

Automate the support lifecycle with generative AI

Accelerate ticket resolution with Moveworks Service Management

The problem

Slow IT support severely hinders the productivity of your workforce and drags down employee experience. And since resolution is agent-driven, high ticket volumes lengthen wait times and reduce service quality. No longer is it enough for leaders to simply manage IT — leveraging technology to create value for the business is now a business imperative.

The Moveworks solution

Copilot with Service Management automates the ticket lifecycle using GenAI. With Moveworks, employees get a centralized place to make requests while support teams receive and resolve issues autonomously. It's all powered by an NLU-led approach that applies conversational dynamics and contextual analysis into the service experience.

Features and functionalities

Ticketing lifecycle management

Manage the entire inbound ticketing process as well as query creation and resolution with an interactive copilot experience.

Holistic domain support

Integrate with the entirety of your service ecosystem to automate and expedite domain-agnostic ticket issue types.

Outcome-based triage

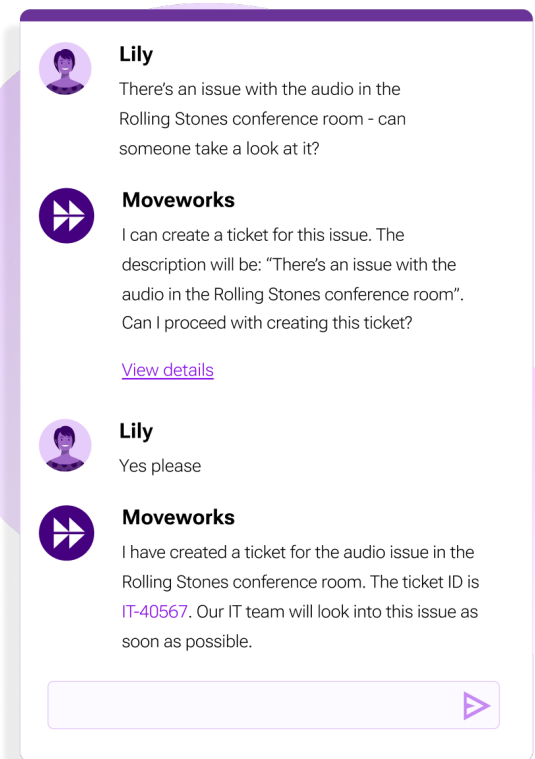
Let chat and embedded form interfaces determine the best path to resolution: immediate solutions, SME routing, additional information gathering, internal hand-offs, etc.

Comprehensive search

Find unstructured and structured data across knowledge bases, portals, file systems, data lakes, and systems of record — all from one place where employees already work today.

Copilot messages

Leverage the Copilot to send engaging, in-chat messages to employees to drive organizational change and compliance.



Some of our customers



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Who is Moveworks for?

Heads of IT

Heads of Service

Heads of HR

Service Agents

CIO/SVP IT

Generative AI designed for outcomes, not output

Unify and accelerate the ticketing process

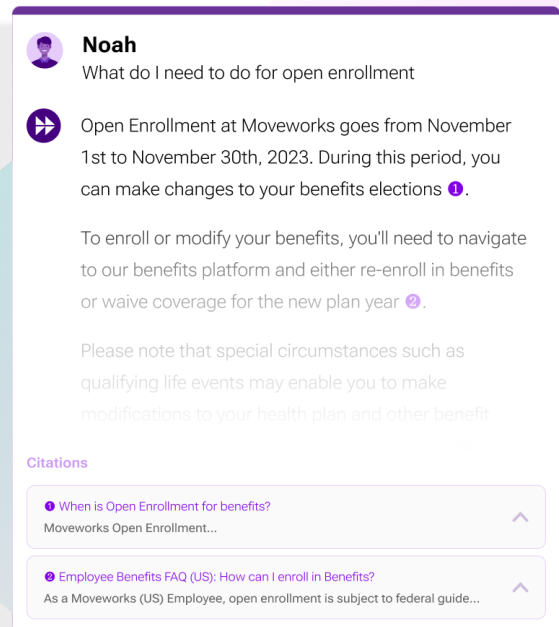
With enterprise-wide ticketing, forms, and knowledge request destinations consolidated inside your chat platform, the employee help desk destination for all venues of service is simplified. Autonomous 24/7 resolution helps businesses drive down time to resolution — fast.

Boost employee and agent productivity

The more employees integrate the Copilot into their daily work, the greater the boost in productivity realized. This doesn't just help employees, it also benefits agents. Deflecting more tickets means agents spend less time on the mundane and more time on complex cases or high-impact projects that move the needle for the company.

Amplify tech stack ROI

On average, 33% of tech spend is underutilized or wasted every year. The Copilot helps employees extract more value out of existing systems and applications by making them easier to interact with through natural language. No more complicated, disjointed interfaces — language is the new UI.



Noah
What do I need to do for open enrollment

Open Enrollment at Moveworks goes from November 1st to November 30th, 2023. During this period, you can make changes to your benefits elections 1.

To enroll or modify your benefits, you'll need to navigate to our benefits platform and either re-enroll in benefits or waive coverage for the new plan year 2.

Please note that special circumstances such as qualifying life events may enable you to make modifications to your health plan and other benefit

Citations

- When is Open Enrollment for benefits?
Moveworks Open Enrollment...
- Employee Benefits FAQ (US): How can I enroll in Benefits?
As a Moveworks (US) Employee, open enrollment is subject to federal guide...

57%

IT issues resolved autonomously at Broadcom

7 sec

Average time to fully resolve issues at Nutanix

351K+

Hours saved by Palo Alto Networks with automated issue resolution