Moveworks

Employee Experience Insights (EXI) Is the Only Solution That Mines the Unstructured Data in Your IT Tickets
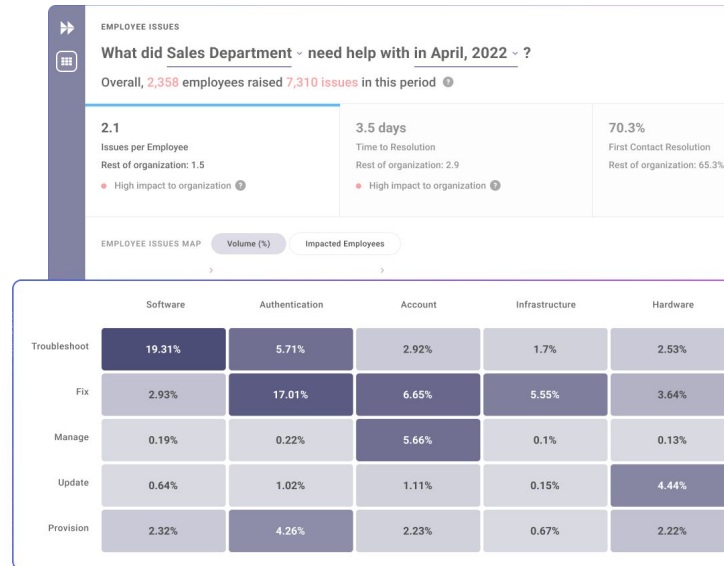
The Moveworks Advantage

Traditional IT ticket analytics miss the mark. Why? Because they only analyze the structured fields in IT tickets, completely ignoring the gold mine of insights hidden in the unstructured, text-based part of the ticket. Here's how Moveworks handles the problem:

Advanced AI: Moveworks classifies tickets using NLU models that have been trained on over 500 million IT tickets. This means precise and accurate ticket classification that happens automatically — no manual work needed.

Industry Benchmarks: Moveworks' large corpus of ticket data lets you measure your performance against benchmarks from across the Moveworks customer base, so you always know how you stack up to your peers.

Out-of-the-box Solution: With EXI, your IT and data teams don't have to waste countless hours scoping, building, and continuously maintaining a solution using a hodgepodge of surveys and ITSM ticket analytics. Instead, they can focus on other high impact projects.

EMPLOYEE ISSUES
What did Sales Department ˅ need help with in April, 2022 ˅ ?
Overall, 2,358 employees raised 7,310 issues in this period

2.1	3.5 days	70.3%
Issues per Employee	Time to Resolution	First Contact Resolution
Rest of organization: 1.5	Rest of organization: 2.9	Rest of organization: 65.3%
● High impact to organization	● High impact to organization	

EMPLOYEE ISSUES MAP   Volume (%)   Impacted Employees

	Software	Authentication	Account	Infrastructure	Hardware
Troubleshoot	19.31%	5.71%	2.92%	1.7%	2.53%
Fix	2.93%	17.01%	6.65%	5.55%	3.64%
Manage	0.19%	0.22%	5.66%	0.1%	0.13%
Update	0.64%	1.02%	1.11%	0.15%	4.44%
Provision	2.32%	4.26%	2.23%	0.67%	2.22%

Traditional Solutions Fall Short

They require high effort: No other solution mines the unstructured text within tickets. To get insights, agents must review and tag tickets manually.

They lack focus: IT teams are forced to use structured fields (designed to optimize agent efficiency, not employee experience) to measure service.

"When you look at data in a traditional ITSM, you're looking at pure ticket metadata, but that's ignoring the actual language of the tickets itself. Moveworks' **Employee Experience Insights make sense of the raw data, offering a whole new perspective**. **We finally have the answers to help us focus**."

Gerhard Nel
Senior Global Services Director, *Albemarle*

The World's Most Innovative Companies Use EXI

ice Exchanges   databricks   paloalto NETWORKS

ALBEMARLE   Consumers Energy *Count on Us*

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