

THE MOVEWORKS ADVANTAGE

6 game-changing ways that AI can transform your help desk

01 **Resolves 40% of IT issues – instantly** with a fully autonomous service, not a toolkit

Traditional approaches

Conventional automation scripts and AI toolkits take months to produce impact.

Companies must build their own dialog flows and script out entire conversations, resulting in a robotic and unintuitive user experience.

Requires a team of experts to continuously refine.

The Moveworks advantage

No Moveworks customer has hired an admin — it's a fully autonomous service that resolves 35-40% of IT issues from end to end.

Deployment takes only eight weeks and 40 hours of your team's time, with no teaching, training, or scripting needed, and no professional services cost involved.

Why it matters

If automated tools don't work right away, employees will conclude that emailing IT is easier.

Automated scripts are built to tackle one process at one moment in time. But Moveworks evolves with your business, handling dozens of changing use cases. The best part: You'll never need to update your workflows.

To learn more, check out our case study with [Slack](#)

02 **Intercepts IT issues across every channel** whether submitted via messaging tools, emails, or forms.

Traditional approaches

Conventional chatbots make users come to them.

They're blind to IT issues that employees submit over email, with a generic request form, or via any method that isn't through the chatbot itself.

These solutions therefore struggle to reach adoption rates above 10-15%.

The Moveworks advantage

Moveworks analyzes every single ticket that lands in the ITSM system, intercepting issues submitted by email and other channels.

Our bot then reaches out to users on the chat tool when it can resolve their issues — organically increasing employee adoption of the Moveworks platform.

Why it matters

IT support is an infrequent use case — employees only need IT help about once a month.

As a result, driving users to submit IT issues via legacy chatbots is far from easy.

Meanwhile, around 80% of employees engage with Moveworks' bot.

To learn more, check out [Anytime, anywhere: Respond to IT issues however they're reported](#)

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03 Routes 95% of tickets to the right expert so the help desk never needs to read them.

Traditional approaches

Routing IT tickets to the right resolver group is difficult for both help desk agents and automated tools — there are often hundreds, even thousands of specialized groups to distinguish between.

Past attempts to automate ticket routing relied on just the “short description” and had very low precision.

The Moveworks advantage

Moveworks’ approach, powered by deep learning, considers every field of a ticket, as well as metadata like the submitter’s role at the company, to pick the most appropriate resolver group.

Our AI routes tickets with better than agent-level accuracy — over 95% — but at machine speed.

Why it matters

While Moveworks resolves many IT issues completely autonomously, some issues inevitably require a person to fix.

The average IT ticket spends five hours waiting in a queue before a help desk agent first reads it. But Moveworks routes all tickets it can’t solve to the right expert in seconds — so your help desk doesn’t have to.

To learn more, check out: [How AI finally learned to triage IT support issues, part 1](#) and [part 2](#)

04 Transforms your small data into big data thanks to collective learning on 75 million tickets.

Traditional approaches

Few companies possess the “big data” — millions of IT tickets — required for effective deep learning.

As a result, applying natural language understanding (NLU) to automate IT support in the enterprise hasn’t been possible before. Other tools still rely on keyword and phrase matching.

The Moveworks advantage

Moveworks is trained on 75 million IT tickets and learns from every single conversation on the platform.

With collective learning, our ML models map the relationships between all these tickets — seeing past their superficial differences to understand the syntactical structures they have in common.

Why it matters

A company with 2,000 employees will only generate about 24,000 IT tickets per year, which isn’t sufficient data to support high-precision deep learning.

Moveworks transforms this small data into big data, learning the company’s unique language using its pre-trained NLU.

To learn more, check out our [Platform Page](#)

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05 Engages with employees on their terms using a patented, probabilistic conversation engine.

Traditional approaches

Conventional chatbots are programmed to follow hard-coded decision trees, forcing users to engage in rigid, robotic conversations that prevent them from naturally switching topics.

These bots entail extensive workflow design to create and maintain, in addition to being a slow, frustrating experience for users.

The Moveworks advantage

Moveworks' patented conversation engine employs an ensemble of machine learning models to keep pace with users when they switch between topics.

Natural conversations are unpredictable, which is why Moveworks probabilistically analyzes each message to make decisions on the fly.

Why it matters

Users don't get stuck in endless conversation loops or have to clarify their requests at the chatbot's deliberate pace.

Moveworks' intuitive and rapid resolution ensures that employees keep coming back to the bot, while increasing their satisfaction with IT.

To learn more, check out our: [Natural language is hard: 5 reasons your chatbot isn't working](#)

06 Bring your knowledge base to life by providing snippet-sized answers in real time.

Traditional approaches

Two obstacles prevent most companies from maintaining an effective knowledge base (KB):

For one, employees struggle to find the KB articles they need, since legacy enterprise search systems don't link their symptoms to solutions. And for another, gaps in the KB are difficult to identify.

The Moveworks advantage

Moveworks overcomes both of these obstacles:

By scouring every single KB article for useful snippets, the bot matches employees' symptomatic requests to concise answers. Moreover, Moveworks highlights where you have good articles, bad articles, or no articles at all, so you can fill in the gaps.

Why it matters

Organizations gain unprecedented visibility over usage of their KB, enabling strategic planning to address any common pain points.

Moveworks also increases the ROI of existing investments in the KB — without adding extra work for the IT team.

To learn more, check out: [Why enterprise search is broken, and how Moveworks fixes it](#)