



PERFORMANCE INSIGHTS DASHBOARDS

Total visibility over your
Moveworks bot

Track Moveworks' metrics in real time:

- Percentage of issues resolved autonomously
- Mean time to resolution (MTTR) for all tickets
- Total number of employees helped by Moveworks

...and much more.

The Performance Insights Dashboards provide comprehensive visibility over your Moveworks bot.

With nearly 100 individual charts and metrics, these dashboards visualize every aspect of your AI deployment, from the number of employees engaging with the bot to the percentage of all IT issues Moveworks resolves autonomously.

At Moveworks, we know the best decisions are data-driven. And while our platform is built to accelerate IT support with advanced enterprise AI, what matters isn't the technology under the hood—it's the impact for your team. By ensuring all relevant information is easy to access, to sort over time, and to view at a granular level, the Performance Insights Dashboards make it effortless to understand your unique support challenges.

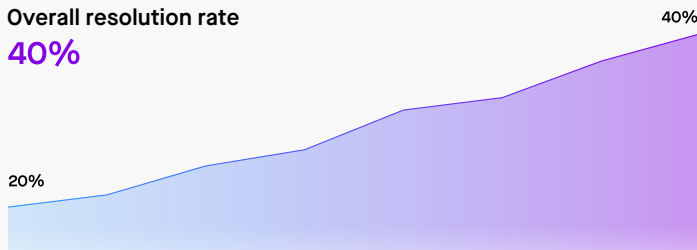
“We use the dashboards in our regular reviews of service desk activities—not only to understand the impact Moveworks is having on Level 1 support, but also to identify gaps in our existing resources. We can quickly determine how much work the bot is handling and where to focus our attention.”

— Erica Callaghan, Manager of Global Technology & Solutions, Broadcom

Actionable intelligence for every team member

CIO | Board-level view of Moveworks' value and impact

For CIOs and other executives, the Performance Insights Dashboards showcase the high-level impact of Moveworks, headlined by the **percentage of all employee-submitted IT issues resolved autonomously**. With easy-to-digest visualizations presented on a single screen, busy executives can determine Moveworks' ROI at a glance.



Dashboards included: Executive Insights

Key questions answered:

- How many support issues is Moveworks resolving?
- What percentage of the company uses the bot?
- Which Moveworks skills are already deployed?
- What is the overall impact of AI for the help desk?

Support Desk Leader | Real-time breakdown of employee engagement with Moveworks

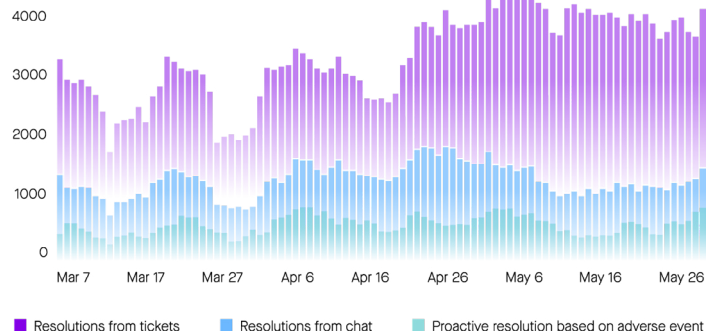
Leaders who oversee the service desk, employee experience, and end-user support need to track shifts and patterns in how Moveworks helps employees. Our dashboards visualize **detailed data on bot interaction trends**, arming these leaders with the up-to-date knowledge they need to make informed decisions.

Dashboards included: Resolution Insights, Ticket Interaction Insights, Employee Engagement Insights

Key questions answered:

- Is Moveworks' overall resolution rate improving?
- How many bot interactions involve first time users?
- What channels are most popular for reporting issues?
- How are users engaging with their tickets via the bot?

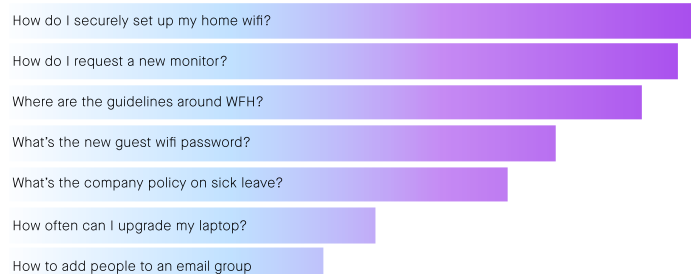
Resolution by channel



Business Application Owner | Data-rich reporting on your IT support investments

For business application owners, technical writers, and other specialists concerned with the precise allocation of IT resources, these dashboards reveal employees' most common tech issues and troubleshooting questions. They provide a **comprehensive performance analysis of individual Moveworks skills** and shed light on the most requested knowledge articles.

Knowledge gap: Top unanswered questions



Dashboards included: Skills Insights, Answers Skill, Knowledge Base Insights, Bot Insights

Key questions answered:

- Which knowledge articles are requested most?
- Where are gaps in the existing knowledge base?
- What types of issues does Moveworks impact most?
- Which IT support investments have met ROI goals?