

# Moveworks Employee Service

## The AI platform for instant help at work.

The modern workday is full of disruptions, from IT issues to HR updates to policy changes. As Forrester notes, “too often, the default for fielding requests for services is still ‘send an email to a shared inbox.’”<sup>1</sup>

Today, employees expect almost immediate access to the services and information they need to stay productive and focused on the work that matters. Moveworks understands employees’ requests—and provides the right solution in seconds, using conversational AI built for the enterprise.



### One bot for every request

No training, configuration, or bot building required. Go live in 8 weeks, and start automatically resolving issues on day 1.



### Resolve issues end-to-end

Moveworks resolves issues for all lines of business—by pulling answers from disparate sources, surfacing relevant forms, and routing requests to the expert.



### Deploy in weeks

Moveworks automates support through deep integrations across existing systems—including chat, ITSM, IDAM, knowledge bases, email, and more.

<sup>1</sup>Forrester – ESM: The Software Platform for Knowledge Workers (2020)

## NUTANIX

54%

of support issues resolved autonomously

7s

Average time Moveworks takes to resolve issues

“With Moveworks the results were immediate. Moveworks is a rare breed of technology that immediately provides value back that we can invest in other areas.”

— Wendy M. Pfeiffer, CIO, Nutanix



“Moveworks makes the millions of small moments effortless—by giving our employees what they need, when they need it. The result is that my team can focus on the big projects that move our business forward.”

— Elizabeth Wheeler, Sr. Manager of Benefits and HR Connect, Palo Alto Networks

“Moveworks has allowed us to keep our support costs stable, even as we doubled in size to more than 10,000 employees.”

— Ravindra Sunku, Sr. Director of IT, Stitch Fix

## Some of our customers



# A single platform for employee service

## IT

Top use cases



Software provisioning  
IT troubleshooting  
Password reset  
MFA reset

Account unlock  
Hardware requests  
Email group updates  
Ticket lifecycle automation



User 8:49 AM

Help! I just got back from Hawaii and I'm locked out of my Okta account!



Moveworks 8:49 AM

I've unlocked your Okta account. Your old password should work again.

## HR



Benefits inquiries  
Payroll information  
Tax information  
HRIS questions

New hire onboarding  
Employment verif. letter  
Vacation policy inquiries  
People lookup



User 10:45 AM

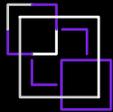
I just had a baby. How do I add her to my health plan?



Moveworks 10:45 AM

I checked our knowledge base. Here's how to update health insurance dependents...

## Finance



Expense policy questions  
Compensation questions  
M&A related FAQs

NDA policy questions  
Deal process questions



User 1:15 PM

How much will I be taxed on my RSU grants?



Moveworks 1:15 PM

Here is the closest answer: Sell-to-cover is the tax method we use for RSU releases.

## Facilities



Building service requests  
Building access requests

WFH / office coordination  
Conference room lookup



User 5:15 PM

Can I come to the office to pick up equipment for WFH?



Moveworks 5:15 PM

I found this related form: [Office Entry Form](#)

# Employee comms designed for action

Half the battle of transforming employee service is resolving support issues. The other half is proactively preventing issues before they arise—and that's only possible with effective communication. Messages sent through the Moveworks bot achieve dramatically higher engagement than mass emails.

**Moveworks** 2:30 PM

Hi Chelsea, I noticed that your Okta password is **expiring at 9:00 AM on Thursday, Apr 1, 2021**. I can help!

**🔒 Update password now?**  
Note: By continuing, your current password will be expired. You will be required to complete the update process which may take several minutes.

**Update now**

**Already updated**

**Not now**

**1,035**

Messages sent

**86%**

Completed

- Software migrations
- System outages
- Open enrollment windows
- Security upgrades
- New employee onboarding
- Access expiration
- Compliance training
- Software license reclamation
- Mandatory password reset
- And more...

**Request a demo**

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

