



Moveworks

Microsoft Teams

# Automatic Resolution of IT Issues with Moveworks on Microsoft Teams

## 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 natural language understanding (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 Microsoft Teams. The bot resolves issues instantly through its integrations with ITSM systems like ServiceNow and Jira, as well as Microsoft products like Active Directory, Azure AD, Office 365, System Center Orchestrator. The bot answers questions using knowledge drawn from Microsoft SharePoint, Confluence, or other KBs.

### Instant IT support with AI

40%

IT support issues resolved autonomously

60s

Average time to fully resolve an issue

"Microsoft Teams is a powerful platform, and Moveworks makes it even more valuable. It's a symbiotic relationship."

— Greg Ogle, VP of Global IT Infrastructure, Equinix

"Moveworks lets people get the help they need in seconds rather than in days, with no incremental costs, straight on Teams."

— Steve Phillpott, CIO, Western Digital

### Equinix delivers IT answers and help with an AI chatbot in Microsoft Teams

At Equinix, getting IT help is as simple as a conversation in Microsoft Teams. By chatting with the Moveworks bot, employees are resolving their IT issues, instantly.

Read the case study: <https://www.moveworks.com/case-studies/equinix>



# Key benefits

## Microsoft Teams becomes the unified IT support hub

Integrating with Moveworks enables Microsoft Teams to become a unified, natural-language UI/UX for enterprise apps and services, including ServiceNow.

## Faster adoption of Microsoft Teams

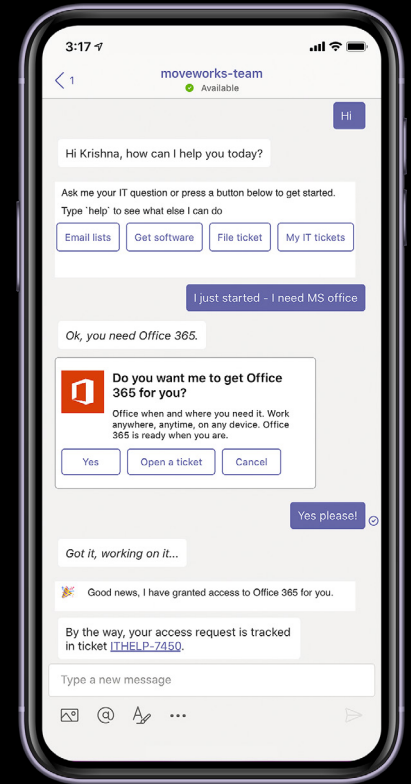
Getting IT support is a problem for every employee. The Moveworks and Microsoft Teams integration allows enterprises to demonstrate messaging's benefits to employees across the entire organization. As a result, employees organically adopt Microsoft Teams when they see it delivers faster IT support.

## Better employee experience

Moveworks autonomously resolves, on average, 40% of all IT support tickets and with a resolution time of 60 seconds. Employees get their IT support issues solved in seconds instead of days—all with a simple, natural language chat in Microsoft Teams.









## More ROI from existing automation

Enterprises running Microsoft Teams and Moveworks derive better ROI on their existing automated services. Moveworks makes this possible because its conversational AI understands the IT issue when the employee reports it in a Microsoft Teams chat. Moveworks takes immediate action, executing the automated service.



# 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** routes the ticket to the right group if the issue can't be resolved autonomously.

# Integrations



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