Moveworks

Maximize service efficiency with AI insights

Turn tickets into a to-do list with Employee Experience Insights (EXI)

The problem

IT teams are faced with improving service with limited resources, but traditional analytics solutions don't provide the visibility needed to make high ROI decisions. This leads to inundated support teams, lack of strategic initiative success, higher costs, and a worse employee experience.

The Moveworks solution

Employee Experience Insights leverages natural language understanding and generative AI to analyze the unstructured text in IT tickets (not just structured metadata) so you can know exactly which groups to prioritize, plan strategic service roadmaps, and measure the impact of your key investments.

Features and functionalities

Understand employee issues
Condense all of the possible ways employees can ask for help into a single, simple grid that makes it possible to understand your high-level state of service at a glance.

Drill down to specific apps & services
View the service experience for all apps and services in your environment, and harness the power of generative AI to analyze and reveal the most important topics to address.

Measure the impact of every investment
Get a side-by-side view of the service experience for specific personas or apps across time periods, making measuring service across time easy.

Compare metrics against peers
See how your operations stack up to other organizations in your industry and to other organizations of your scale.

Stay in the know
Follow individual apps in your organization and receive weekly updates within chat through the Moveworks Copilot.
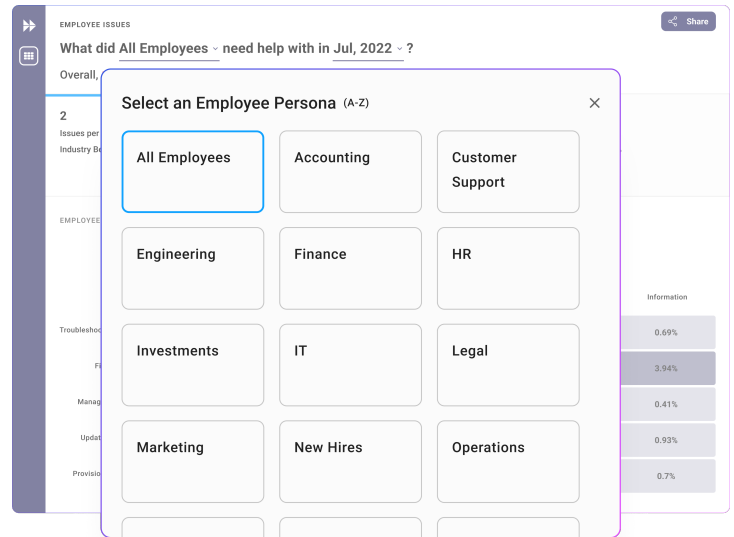
Some of our customers

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Who is EXI for?

| Heads of Service Desk | Business Process Owners | Application/ Service Owners | Moveworks Program Owners | CIO/ SVP IT |

EXI boosts employee experience, efficiency, and innovation
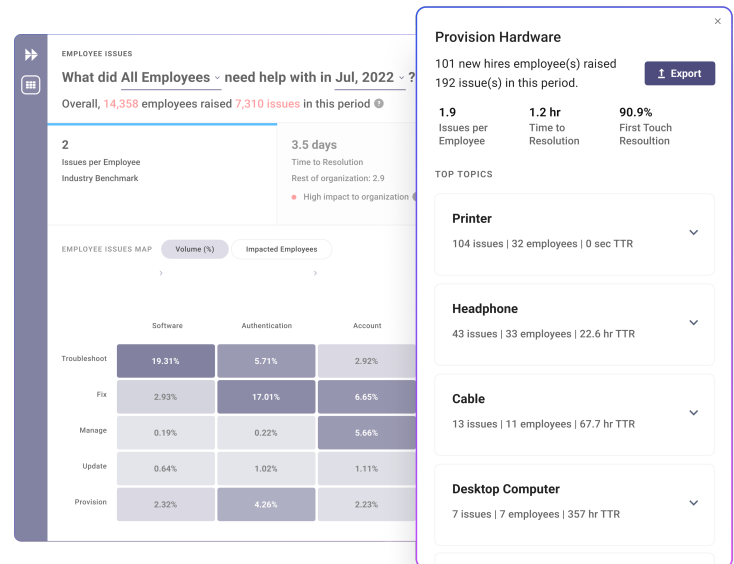
Drive quick wins through automation

In just a few clicks, the Apps & Services module within EXI lets you isolate issues being reported with mission-critical apps that take a very short time to resolve. Because these kinds of tickets often only require simple actions from agents, they present excellent opportunities for automation.

Establish a strategic roadmap for service

EXI empowers IT teams to go from reactive to proactive. With the ability to slice and dice service data in new and insightful ways, it becomes easy to set informed goals and tackle the largest challenges slowing down the business, establishing IT as a strategic aly in the process.

Report on the success of initiatives

Today, prepping for status meetings with leadership is a painful process that involves consulting numerous sources and coordinating with multiple stakeholders. EXI's Impact module changes the paradigm, arming you with the exact data you need about how strategic service initiatives have been performing — all in a matter of seconds.