Moveworks

Automatic Resolution of IT Issues

Advanced AI Built for the Enterprise

Slow IT support limits the productivity of your workforce. An employee submits, on average, 1.1 IT tickets per month, with a typical wait time of five hours before an agent sees the ticket, and three days before it's resolved. More than 60% of these tickets could be resolved entirely by AI.

Moveworks is the cloud-based AI platform that's resolving issues and answering questions right now in some of the largest enterprises in the US. Instead of tracking issues, we use advanced AI to solve them, instantly—without

agent intervention. We apply machine learning and NLU at every step. To understand the request, identify the optimal resolution, and then automate the actions to complete the task. Moveworks delivers resolution from day one and gets smarter with every interaction.

Employees chat with the Moveworks bot in everyday language, in the messaging tool they already use, like Slack or Microsoft Teams. The bot answers and resolves issues instantly through its integrations with your IT systems and knowledge stores.

Autonomous and instant resolution

35%

IT support issues resolved autonomously

60s

Average time to fully resolve an issue

"Moveworks learns across corporations so it's constantly getting smarter — and we get to benefit from that."

— **Andy Nallappan,** CIO, Broadcom

"Moveworks is a rare breed of technology that immediately provides value back that we can invest in other areas of IT."

— **Wendy M. Pfeiffer,** CIO, Nutanix

"Moveworks stood out because they had such a strong team, a singular vision around enterprise IT, and best-in-class machine learning and AI capabilities."

— **Mark Grimse,** VP of IT, Rambus

Some of our customers

Western Digital   BROADCOM   AUTODESK   Nutanix   unity   Rambus   freedom   Medallia

Our Platform

Enterprise NLU
Pre-trained Natural Language Understanding (NLU) that understands the meaning, relevance, and context in enterprise conversations, IT tickets, and KBs.

Advanced Conversational AI
Employees chat with the bot in natural language to get issues diagnosed and resolved. The pre-trained conversation engine requires no scripting.
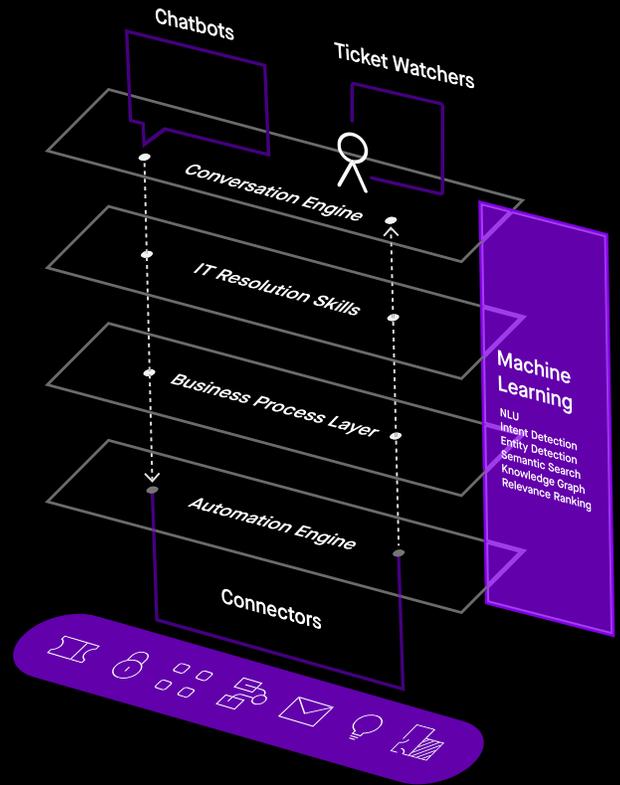
Collective Learning
With every interaction, from every employee, at each customer, our system gets smarter. Collective learning trains on even small data sets.

Semantic Search
NLU and deep learning enable Moveworks to find precise answers from deep within existing knowledge articles, documents, and FAQs.

Built for Enterprise
Built to meet the security standards of large enterprises, Moveworks integrates with your ITSM, IDAM, KB, and communications platforms for end-to-end resolution.

Chatbots

Ticket Watchers

Conversation Engine

IT Resolution Skills

Business Process Layer

Automation Engine

Connectors

Machine Learning
NLU
Intent Detection
Entity Detection
Semantic Search
Knowledge Graph
Relevance Ranking

Resolution Skills

Resolution skills combine Natural Language Understanding (NLU), machine learning models, conversational patterns, business logic, integrations and automation to solve specific use cases end-to-end.

Software Access resolves software requests autonomously, getting all needed approvals.

Account Access handles password, MFA-reset, and account-unlock requests.

Group Access lets employees self-serve their email list and security group requests.

Answers shows the most relevant paragraph from your knowledge base or FAQ library.

People and Places lets an employee find a coworker or conference room, instantly.

Forms instantly serves up the right IT form and helps the employee fill it out in chat.

Concierge provides critical ticket updates and enables users to make updates in chat.

Triage increases first-call resolution by routing tickets to the right assignment group.

Integrations

now

okta
zendesk

Moveworks

Request a demo
https://www.moveworks.com/request-demo