Moveworks

MOVEWORKS
CONTROL CENTER
Real-time visibility and control over your Moveworks platform

Moveworks Control Center offers you complete visibility into and control of the inner workings of your bot. We know that—for our AI to make the greatest impact—you need a comprehensive understanding of how our platform interacts with your support environment.

With Control Center, you can view user profiles, knowledge, and forms, as well as diagnose and troubleshoot common problems or request
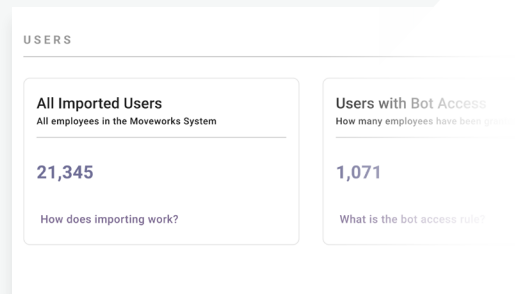
help—all on one, easy-to-navigate screen. With unprecedented insight into the tools and systems you use every day, you'll quickly identify areas for improvement and gaps to fill.

Take charge of your Moveworks chatbot. The Moveworks Control Center makes building a seamless support experience effortless with a one-stop shop for understanding performance and maximizing impact.

User | Comprehensive user information at your fingertips

The User view provides a 360-degree profile of every employee with access to the Moveworks platform. This way you can ensure that your bot provides your workforce with accurate, personalized support in seconds. Use this view to:
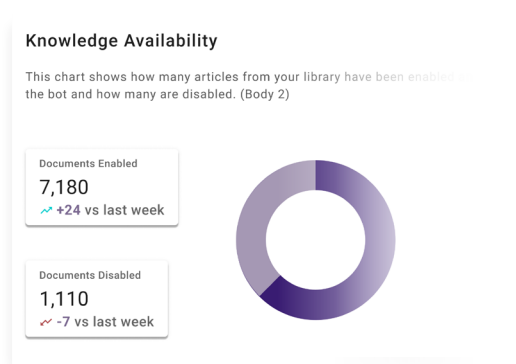
- See active user profiles
- Receive updates on user import progress
- Troubleshoot user-level issues
- Quickly identify sets of users with profiles missing vital information

USERS

All Imported Users
All employees in the Moveworks System

21,345

How does importing work?

Users with Bot Access
How many employees have been gi...

1,071

What is the bot access rule?

Knowledge | Up-to-date reporting on your knowledge base

The Knowledge view provides visibility into the all FAQs and articles—internal and public—ingested by the Moveworks platform. With this information, it's easy to fill in resource gaps, retire stale articles, or adjust information access as your support environment evolves. Use this view to:

- Keep track of the articles your employees can view
- See new knowledge as it's incorporated into the bot
- View internal and external source configurations
- Troubleshoot knowledge access or setup issues

Knowledge Availability

This chart shows how many articles from your library have been enable... the bot and how many are disabled. (Body 2)

Documents Enabled
7,180
📈 +24 vs last week

Documents Disabled
1,110
📉 -7 vs last week

Form | Actionable insight into form performance

The Form view ensures that you get the most out of every form. With insightful suggestions on how to make your forms chat-friendly, you can maximize their impact. Use this view to:

- View all forms imported into the Moveworks platform
- Create a comprehensive list of forms fillable in chat
- Receive practical guidance and tips on how to chat-optimize forms

TASKS

We've identified up to 20 forms that could be ma...

The actions below could help you increase the number of forms that are fillable. We've targeted eve...

	Status	Description
○		
●	Not Started	Client Script Set "AB Cost Cen... contacting your Moveworks A...
●	Not Started	Client Script Set 'Onload - Req... unfillable. You can override thi...
●	Not Started	Form "Accessory" has over 20... form details to see how you ca...

Request a demo

moveworks.com/request-demo