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 5 hours before an agent sees the ticket, and 3 days before it's resolved. However, more than 60% of these tickets could be resolved entirely by AI.

Moveworks is a cloud-based AI platform, purpose-built for large enterprises, that's resolving these types of issues right now. Instead of tracking issues, we use advanced AI to solve them, instantly - with no human intervention. We apply

machine learning and natural language understanding (NLU) at every step. To understand the request, identify the optimal resolution, and 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. The bot answers and resolves most issues instantly through its integrations with enterprise systems.

Autonomous and instant resolution

35%

IT support issues resolved autonomously

60s

Average time to fully resolve an issue

"I've always believed that machine learning could automate IT support, but Moveworks is the first company to really make it happen."

— **Andy Nallappan,** CIO, Broadcom

"With Moveworks the results were immediate. We had a delightful user experience and improved productivity across the company within the first few days of rolling it out, not weeks or months later."

— **Wendy M. Pfeiffer,** CIO, Nutanix

"We're pioneering a new model for employee expierence, powered by AI."

— **Ashwin Ballal,** CIO, Medallia

Some of our customers

NUTANIX APPDYNAMICS AUTODESK freedom

unity Western Digital. BROADCOM Medallia

Our Platform

Enterprise NLU
Pre-trained to understand the meaning, relevance, and context of enterprise conversations and IT issues.

Advanced Conversational AI
Conversation engine requires no scripting, no manual training, and no conversation design.
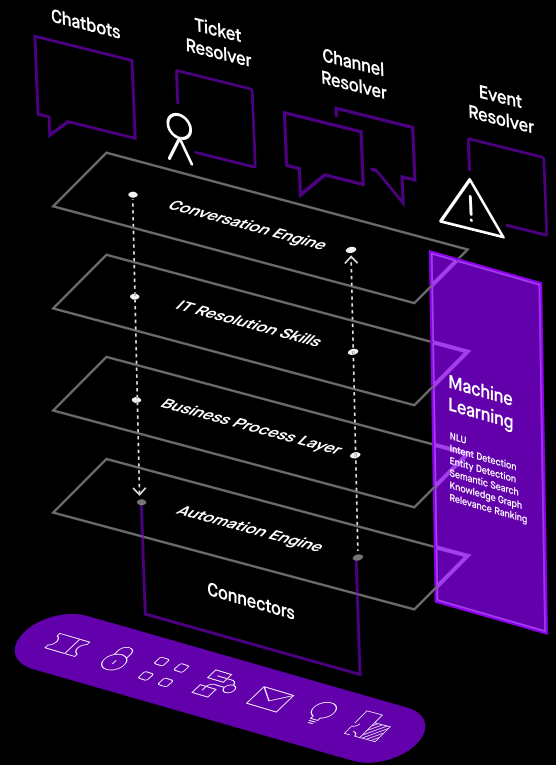
Collective Learning
With every interaction, from every employee, at each customer, our system gets smarter, automatically.

Semantic Search
NLU and deep learning enable Moveworks to find precise answers from deep within existing knowledge articles 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 Resolver   Channel Resolver   Event Resolver

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

Natural language understanding (NLU) and tight system integrations allow Moveworks to solve top use cases end-to-end.

Software Access resolves software requests autonomously.

Account Access handles password and account-unlock requests automatically.

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

Answers magically shows the most relevant paragraph in response to a question.

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

Forms instantly serves up the right IT form for an employee's request.

Concierge gets the status of an employee's open tickets without searching.

Triage automatically routes new agent-route tickets to the right group.

Integrations

Moveworks

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

www.moveworks.com