

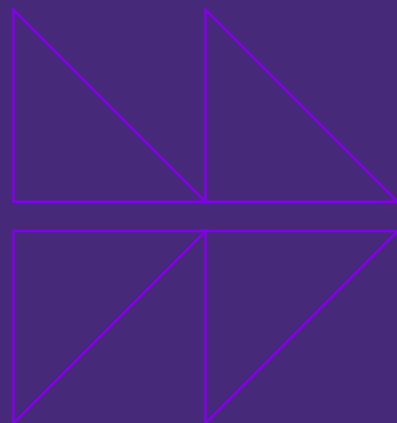
# 8 WAYS MOVEWORKS MAKES SUPPORTING EMPLOYEES EFFORTLESS

## The Moveworks Advantage

Today's companies deal with thousands upon thousands of urgent requests from employees—whether they need IT support, HR help, or a map to the new conference room.

That's why fast companies use Moveworks. Our AI platform solves employees' support issues, wherever they are, whatever they need, and however they ask. Instantly.

**Here are 8 game-changing things only  
Moveworks can do →**



# 01

## Automate hundreds of use cases—on day 1

No training, no admin, no workflows, no scripting.  
Our platform just works.

### Conventional approach

Most “automated” solutions for support, such as chatbot toolkits, take months or even years to produce impact—if they ever get off the ground at all.

They require support teams to build dialog flows manually while forcing employees to follow a preprogrammed script to get what they need. The result is a frustrating experience for everyone.

Plus, these scripted conversations become out of date the moment the support environment changes.

### The Moveworks advantage

Moveworks is a fully autonomous AI platform that resolves every employee support issue—from IT and HR to finance and facilities.

Only Moveworks delivers immediate results: using hundreds of machine learning models to understand employees’ requests and solve them with the most up-to-date resources.

Deployment takes only six to eight weeks and 40 hours of a team’s time, with no teaching, training, or scripting needed.

### Why it matters

Automated scripts are built to tackle one use case at one moment in time. But Moveworks evolves with the support ecosystem, handling hundreds of changing use cases completely automatically and getting better over time.

By automating away the busy work, Moveworks lets support teams focus on the big picture.

**PROCORE**<sup>®</sup>

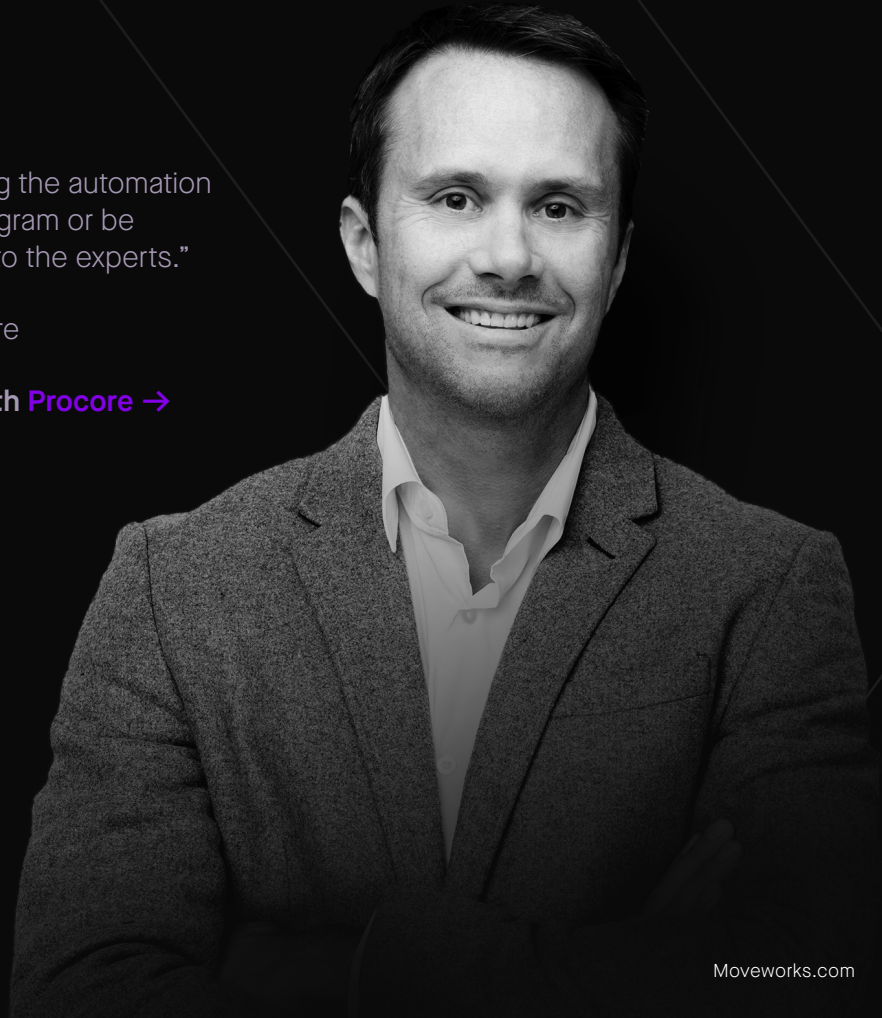
“Moveworks starts right out of the box, bringing the automation we need to fill in the gaps. I don’t have to program or be responsible for anything. We leave that work to the experts.”

—Steve LeBoeuf, Senior Director of IT, Procore

To learn more, check out our case study with [Procore](#) →

**7**WKS

**Moveworks fully deployed in 7 weeks at Procore**



# 02

## Offer actionable recommendations for your support environment

Our world-leading team is committed to achieving your goals.

### Conventional approach

The majority of solutions leave your team to figure out how to get the best results.

Without insight into how to improve a solution over time, even machine learning-powered solutions fall behind.

### The Moveworks advantage

Only Moveworks is a dedicated, strategic partner from day one, taking ownership of your bots' results at every step.


Our Customer Success Team uses rich data from your environment to deliver regular machine learning-based recommendations.


Performance Insights Dashboards quantify the progress of the Moveworks bot in real time.


### Why it matters

The Moveworks Platform grows as you grow, constantly adjusting as new needs arise and teams evolve.


Insight into areas for improvement helps us develop digital transformation roadmaps, address common pain points, and increase the ROI of existing investments—without adding extra work for support teams.


 **Paul** 11:53 AM  
Service is quick and on point. Very nice!

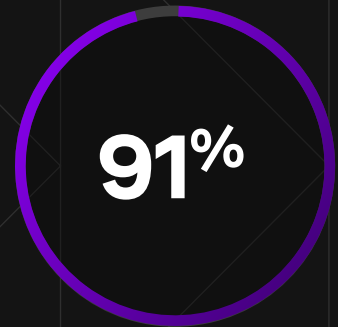
 **Emma** 11:35 AM  
❤️ you NinjaUnicorn!

 **Chris** 12:00 PM  
Really fast responses. It understands exactly what I need.

 **Madison** 12:07 PM  
Emails get lost. Every Slack message from NinjaUnicorn is relevant and requires my attention.

 **Joyce** 12:12 PM  
I ask NinjaUnicorn before I ask IT -- it always has the right answer.

 **Gwen** 11:35 AM  
Thanks NinjaUnicorn!



Employee satisfaction with Moveworks

\*Real, anonymized comments from Moveworks users at Unity.

“Moveworks provides performance data to quickly identify gaps in our operations—what to fix and what to prioritize. By seeing how employees engage with IT, we have the information to better address their needs.”

—Thomas Tran Le,  
Executive Support Lead, Unity

To learn more, check out our  
case study with [Unity](#) →





## Drive adoption by meeting employees where they work

Moveworks helps every employee, whether they use chat, email, or a web portal.

### Conventional approach

Conventional chatbots live in separate applications or hidden backend systems, making users come to them.

They're blind to support issues employees submit over email, with a generic request form, or via any method that isn't through the chatbot itself.

Because these bots are only programmed to handle limited use cases, they frequently result in a frustrating user experience and struggle to reach adoption rates above 10-15%.

### The Moveworks advantage

Moveworks is the only platform that meets employees on their terms, ensuring effortless support across chat, web portals, email, and everywhere tickets are created.

Moveworks intelligently "follows" users across channels to guarantee consistent, personalized, and secure support. Employees always get relevant, accurate solutions no matter where they get they choose to ask for help.

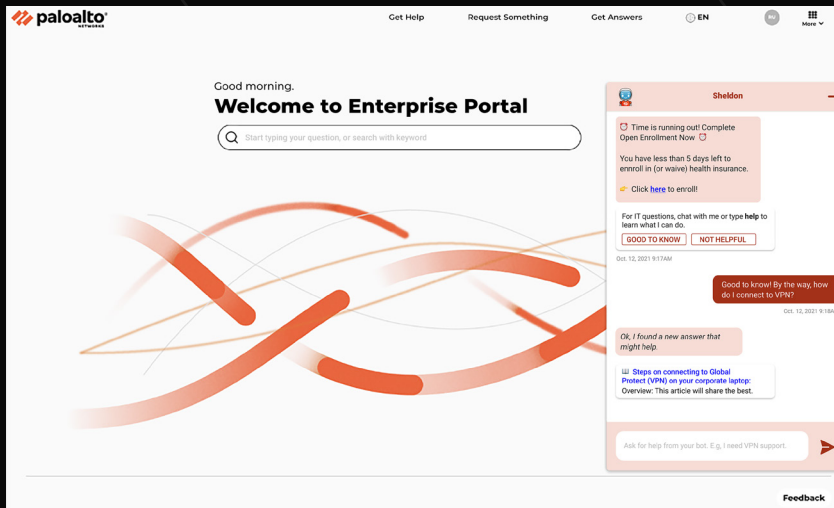
Constantly deepening integrations, Moveworks offers a rich chat experience complete with in-bot form filling and easy-to-consume knowledge articles.

### Why it matters

Our bot meets employees where they work, offering a single conversational interface to solve every issue, sending reminders, and proactively reaching out—so employees always know where to get help.

Moveworks increases bot adoption organically. Our customers report high engagement, with over 90% of their employees regularly using the bot for support.

Our intuitive conversational interface and rapid resolution times ensure that employees keep coming back to the bot and continue to have a positive experience.



# 351k

Hours of employee productivity saved by Moveworks, and counting



“Moveworks offers the ability to go anywhere for help—email, Slack, our ServiceNow portal—and still end up in the bot’s hands as the first line of support. It’s letting us get the fastest response, right up front.”

—Steve Januario, VP of Digital Employee Experience, Palo Alto Networks

To learn more, check out our case study with [Palo Alto Networks](#) →

# 04

## Automatically index and conversationalize every resource

Moveworks surfaces hidden forms and knowledge articles for employees.

### Conventional approach

The key to enabling self-serviced support is allowing employees to easily take advantage of resources like forms and knowledge articles.

But employees struggle to find the right resources when they don't know what they are looking for in buried backend systems.

Resource gaps are difficult to identify. It's hard for support teams to identify which resources employees need without visibility into what they ask for.

### The Moveworks advantage

Moveworks brings service catalogs to life. From knowledge base articles to forms, every hard-to-find resource is easily accessible directly in the employee's preferred support channel.

By automatically scouring every single KB article for useful snippets, ingesting every form, and incorporating existing workflows, the Moveworks Intelligence Engine™ matches employees' symptomatic requests to concise, up-to-date solutions.

With Performance Insights Dashboards, Moveworks highlights where you have good resources, bad resources, or no resources at all, so your teams can fill in the gaps.

### Why it matters

Organizations gain unprecedented visibility over usage of their service catalog, enabling strategic planning to address any common employee pain points.

Because new and updated resources are automatically incorporated, maintaining a Moveworks bot requires zero effort.

Moveworks also increases the ROI of existing investments in the service catalog—without adding extra work for employee service teams.

<1 MIN

Average time for Moveworks to resolve an issue



"AI gives us a huge advantage. Moveworks can consume all of our knowledge and deliver it."

—Prakash Kota, CIO, Autodesk

To learn more, check out our case study with [Autodesk](#) →

# 05

## Understand exactly what employees need, no matter which language they use Our deep knowledge of enterprise language relies on Collective Learning.

### Conventional approach

Few companies have the “big data”—millions of support issues—needed to power the machine learning models that automate employee service.

Instead, chatbots often rely on keyword and phrase matching and can’t understand complex requests or identify unfamiliar entities like new software, unique conference room names, or updated policies.

Since these approaches require manual updates, the experience degrades over time, as the bot finds it increasingly difficult to separate signals from noise in user utterances.

### The Moveworks advantage

Only the Moveworks Platform has a powerful, sophisticated natural language understanding (NLU) engine trained on 250+ million support issues that recognizes 99% of enterprise support requests out of the box.

Moveworks knows exactly what employees need in the context of their unique support environment, taking into account their preferred language, current location, and other valuable information.

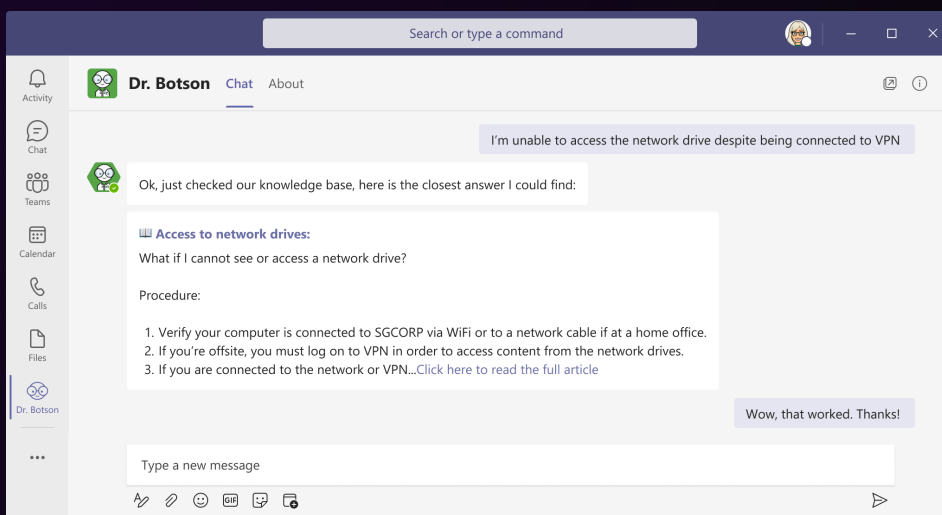
Moveworks uses Collective Learning’s network effect to understand complex requests and identify new entities and resources as they are added or changed.

### Why it matters

Employee service is an AI problem. You need to completely understand users to help them.

But understanding and then automatically solving problems requires dozens of complex models trained on millions of issues to work as a unit, share information, and adapt to change autonomously.

Because Moveworks is powered by machine learning, our solution constantly improves its performance and enterprise language comprehension. No matter how employees describe their problems or which language they use, our bot gets the message.



Seagen®

1k

Instant answers per month with Moveworks

“The natural language approach definitely makes it easier to gain adoption since most employees don’t use IT terms. Moveworks is the only solution I’ve seen that connects the symptoms employees describe to the right solution. That part is the secret sauce.”

—Laury Miller, Senior VP and CIO, Seagen

To learn more, read our case study with [Seagen](#) →



## Meet employees on their terms

Moveworks lets employees drive conversations forward with AI that doesn't follow a script.

### Conventional approach

Using a chatbot is often a slow, frustrating experience because natural conversations are unpredictable.

Conventional chatbots are programmed to follow hard-coded decision trees, forcing users to engage in rigid, robotic conversations that prevent them from naturally switching topics.

This hard-coded approach requires extensive workflow planning and design to create and maintain as use cases grow and evolve.

### The Moveworks advantage

With Moveworks' conversational AI, employees dictate the direction of the conversation with natural language, ensuring a seamless user experience.

Instead of a pre-programmed script, our bot performs complicated behind-the-scenes calculations to probabilistically determine the best way to resolve an employee's issue on the fly.

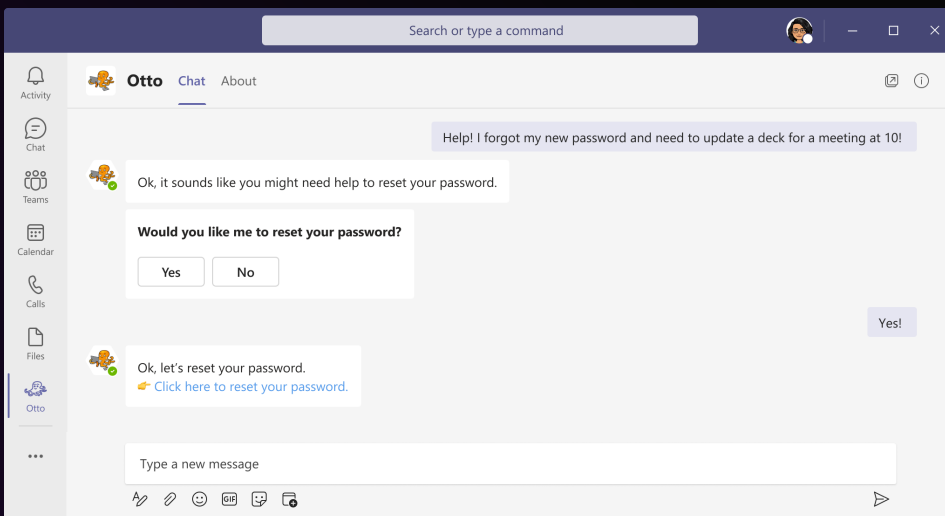
Powered by the Moveworks Intelligence Engine™, our bot switches between topics, adapts to changing situations, and learns from feedback to improve itself over time.

### Why it matters

Users don't get stuck in endless conversation loops or have to clarify their requests at the chatbot's deliberate pace.

Getting employees with the best solution quickly ensures an enjoyable user experience that will keep them coming back in the future.

Support teams don't have to adjust a Moveworks bot manually. It improves itself with every user interaction to keep up as situations change.



# 40%

Percentage of Vitivity's L1 help desk agents freed up by Moveworks to focus on higher priorities

“The problem is people ask questions in unique ways that can't be programmed. The result is, our chatbot breaks down. We realized quickly that we needed experts.”

—Amith Nair, CIO, Vitivity

To learn more, check out our case study with [Vitivity](#) →



# 07

## Prevent issues proactively with interactive comms

Moveworks sends targeted and actionable employee communications.

### Conventional approach

Most companies manage change with conventional mass communication tools, like company-wide emails.

These messages are often ignored and rarely offer a path for employees to take immediate action or ask follow-up questions easily.

That's why when change needs to happen—software migration, security updates, and policy changes—employees aren't prepared, and thousands of predictable issues flood support teams' queues.

### The Moveworks advantage

Moveworks for Employee Communications allows you to craft targeted, actionable messages that cut through the noise.

By precisely targeting comms based on employees' locations and departments, our bot dramatically increases engagement.

Moveworks also has built-in and customizable proactive notifications to prevent account lockouts and expiring passwords from getting in the way of employees.

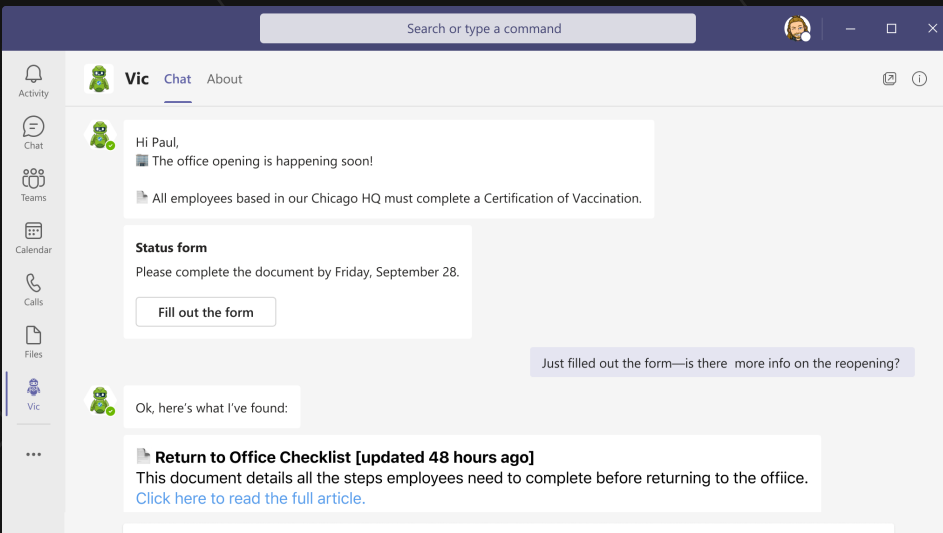
Messages sent via a Moveworks bot prevent delays by allowing employees to take action directly from chat and ask follow-up questions.

### Why it matters

With Moveworks, you can craft increasingly effective campaigns with detailed insight into user engagement, ensuring that the change they want to happen happens.

By keeping employees informed, they can get on with their workday without blockers or interruptions.

By preventing issues before they happen, support teams are no longer inundated with basic requests and have more time to focus on higher-priority projects.



75%

Engagement rate  
with Moveworks for  
Employee Comms



“We have employees all around the world. Keeping everyone informed is about delivering relevant messages and letting them take action, without leaving Teams. That’s how Moveworks takes our comms strategy to the next level.”

—David Lewis, AVP of Compute Services, Verisk

To learn more, read our case study with [Verisk](#) →





## Handle routing and approvals automatically

Moveworks speeds up support for even complex, high-touch issues.

### Conventional approach

For high-touch issues that require an expert, getting from request to resolution is a time-consuming, complex process.

Typically, a service desk agent has to manually route issues to the right expert, which means choosing from often hundreds, even thousands of specialized assignment groups.

Employees might spend days bouncing back and forth between different assignment groups or waiting for something as simple as a software provisioning approval or information on their ticket's status.

### The Moveworks advantage

When an issue requires an expert, our bot routes issues to exactly the right assignment group with better than agent-level accuracy—over 95%—by leveraging machine learning models specifically trained for your support environment.

Moveworks' approach considers all the available information and metadata, like the submitter's role at the company, to pick the most appropriate resolver group.

A Moveworks bot also accelerates approvals by reaching out to the appropriate managers for proper authorization while Concierge handles back and forth communication.

### Why it matters

While Moveworks resolves many issues completely autonomously, some issues inevitably require an expert to fix.

On average, L1 service desks take 5 hours to read and then route employees' support issues. But Moveworks automatically sends each issue to the correct assignment group within 30 seconds.



"I have three priorities when it comes to supporting our workforce: enable the IT team to focus on high-value tasks, put intelligence in their hands to make better decisions, and deliver the best support experience to employees. Moveworks is unique in that it helps us achieve all three."

—Milind Wagle, CIO, Equinix

# 96%

Accuracy in routing IT issues to the right experts

To learn more, check out our case study with [Equinix](#) →

