QDesk

Help Desk Security Automation for MSPs

CyberQP

QDesk is a Help Desk Security Automation product that directly integrates with CyberQP's Privileged Access Management (PAM) platform. The product is designed to deter social engineering attacks and help MSPs simplify their end user identity verification. QDesk pairs self-service password resets with laser-fast identity verification. MSPs can manage user accounts from one convenient dashboard or within their PSA with integrations purpose built for MSPs. Give your clients an intuitive solution that gets them back online faster and eliminates costly password reset tickets from their technicians' workflows.

What QDesk Protects You From

- Eliminates Password Reset Tickets with Self-Service Reset Tools
- Reduces Manual Password Reset Process in Your PSA Down to 10 Seconds
- Deters Social Engineering Attacks
- Centralizes IAM in PSA
- Reduces Identity Verification Time
- Offers Alternative to Microsoft AD Connect to Reduce Wait Time and Streamline Setup
- Easy, Automated Onboarding
- Integrate with the most popular documentation tools

Features

Self-Service Password Resets:

Eliminate password reset tickets from your technicians' workflows by allowing end users to reset passwords and unlock accounts wherever they are. If manual resets are required, QDesk integrates with your PSA to reduce the manual password reset process down to 10 seconds.

Biometric Authentication:

Secure your self-service password resets and protect yourself from social engineering attacks using built in biometrics, such as fingerprint.(Android) or Touch ID/Face ID (iOS).

End User Identity Verification:

Verify your end user's identity directly from CyberQP or within your PSA. Clients can verify their identity through several methods, including the CyberQP mobile app, text message or email notifications.

Centralized Account Management:

QDesk makes it easy for you to view account status, enable/disable and unlock accounts as well as reset passwords in one click.

Office 365 Password Sync:

Eliminate wait times and effectively sync your end users' passwords with Azure AD (Office 365) and Active Directory.

Multi-tenancy:

View all of your end user accounts from the CyberQP dashboard, separated by customer.

Integrations with Popular MSP Tools:

QDesk integrates with popular PSAs like ConnectWise Manage and Datto Autotask (Coming Soon) in addition to IT Documentation tools such as IT Glue and Hudu.