Point2Point
SOLUTIONS

Validate WebSupport user accounts in REAL-TIME with:

ptWebAuthenication

Figure 1. Conventional Clarify Method
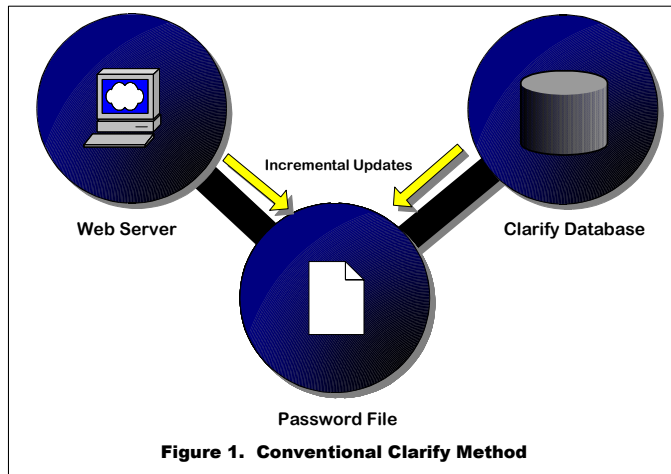
In Clarify's baseline WebSupport configuration, the web server validates a customer's login from a password file, which is copied over from Clarify in a batch process. The batch process is usually completed on a timed basis, such as once an hour, twice a day, or possibly once a day. These delays hamper the customer's ability to access the WebSupport site (Figure 1). Secondly, the increase in web traffic has demanded that some companies maintain multiple web servers to host their site. In the current model, the password file has to be maintained on each web server. This may cause a maintenance issue, especially as additional web servers are added.

"allows the web server to validate the customer logins and passwords directly with the Clarify database in REAL-TIME."

Figure 2. ptWebAuthenication Method
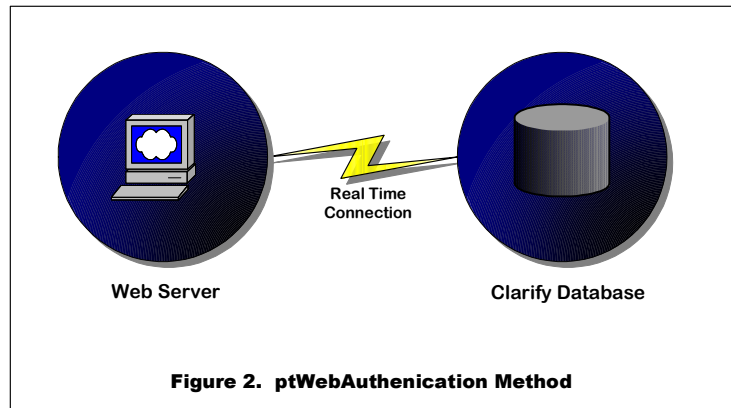
ptWebAuthenication allows the web server to validate the customer logins and passwords directly with the Clarify database in REAL-TIME (Figure 2). Whether the customer is creating their own password or a customer service representative is updating it for them, the change is instantaneous.

Additionally, since ptWebAuthenication validates the customer logins directly with the Clarify database, there is no need to maintain the password files on each web server. Multiple web severs require NO additional maintenance.

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