

Specops Secure Service Desk

Service Specific Terms

Secure Service Desk is a cloud-based solution designed for service desk administrators to verify users. It reduces the risk of social engineering attacks by using various strong identity verification methods. These authentication options are paired with technical enforcement to ensure administrators cannot proceed with a caller's request until authentication through the platform is completed.

The Third-Party Authentication Package is an optional add-on for Secure Service Desk. It enables the use of supported third-party authentication services for user verification.

Secure Service Desk, including the Third-Party Authentication Package if applicable, is made available under an annual subscription agreement. The subscription is limited to the number of enabled directory (Active Directory, Entra ID or both) user objects within scope of a Secure Service Desk Group Policy Object (GPO) across all affected domains.