Moveworks

Driving Faster Resolution with Moveworks Customer Success

Achieving your resolution goals requires both a data-driven, machine learning-based effort and the professional expertise of our Customer Success (CS) team. Our CS team works your team to:

- build a Statement of Work (SOW) that defines the goals and timeline of the project, lists the types of employee requests that the project will address

- help make your enterprise systems AI-ready and get them connected to the Moveworks platform

- identify ongoing process changes, system enhancements, and additional resolution skills that will allow you to resolve more tickets autonomously with Moveworks

- design promotions that drive more employee adoption of your IT resolution chatbot

Moveworks CS Specialists

01 Customer Success Manager (CSM) works with your project team to ensure successful deployment and continued success after go-live.

02 Customer Success Engineer (CSE) works with your system owners to implement Moveworks and integrate the bot.

03 A Moveworks Executive Sponsor works with your leadership to ensure project success.
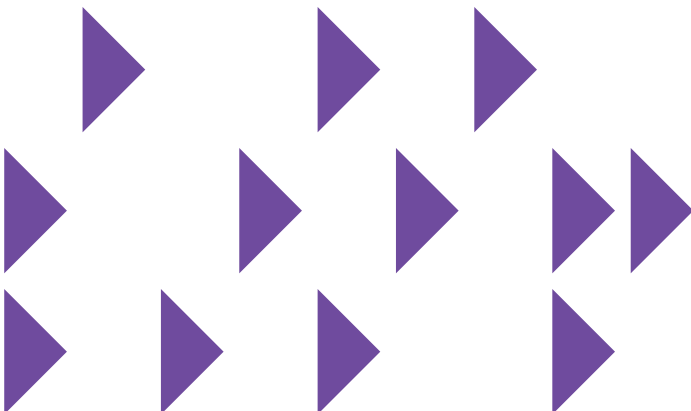
Deployment Timeline

Moveworks CS works with you to ensure fast deployment by making sure we understand your environment and get secure, timely access to the relevant systems. All major integration tasks are carried out by Moveworks, and we handle model training and Moveworks platform configuration.

After You Go Live

After deployment, our Customer Success Team works with your IT team to grow the rate of autonomous issue resolution. By analyzing ticket data and platform usage, we help you identify opportunities for:

- **New automations:** Are employees creating tickets for a common issue that the bot could resolve autonomously?

- **New process improvements:** Could small changes to existing processes create opportunities for more autonomous resolution?

- **New knowledge base article creation:** Are employees frequently asking questions for which there's currently no article in the knowledge base?

- **New self-service forms:** Are employees making common requests that are difficult to automate but are standard enough to warrant a form in your ITSM system that the bot can help employees complete?

- **Enhancements:** Based on ticket and interaction data, we work with your team to identify and correct cases in which a bot resolution or IT process (for example, the serving of a particular form) fails to provide the desired resolution on the first attempt.

Types of Resolution Improvements

Most improvements in the Moveworks service happen automatically, without your intervention, while others require approval or action from your team:

- Generic platform improvements happen constantly as Moveworks' machine learning builds better models based on new data.

- Customer-specific improvements happen automatically based on machine learning of your organization's data.

- Resolution enhancements that affect budget or business operations become available once you've approved them. For example, enabling the automated provisioning of a new software application requires your approval.

- Resolution enhancements that require changes in your supporting data or systems will be discussed between your IT team and your Moveworks CSM. Examples include process changes, changes to other systems, new workflows that require elevated permissions, and creation of new knowledge base articles.

Regular CS Updates

Your Moveworks CSM conducts ongoing calls with your team to discuss the latest resolution report, explore resolution opportunities, address issues, and collaborate to increase employee adoption of the Moveworks service. During periodic business reviews, the CS team presents recent metrics and resolution trends and works with your leadership on strategies to grow resolution. We explain upcoming platform enhancements on the Moveworks product roadmap and discuss employee workflows that might take advantage of new capabilities.

Customer Success the Moveworks Way

Our approach to Customer Success has evolved based on practical implementations of the Moveworks platform at many customer sites. We are dedicated to increasing autonomous resolution for your IT organization and creating a consistent, frictionless experience for your employees. Our process is designed to foster collaboration between our teams to ensure the project is successful.

AcmeCo Resolution Report — Moveworks

Showing data for Jan 7, 2019 - Jan 13, 2019

Active Users	Resolution	Interactions	Forms Filled	Resolution %	Interactions %
1,701	764	1,223	51	14.0%	14.8%
talked to the bot	issues resolved	tickets with interactions via bot	tickets filed in Forms	of new tickets	of active tickets

RESOLUTION BREAKDOWN

Resolution by skill
- AskMe — 393
- Lookups — 189
- Access Software — 103
- Access Account — 74
- Access Group — 5

Access Group: Add to Group, Create Group

Access Account: Change PW prompted, Change PW unprompted, Reset Factors, Unlock Account

Access Software by App
- Workday — 43
- SAP — 12
- Symantec EndPoint Prote.
- Salesforce
- 1.SUPPORT — 6
- Chrome Browser — 3
- People Finder
- Symantec VIP — 3
- Beyond Compare
- Box Sync — 2
- ecd
- Adobe Acrobat Reader DC — 1
- Broadcom Portal
- Facility Services — 1
- Learning@Broadcom
- Matching.gift.program — 1
- SAPgui
- Symantec Endpoint Encry. — 1
- The Plan
- TigerVNC Viewer — 1

AskMe: AskMe, AskMe Not Helpful

Lookups: People, Places

INTERACTIONS BREAKDOWN

Interactions Highlights
- Tickets triaged — 3,035
- Check Status — 577
- Tickets filed via Bot — 748
- Comments added via Bot — 190
- Tickets closed via Bot — 80
- Forms Filled — 51
- Nudge Agent — 1

Forms Filled
- WebEx - Request Account — 9
- Hard Phone - New Request — 7
- Symantec Anti-Virus - Cha. — 7
- Dell - New Computer — 4
- PC - New Accessory — 3
- Employee VPN - Add New — 2
- Envoy : Adding Contractor — 2
- JIRA — 2
- BP / Contractor - Add Clien. — 1
- BP/Contractor VPN - Add — 1

ACTIVE USERS

Users By Geography
- Americas — 998
- EMEA — 218
- South Asia — 209
- Asia-Pacific (ex. Americas) — 168
- not available — 108

Users By Department
- not available — 855
- R&D — 621
- Sales — 58
- Manufacturing — 45
- Information Technology — 41
- Marketing — 23
- Services & Support — 18
- Finance — 12
- Quality — 9

Your team

Plan	Deploy	Resolution success
Process discovery Grant tools access	IT testing Promote bot	Enable new resolution skills Add/edit KBs, forms

Moveworks team

Plan	Deploy	Resolution success
Discovery Kick-off Education	Configuration Moveworks testing Launch	Resolution growth guidance Analytics dashboards Support via Zendesk