

Zia AI assistant use cases in ADManager Plus

ManageEngine ADManager Plus



What is Zia in ADManager Plus?

Zia is the AI assistant in ADManager Plus that helps administrators perform routine Active Directory (AD) management tasks and generate reports using natural language prompts, without navigating multiple pages.

Zia capabilities

- Understand natural language queries
- Execute AD management actions (enable/disable/unlock user accounts, reset user passwords)
- Generate on-demand reports on users, groups, contacts, and computers
- Provide contextual, conversational assistance directly within the ADManager Plus console

USE CASE 1

Instantly reset a user's password

Challenge:

Resetting a user's password typically requires navigating to the account or the action in the console and performing multiple steps. This can be slow and cumbersome, especially in urgent situations.

How Zia helps:

With Zia, administrators can simply type a natural language command, and the password reset is carried out instantly. Zia securely resets the account password using a system-generated random password, never displaying or sharing password details in the chat. Before executing the reset, Zia prompts for confirmation with the user details, and proceeds only after the administrator confirms the action.

Sample prompts:

- Reset Jane Smith's password.
- Reset the password for the user Jane Smith with a random password.
- Unlock and reset Jane Smith's account password.

Outcome:

Administrators can instantly reset a user's password using a natural language command, eliminating the need to navigate multiple console pages, which is especially useful during critical incidents.

USE CASE 2

Save time generating reports

Challenge:

Identifying inactive accounts is essential for both security and license optimization. In ADManager Plus, this usually requires navigating through menus and applying filters.

How Zia helps:

With Zia, administrators can simply ask in plain English and get the report instantly, without any manual configuration.

Sample prompts:

- Show me users who have been inactive for the past 90 days.
- Generate a report of inactive user accounts for the last 90 days.
- List all users who have not logged in within 90 days.

Outcome:

Zia generates a clean, tabular report of inactive accounts directly in the chat. Administrators can refine the results further and use the report instantly for audits and cleanup tasks.



Our Products

AD360 | Log360 | ADAudit Plus | ADSelfService Plus

M365 Manager Plus | RecoveryManager Plus

About ADManager Plus

ADManager Plus is an identity governance and administration (IGA) solution that simplifies identity management, ensures security and improves compliance. With ADManager Plus, manage the user life cycle from provisioning to deprovisioning, run access certification campaigns, orchestrate identity management across enterprise applications and protect data on your enterprise platforms with regular backups. Use over 200 reports to gain valuable insights into identities and their access rights. Improve the efficiency of your IGA operations with workflows, automations and role-based access control policies. ADManager Plus' Android and iOS applications help with on-the-go AD and Entra ID management.

For more information about ADManager Plus, visit manageengine.com/products/ad-manager/.

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