

# 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 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

### 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 improves model accuracy every day by incorporating new resources and supporting new use cases

“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



Available as of  
October 2021

#### Languages

French (FR), French (CA), Italian, German,  
Spanish (MX), Portuguese (BR)

#### Domains

All IT Skills

#### Channels

Enterprise Messaging

Coming soon  
in 2022

Chinese (Mandarin Simplified), Chinese (Mandarin  
Traditional), Japanese, Korean

All HR, Finance, Facilities,  
Legal Skills

Email, Web

# Instantly support your global workforce

## Engage conversationally with every employee in any language

Everything we do at Moveworks is to help employees get help as quickly as possible. And that means allowing everyone to naturally converse in the language they prefer.

Moveworks is the only solution designed to engage employees on their terms, without following a script. Our **Conversational AI** dynamically understands and responds to employees in their preferred language, seamlessly switching between languages, all with no scripting or maintenance required.

## Understand support issues in any language

When it comes to solving multilingual support, translation isn't enough. Every language is unique. Every company has its own terminology. And every department has its own acronyms and abbreviations.

**Moveworks is the only truly multilingual support platform.** Using **Collective Learning** to analyze 250 million requests across industries and companies, our platform is uniquely capable of understanding the foundation of language itself so it's able to make sense of any user issue in context.

## Resolve employee issues with personalized solutions

With thousands of potential solutions to every support issue, help desks struggle to deliver personalized support. And this challenge becomes all the more difficult when employees speak different languages and live in different countries.

It takes a new approach to thrive in this level of complexity. **Powered by probabilistic machine learning, Moveworks provides the right solution—in the right language—in seconds.** Our platform ingests support resources as they're published, so every response offers up-to-date information tailored to the user, accounting for security permissions, location, and language preferences.

**Karl** 9:25 AM  
Kann ich bitte eine Zoom Lizenz bekommen?

**Moveworks** 9:25 AM  
Ich habe ein diesbezügliches Formular gefunden. Füllen Sie es bitte aus, um dem IT-Mitarbeiter die nötigen Einzelheiten mitzuteilen.

**Zoom Pro**  
Zoom Account von Basis auf Pro hochstufen.

Diese Form ausfüllen?

**Ja**

**Hilfe holen**

**Nein**

**Luke** 8:01AM  
J'ai besoin d'ajouter Gregor à la liste de distribution world wide sales.

**Moveworks** 8:01AM  
D'accord, ajoutons Gregor Vassiliev à un groupe. Voici ce que j'ai:

<b>Nom</b> Gregor Vassiliev	<b>Courriel</b> gvalliev@company.us
<b>Nom du Groupe</b> World Wide Sales	<b>Courriel du Groupe</b> worldwidesales@company.us

Cet utilisateur sera ajouté comme membre et recevra les courriels envoyés à ce groupe.

**Soumettre maintenant?**

**Oui**

**Non**

**Annuler**

**Marina** 9:25 AM  
¿Cuántos días de PTO tengo?

**Moveworks** 9:25 AM  
Vale, parece que he encontrado una respuesta...

**Política de PTO 2021 (México)**  
Los empleados con base en México obtienen 3 semanas de PTO.

¿Responde esto a tu pregunta?

**Si**

**No**

**Ayuda**

**Marina** 9:25 AM  
Perfecto

## Request a demo

<https://www.moveworks.com/request-demo>

