Employee Experience Insights
The actionable to-do list for every IT leader

Today, IT leaders are stuck between a rock and a hard place. In the face of the tightest labor market in recent history, it is mission critical to both retain employees and reduce costs.

To remain competitive, you must prioritize automation projects that drive the employee experience. And to do that, you first need to deeply *understand* your employee experience — at-scale.

Conventional approach

Conventional analytics solutions provide a narrow view. To get deeper insights, you need expensive teams and processes that don't scale.

- **Most employees ignore satisfaction surveys.** So they can't offer a comprehensive view or provide enough context to take action.
- **Ticket dashboards are not actionable.** They simply provide a view into the agent's performance and only benchmark performance to your organization.
- **Ticket analytics only focus on structured data.** Focusing on assignee, priority, and status, these largely miss the most important part of the tickets themselves: the unstructured text in each employee's issue (short description, long description, work notes, and comments).

The Moveworks advantage

With Employee Experience Insights (EXI), you finally get a **way to visualize your employee experience** so you can prioritize the projects that matter most.

- **Know exactly which employees to prioritize** by using NLU and deep learning that mines the entire ticket, pinpointing the types of issues slowing them down most.
- **Identify key areas to improve your experience** by diving deep into the exact issues, apps, and services that result in the most tickets.
- **Measure the impact of every investment** by comparing your performance over time to other best-in-class operations across Moveworks' entire customer base.

"At Databricks, we know the right data and AI can transform how an organization does business. With Moveworks' sophisticated NLU and Employee Experience Insights, we have meaningful and actionable data to turn thousands of requests into an efficient plan of action and a best-in-class employee experience."

— Naveen Zutshi, CIO, Databricks

What can you do with the insights you glean?

Kickstart initiatives

Allow hardware reimbursement.

Optimize processes

Find new areas for automation.

Improve resources

Write better knowledge.

**Transform policies**

Change security protocols.

Invest in better tech

Switch from Webex to Zoom.

Features and Functionality

NLU Hotspot: Understand employee issues at a glance

Visualize over 56 million possible combinations of ways employees can ask for help, condensed into a simple grid that categorizes the unstructured text from your tickets. Combine these insights with structured data (issues per employee, time to resolution, first contact resolution) to see up-to-date employee experience KPIs.
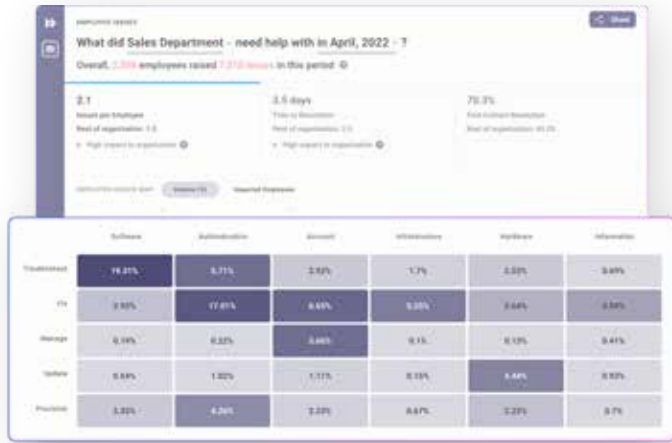

Personas: Know exactly which employees to prioritize

Filter by customizable cohorts of employees: departments, user groups, tenure, and more. Moveworks ingests identity tables from your user roster. As each persona filter changes, the employee experience KPIs and NLU hotspots shift.
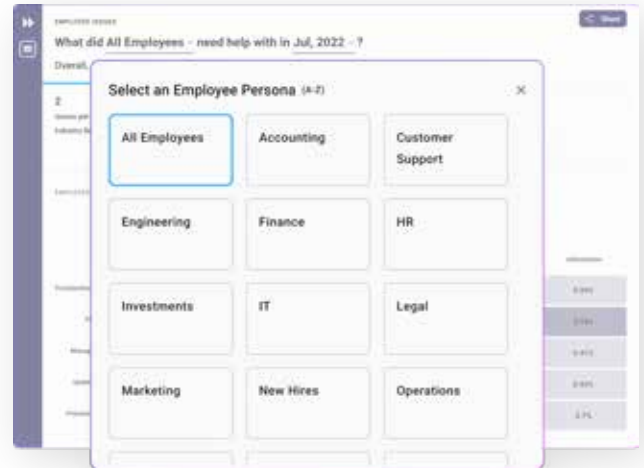
Top Topics: Identify key areas for improvement

Understand which apps or services make the biggest impact on your specific persona. Click to see issue topics clustered by NLU and export any subset of data for further analysis.
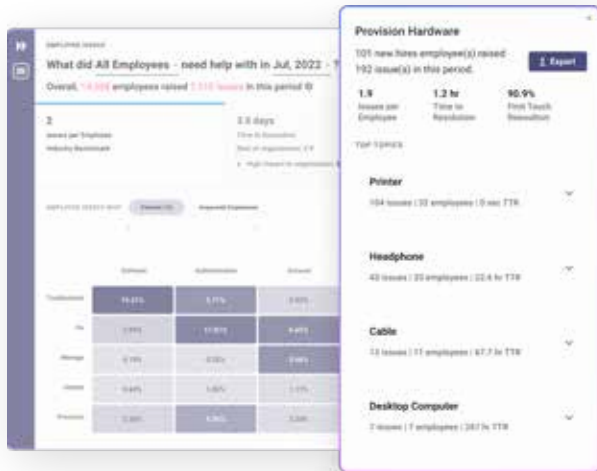
Benchmarks: Measure every investment's impact

See how key employee experience indicators shift over time with customizable time frame filters. And compare your operations to other organizations in your industry to see how you match up.

Request a demo

moveworks.com/request-demo

Moveworks