

Inflexible and complex user interfaces often lead to half-hearted adoption or outright rejection of an application. Of the two, for Identity and access management applications, the half-hearted adoption of an application is likely worse, as this can result in high training costs, decreased productivity, and provisioning errors resulting in provisioning delays and security risks.

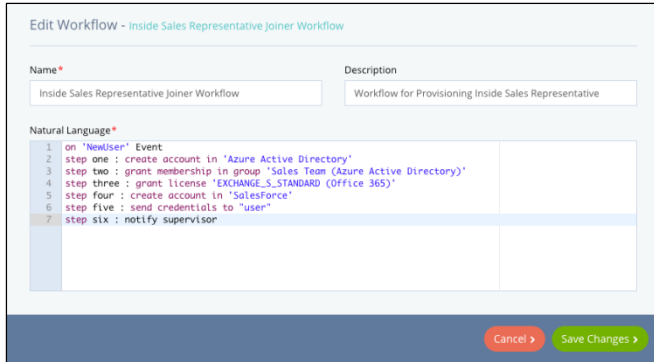


Figure 1 -- Building a Multi-step Workflow for granting access to an Inside Sales Representative

Today, there are many voice-first technologies built with a natural language user interface which utilizes artificial intelligence to recognize patterns and meaning within human language. When a computer understands what you mean to say, without you having to ask it in one specific way, using your voice starts to feel like having an actual conversation.

Tuebora has implemented a Natural Language User Interface (NLUI) for its identity management platform. The Tuebora implementation of NLUI accepts natural-language inputs via web console, SMS/Email messages and Voice. The Voice channel input has been implemented using Alexa SDK called

Suno. This new interface allows the Tuebora IAM platform to deduce what a speaker actually means and not just interpret the words spoken. This creates process flexibilities that offer the IAM organization new paths to innovate Joiner/Leaver/Mover and approval processes for speed, efficiency, and error reduction.

Provisioning/deprovisioning, end user request workflows, notification, and analytics reporting are supported by the NLUI. Hundreds of IAM activities have been mapped to natural language commands. A few examples are:

- **Provisioning/Deprovisioning**
  - “Create account in Azure for John Doe.”
  - “Remove all access for John Doe.”
  - “Give Jane Smith the same access as John Doe.”
  - “Give Jane Smith Inside Sales Role.”
- **Notifications / On-Demand Reporting**
  - “Send reminder email to all reviewers.”
  - “Generate report of high-risk activities this week.”
- **Queries**
  - “Who are the administrators in AWS?”
  - “What are the pending requests assigned to me?”

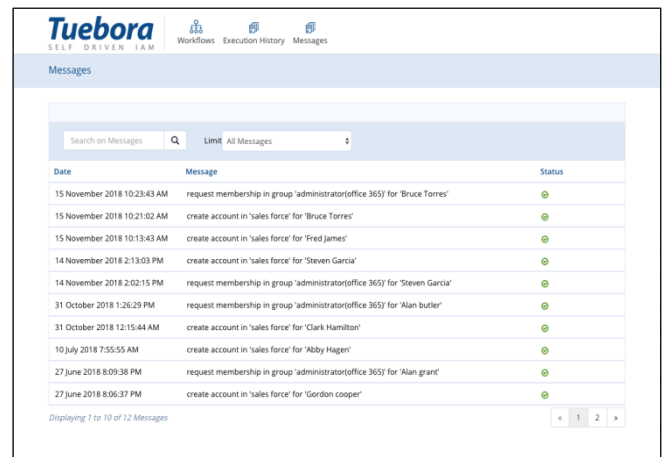


Figure 2 -- Built-in NLUI command audit trail

In minutes, entire provisioning workflows can be built or edited for standardization. A complete audit trail is available for compliance purposes.

Business identity and access management vendors have constantly added updated UI to support new features created or acquired through the acquisition of other companies. User interface complexity and the number of actions required to accomplish a task restrain business velocity and increase the likelihood of errors. Tuebora’s multi-channel NLUI implementation eliminates the need for understanding a vendor’s terminology and its user interface. It increases productivity by creating a single, unifying interface across all your IAM applications. Employee experience is dramatically improved and application implementation and training time are reduced.