Datasheet

# Specops Authentication API

Add identity verification to your workflows. Your system asks, the user verifies with a method they already have, and your workflow decides what happens next. **We provide the API, Swagger docs and verification services. Your team builds the integration.**

## Is the Specops Authentication API Right for Your Organization?

The Authentication API is ideal for organizations that:

- ✓ Want to automate sensitive requests through a chatbot, safely
- ✓ Need verification inside ServiceNow or another ITSM tool
- ✓ Want staff to confirm it's really the help desk calling
- ✓ Already have MFA and don't want a new app, re-enrolment or vendor
- ✓ Want their own workflow to decide what happens with the result
- ✓ Plan to start with one workflow and build the rest later

## How It Works

**1. Identity services and policies are configured** in the Specops Authentication API admin environment and apply to every verification, whether an agent or a system triggers it.

**2. Your system requests a check.** A chatbot, ticket or workflow contacts Secure Service Desk through the Authentication API, identifying the user to be verified.

**3. The user verifies.** They complete a verification check on a method they're already enrolled in: for example, Microsoft Authenticator, Specops:ID, Specops Verified ID, email or SMS.

**4. Your workflow decides.** The API returns the authentication result. Your system continues, escalates or stops the request. Your workflow, your verification rules.

## What Can You Build?

**You can use the API however your like, but here are three examples of workflows we've built verification into.**

**Chatbot verification.** An internal chatbot verifies a user before completing a password reset, unlock or request for personal data. The bot handles the conversation; Specops handles the verification.

**ITSM integration.** A ServiceNow or other ITSM tool ticket triggers a verification, so agents never leave the tool they work in. The first use case customers built.

**User-to-user verification.** Staff confirm that the person claiming to be IT really is really an agent, stopping fake help desk callbacks.

## Technical Overview

| FEATURE | DESCRIPTION |
|---|---|
| **Interface** | REST API with full OpenAPI (Swagger) specification |
| **Authentication** | Authentication uses an API key |
| **Verification methods** | Choose from 15+ MFA methods, including Duo, Okta, Specops:ID, Specops Verified ID, SMS, Email |
| **Response** | Verification results are returned to the calling system |
| **Directory support** | The API can be used for both Active Directory and Entra ID users |
| **Policy and configuration** | Managed in the Specops Authentication administrative environment |
| **Audit** | Every verification can be captured and logged |
| **Platform requirements** | Any platform that can make an HTTPS request |
| **Documentation** | OpenAPI (Swagger) files shipped with the product |
| **Support** | Specops supports the API and verification services; customer owns the integration |

## Built for Developers

- **Full OpenAPI (Swagger) documentation** shipped with the API, so your team can start from the spec, not from scratch.
- **Works on any platform** that can make an HTTPS request. Chatbot, ITSM, custom tool, your choice.
- **Step-by-step walkthroughs** for each use case, showing how we built the working examples.
- **You build and own the integration.** We support the API and verification services behind it.

## Get A Demo Of The Authentication API

Interested in seeing how the Specops Authentication API can work in your environment? **Click here to set up a demo.**