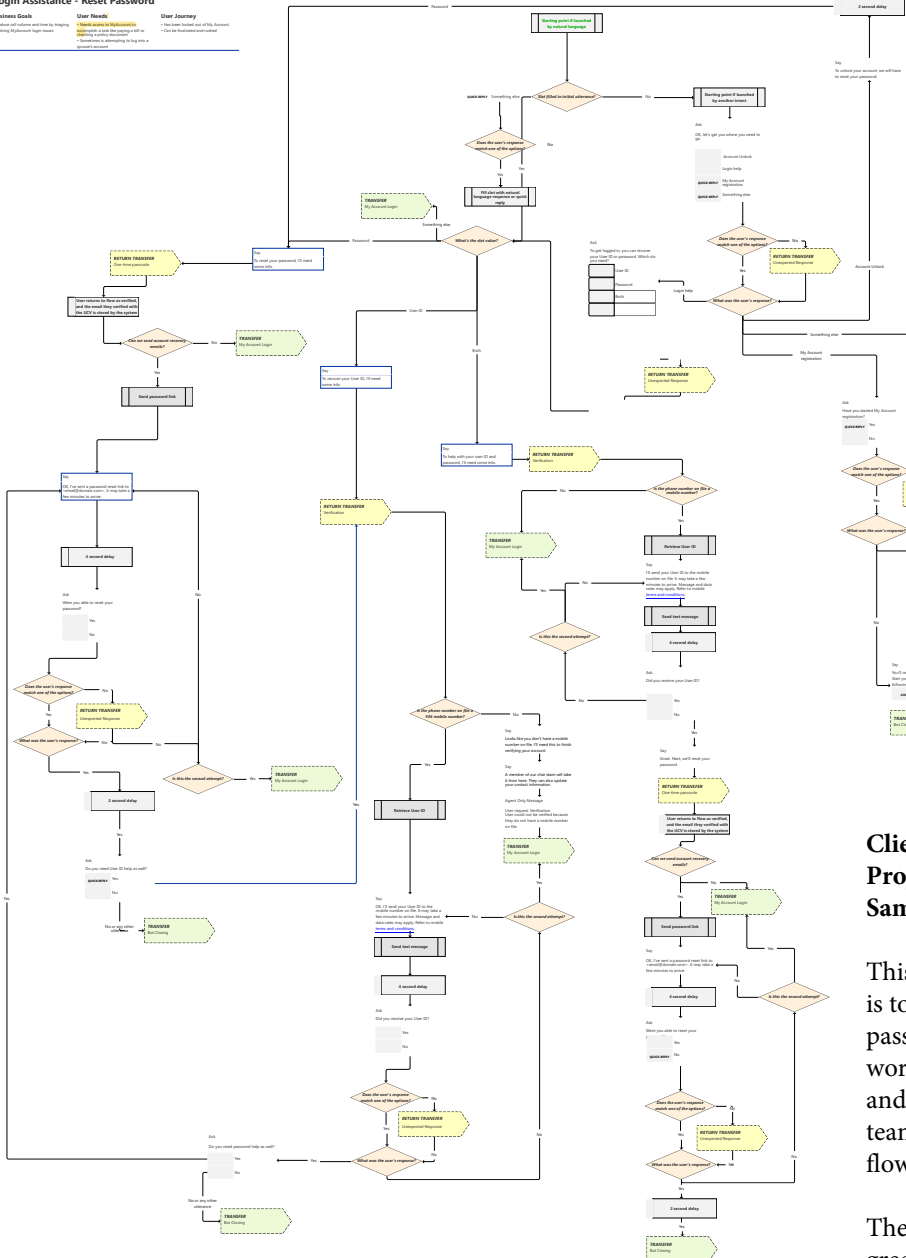


Login Assistance - Reset Password

Business Goals	User Needs	User Journey
<ul style="list-style-type: none"> <li>Reduce self-service requests by 15%</li> <li>Reduce self-service requests by 15%</li> </ul>	<ul style="list-style-type: none"> <li>Identify self-service requests</li> <li>Identify self-service requests</li> <li>Identify self-service requests</li> </ul>	<ul style="list-style-type: none"> <li>Identify self-service requests</li> <li>Identify self-service requests</li> <li>Identify self-service requests</li> </ul>

- SAMPLE UTTERANCES**
- Hi, I'm here to help you with your account.
  - How can I help you today?
  - What is your account number?
  - What is your email address?
  - What is your phone number?
  - What is your date of birth?
  - What is your security question?
  - What is your security answer?
  - What is your current password?
  - What is your new password?
  - What is your old password?
  - What is your account type?
  - What is your account status?
  - What is your account balance?
  - What is your account history?
  - What is your account settings?
  - What is your account preferences?
  - What is your account notifications?
  - What is your account security?
  - What is your account privacy?
  - What is your account terms?
  - What is your account conditions?
  - What is your account disclaimer?
  - What is your account agreement?
  - What is your account consent?
  - What is your account acknowledgment?
  - What is your account confirmation?
  - What is your account completion?
  - What is your account closure?
  - What is your account deletion?
  - What is your account deactivation?
  - What is your account reactivation?
  - What is your account recovery?
  - What is your account restoration?
  - What is your account backup?
  - What is your account export?
  - What is your account import?
  - What is your account sync?
  - What is your account update?
  - What is your account delete?
  - What is your account create?
  - What is your account edit?
  - What is your account view?
  - What is your account list?
  - What is your account search?
  - What is your account filter?
  - What is your account sort?
  - What is your account pagination?
  - What is your account loading?
  - What is your account error?
  - What is your account warning?
  - What is your account success?
  - What is your account message?
  - What is your account notification?
  - What is your account alert?
  - What is your account reminder?
  - What is your account suggestion?
  - What is your account recommendation?
  - What is your account tip?
  - What is your account hint?
  - What is your account help?
  - What is your account support?
  - What is your account contact?
  - What is your account feedback?
  - What is your account survey?
  - What is your account poll?
  - What is your account quiz?
  - What is your account game?
  - What is your account challenge?
  - What is your account puzzle?
  - What is your account riddle?
  - What is your account trivia?
  - What is your account fact?
  - What is your account statistic?
  - What is your account trend?
  - What is your account forecast?
  - What is your account insight?
  - What is your account tip-off?
  - What is your account scoop?
  - What is your account scoop-up?
  - What is your account scoop-out?
  - What is your account scoop-in?
  - What is your account scoop-on?
  - What is your account scoop-off?
  - What is your account scoop-over?
  - What is your account scoop-under?
  - What is your account scoop-around?
  - What is your account scoop-through?
  - What is your account scoop-through-out?
  - What is your account scoop-through-in?
  - What is your account scoop-through-off?
  - What is your account scoop-through-over?
  - What is your account scoop-through-under?
  - What is your account scoop-through-around?
  - What is your account scoop-through-through?



**Client:** Allstate  
**Project:** MyAccount  
**Sample:** Password Reset Flow

This is a section of the MyAccount flow. Its purpose is to walk the customer through changing their password. This is a more zoomed-out version of the work I did for Allstate. The flow is designed in Axure and would have been handed off to the development team in this state. It also includes the goals of the flow and sample utterances.

The flow begins in the top center rectangle with green text.

Zoom in for better reading.