

MOVEWORKS OMNICHANNEL SUPPORT

Moveworks resolves employees' requests across all support channels, including chat, web, email, and more.

At Moveworks, our vision is to make getting help at work as easy as possible. But to make that vision a reality, we had to recognize that every employee has different habits when it comes to solving their support issues. Some prefer to submit a form through an IT portal. Some will directly email a colleague on the HR team. And some might ask the entire company for help on a public Slack channel.

Because employees look for help in all these different places, deploying support automation is all the more challenging. Every channel is different in its own way. IT portals are rarely user friendly. Emails are often verbose. And public Slack channels are full of noise. To meet employees on their terms, we've built layers of sophisticated machine learning into the Moveworks Employee Service Platform. Now, our customers can support their workforces everywhere.

Enterprise Messaging Platforms



Web Pages



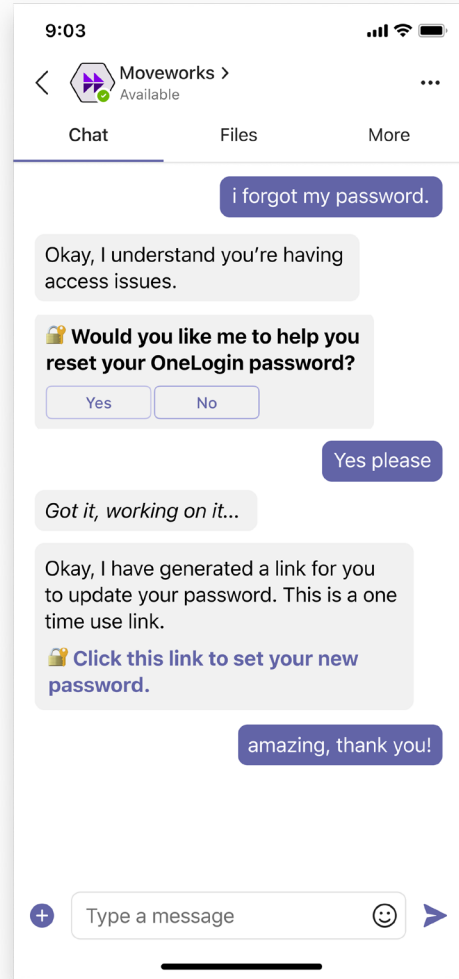
Email



Enterprise Messaging Platforms

Employees increasingly spend most of their day on enterprise messaging platforms, like Slack and Microsoft Teams. But most conventional chatbots live in separate applications, making users come to them.

Moveworks, on the other hand, lives in the messaging platforms that employees use every day. With advanced conversational AI built for the enterprise, our bot solves support requests in chat. Surfacing forms and knowledge articles or making it easy to create a ticket, Moveworks encourages employees to treat their bot as a one-stop shop for support and keeps them coming back.



Supported messaging platforms:



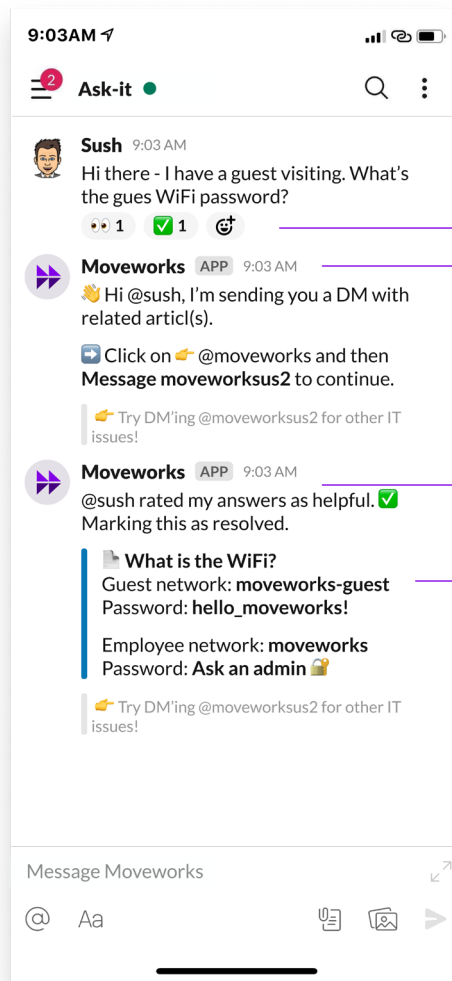
“Microsoft Teams is a powerful platform, and Moveworks makes it even more valuable. It’s a symbiotic relationship.”

—Greg Ogle, VP of Global IT Infrastructure, Equinix

Public Channels

Many companies use public support channels, such as #ask-IT, to crowdsource solutions. But helpful messages are mixed in with just as many unhelpful ones, meaning that support teams must read through each thread to determine the best course of action. It all amounts to lots of extra work for already overextended teams.

Moveworks Channel Resolver is a version of our AI bot that lives in a public chat channel. It analyzes each employee issue with natural language understanding (NLU), and if it knows it can solve the issue, the bot jumps in, sharing the solution to the whole channel to prevent similar issues from happening again.

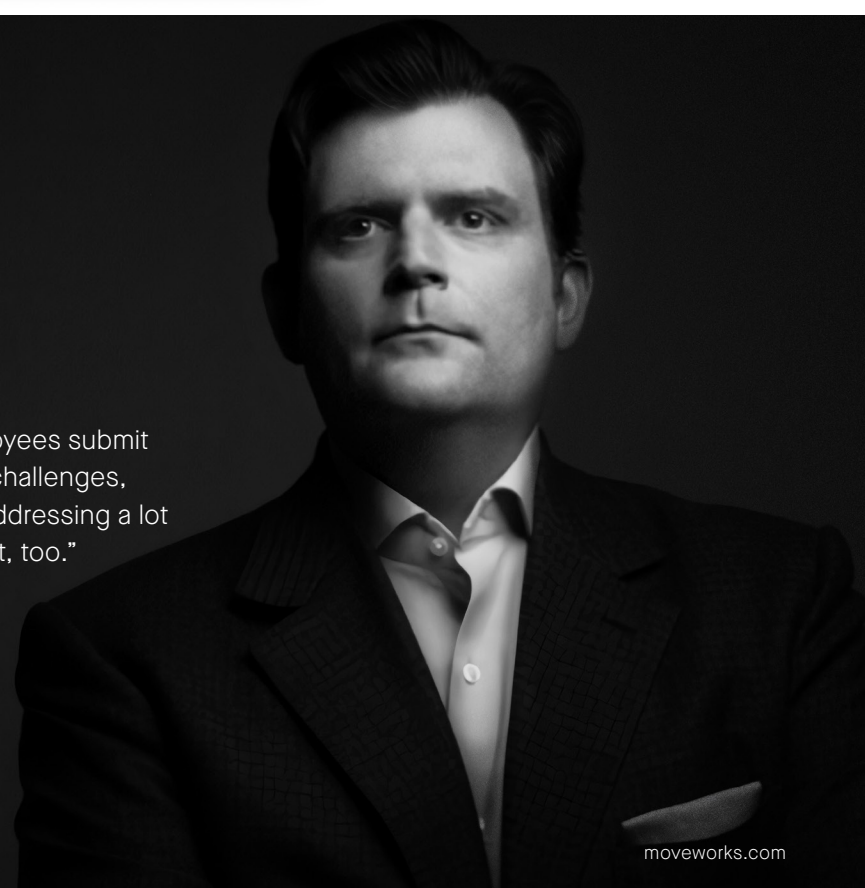


- 1 Confidently jumps in when it knows it can solve the issue
- 2 Directly messages the user with next steps to resolve the issue
- 3 Indicates it resolved the issue and no agent involvement is needed
- 4 Posts the answer to the channel if the user marks the answer as helpful



“Employee experience is my top priority. Having employees submit their issues on a Slack channel posed some unique challenges, but we do it because employees like it. And with AI addressing a lot of those issues automatically, our service desk likes it, too.”

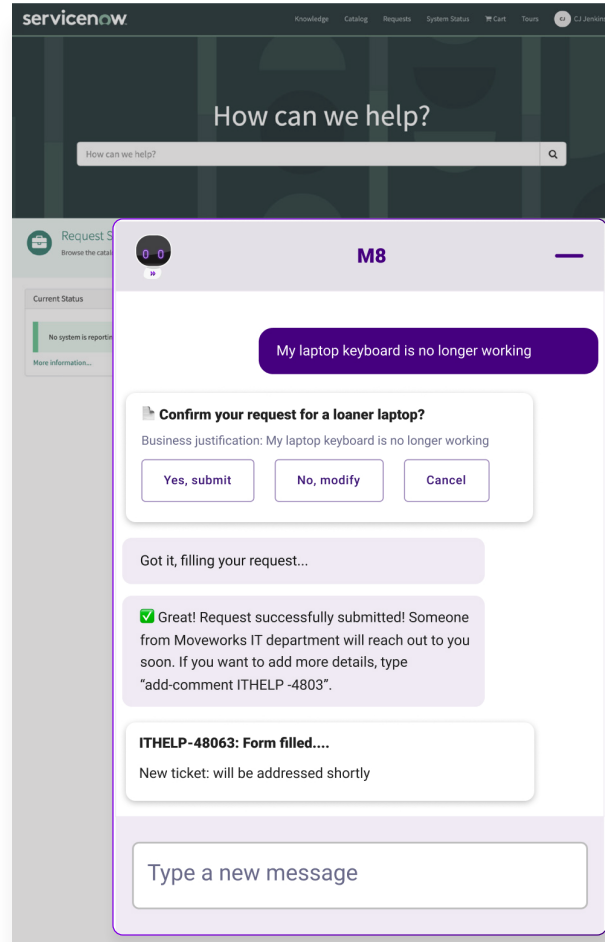
—Brian Hoyt, CIO, Unity



Web Pages

Employees have different preferences and habits, with about 25% who rely on enterprise portals as their primary support channel. That said, manually filing a support ticket in an ITSM tool or searching through a self-service portal isn't easy. These systems aren't always built with end users in mind.

We embedded AI-powered conversational AI support directly into the web pages that employees use every day. With Moveworks for Web, users who prefer enterprise portals can access all the skills, features, forms, and knowledge at Moveworks' disposal. And notifications and Employee Comms are always sent to the employee's preferred platform. This keeps information from falling through the cracks, while ensuring that users aren't overloaded with the same information across different channels.



1 The same conversational AI interface in the enterprise portal

2 A fully secure, personalized experience, without a separate authentication process

3 Notification and communications follow users across platforms



"To provide the immediate care that our patients expect, we need to support our workforce—the moment they need help. Moveworks has made real-time support possible, meeting our team members where they work. And now with Moveworks for Web, we've brought that instant experience to ServiceNow. We're looking forward to bringing the same experience to SharePoint and Epic."

— **Dianne Kokotoff**, Executive Director of Enterprise Solutions & Automation, Wellstar Health System

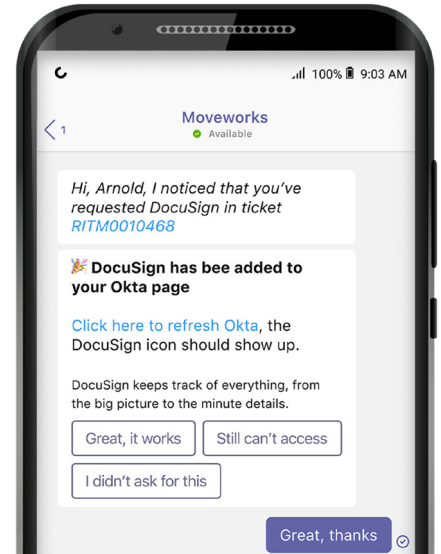
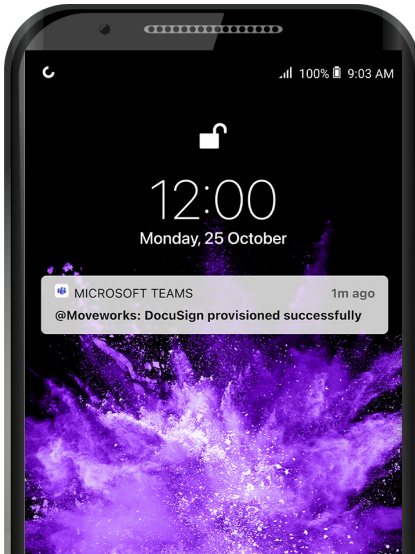
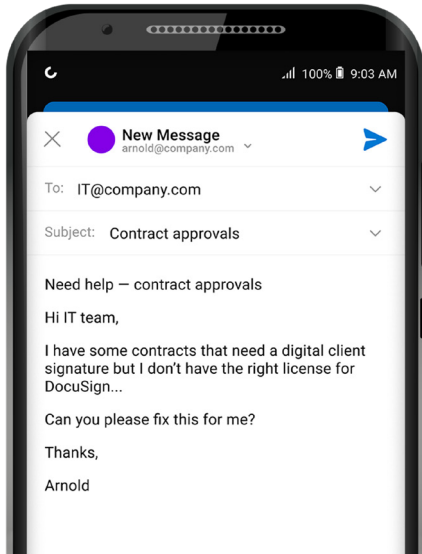


Email

Many employees are used to engaging with their support team with long, complex emails. But most conventional chatbots are blind to the issues employees submit over any method that isn't through the chatbot itself. And they lack the intelligence to understand verbose emails.

Moveworks intercepts issues no matter where they are submitted and surfaces a solution directly in the employee's preferred channel.

With powerful NLU trained on 250 million support issues, Moveworks breaks down requests to figure out the user's underlying intent in spite of wordy messages. Even when employees don't go directly to their bot, our AI still handles the problem seconds later.



1 Intercepts issues from emails, forms, and wherever tickets are created.

2 Resolves issues instantly with AI

3 Delivers solutions to the preferred support channels

Moveworks solves issues no matter how they are reported

Getting help at work often involves a patchwork of communications that happen via chat, portals, emails, phones, system alerts, and walk-up help desks. To meet employees on their terms, you need a solution that's everywhere.

Moveworks' AI platform automatically intercepts and seamlessly solves issues across support channels. With deep integrations with ServiceNow, Freshservice, Zendesk, Jira, Cherwell, and BMC, our bot follows employees, jumps in when it can help, and solves problems regardless of where or how they're reported. There's no new application for employees to install, set up, or search for. Moveworks simply plugs into our customers' existing infrastructure and delivers solutions to employees wherever they work.

“We spent five years trying to enable employees to self-service, but without much traction. Moveworks is the first solution that actually worked, no matter what channel employees use,”

— Amith Nair, CIO, Vituity



Request a demo

moveworks.com/request-demo

