

# Using Moveworks for Multilingual Support

## Instantly resolve employees' issues in their preferred language.

**Global companies struggle to support employees in languages other than English.** Connecting a global workforce with the right resources in the right languages is a huge challenge that can't be solved by hiring an army of support professionals. And when your people can't get help, business grinds to a halt.

**We believe that every employee deserves the same high quality of support.** That's why we built the only multilingual AI platform that solves employees' requests—no matter what language they speak.

### Conventional approach

Conventional solutions involve enormous, expensive, and endless effort. Customers are required to:

- Hardcode and maintain conversation flows for every language
- Anticipate the infinite number of ways employees describe their problems to retrain basic machine learning models
- Manually map every resource—from knowledge base articles to forms—to the issue that it best resolves
- Use an external service to translate and manage non-English support tickets

### The Moveworks advantage

With Moveworks, **every employee instantly gets support in their preferred language.** From day one, our platform:

- Resolves issues with zero setup or maintenance
- Leverages hundreds of machine learning models to understand and resolve employees' requests with up-to-date resources across IT, HR, finance, and facilities
- Automatically translates English articles, forms, and other responses on-the-fly to the user's native language
- Automatically translates non-English tickets with our same secure AI models, as required by your service desk

"As a global company, we need to provide the same quality of support to every employee at Albemarle to empower their potential, no matter how many languages they speak. Moveworks gives our people 24/7 help in their native language—just by having a natural conversation with the bot. Now, they can get support right away, without us needing localized service desks in each location."

— Patrick Thompson, CIO, Albemarle



#### Languages

#### Available today

French (Canada), French (France), Italian, German, Spanish (Mexico), Spanish (Spain), Portuguese (Brazil), Portuguese (Portugal), Japanese, Simplified Chinese, Traditional Chinese, Korean, Arabic, Czech, Indonesian, Malay, Dutch, Polish, Romanian, Thai, Turkish, Vietnamese, Afrikaans, Amharic, Asturian, Azerbaijani, Bashkir, Belarusian, Bulgarian, Bengali, Breton, Bosnian, Catalan, Valencian, Cebuano, Welsh, Danish, Greek, Estonian, Persian, Fulah, Finnish, Western Frisian, Irish, Gaelic, Scottish Gaelic, Galician, Gujarati, Hausa, Hebrew, Hindi, Croatian, Haitian, Haitian Creole, Hungarian, Armenian, Igbo, Iloko, Icelandic, Javanese, Georgian, Kazakh, Central Khmer, Kannada, Luxembourgish, Letzeburgesch, Ganda, Lingala, Lao, Lithuanian, Latvian, Malagasy, Macedonian, Malayalam, Mongolian, Marathi, Burmese, Nepali, Flemish, Norwegian, Northern Sotho, Occitan, Oriya, Punjabi, Pushto, Pashto, Moldavian, Moldovan, Sindhi, Sinhala, Sinhalese, Slovak, Slovenian, Somali, Albanian, Serbian, Swati, Sundanese, Swedish, Swahili, Tamil, Tagalog, Tswana, Ukrainian, Urdu, Uzbek, Wolof, Xhosa, Yiddish, Yoruba and Zulu