



# 2026 AI Agent Guide: 100+ Use Cases For The Enterprise

Enterprises have spent years trying to automate work — through scripts, bots, and endless integration flows. But most of those tools break down fast or the workflows are too brittle to keep up with dynamic environments. They're hard to build, harder to maintain, and only solve part of the problem.

At the same time, today's AI tools — chatbots, copilots, LLM wrappers — are mostly reactive. They generate content and answer questions, but they don't *do* the work.

Agentic AI works differently.

- Agentic AI is a system that can set goals, make decisions, and act — without constant human input.
- It understands what needs to happen, figures out how to do it, and carries it out across your business systems.
- Agentic AI unites individual AI agents built to complete specific tasks (like route approvals or retrieve information) into transformation organizational automation, without the continuous scripting or hand-holding.

## Understanding the agentic advantage

Agentic AI isn't just a better approach to large scale automation: It's more dynamic, scalable, and autonomous too. One that adapts in real time, spans systems, and quickly delivers measurable outcomes.

Research shows leaders are taking notice.

- Langchain found over 50% of respondents reported using some form of AI agent today.
- 96% plan to expand their use within the year.

Today executives are no longer asking *if* they should adopt agentic AI, but deciding *how fast* and *which use cases*.

In this guide, we break down 100+ real-world examples of how agentic AI is already at work inside leading enterprises. If you're looking to simplify operations, scale impact, and move from request to resolution without friction — this is where to start.

# 50%

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Langchain found over 50% of respondents reported using some form of AI agent today

# 96%

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96% of leaders plan to expand their use of AI agents within the year

## Traditional Automation

Follows predefined rules and flows

Limited to one system or tool

Requires scripting, mapping, constant updates

Breaks easily when conditions change

Built for repeatable tasks with clear triggers

Needs human supervision to resolve exceptions

## Agentic AI

Pursues goals and adapts in real time

Operates across systems and domains

Learns from context and chooses the best path

Adjusts dynamically as inputs evolve

Handles complex, ambiguous multi-step workflows

Acts independently with minimal oversight

## How does agentic AI work?

Agentic AI isn't just smarter—it's structured to act. At the core, agentic systems rely on four essential pillars that enable them to perceive, reason, and take autonomous action across complex enterprise environments.

- **Perception:** Captures data and signals from APIs, events, chat logs, systems of record, and search indices. This allows the agent to understand what's happening.
- **Reasoning engine:** Translates goals into plans. It selects tools (like plugins or APIs), handles exceptions, enforces policies, and adapts based on inputs or system responses.
- **Memory and policy enforcement:** Tracks previous actions, stores state, respects permissions, and enables actions to be governed by enterprise rules.
- **Execution layer:** Uses integrations (ServiceNow, Workday, Jira, Salesforce, etc.) to complete tasks in real time.

These elements allow the agent to work like a human employee—but faster, more reliably, and at scale.

# Why agentic AI matters for enterprises

**1. Autonomous execution, not scripted automation:** Traditional enterprise automation depends on rigid if/then rules that are brittle and hard to maintain. Agentic AI takes a different approach: it reasons through goals in real time and acts accordingly—no manual intervention or prebuilt paths required. This shift unlocks faster, more reliable execution at scale.

**2. Automate self-service, accelerate workflows and resolution:** Agentic AI resolves routine tasks before they become work. By enabling self-service to handle MFA resets or record updates autonomously, along with autonomously executing common workflows it frees support teams for higher-value work—significantly reducing backlog, MTTR and support costs.

**3. Secure, compliant operations:** Enterprise-ready agentic systems are built with governance at their core—enforcing permissions, logging actions, and aligning to frameworks like SOC 2 and ISO 27001. Trust and transparency are non-negotiable.

**4. Personalization at scale:** Agentic AI adapts to each employee's role, location, and history to deliver tailored support—without configuration. This boosts adoption, reduces friction, and makes self-service feel seamless.

**5. Continuous improvement through reasoning:** Where rule-based automations fail, agentic AI learns and evolves. Its reasoning engine adapts to new inputs and edge cases, improving resilience and impact with interaction.

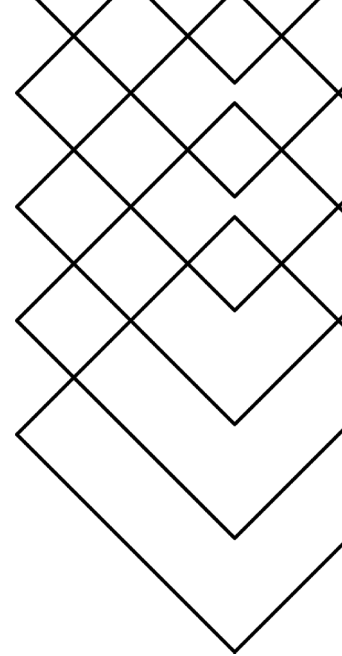
# Moveworks AI Assistant platform makes work flow for every employee

Moveworks connects to all your systems — from HR and IT to Finance, Procurement, Engineering, Sales, Marketing, and beyond — with an intuitive, AI-native experience that meets employees where they work, and in over 100 languages.

- Search and action in one intuitive workspace
- Powered by a superior Reasoning Engine
- Easy to add and build AI agents for any use case
- AI Agent Marketplace with pre-built templates

Get started and speed up time-to-deploy with a [curated library of 1000+ AI agents](#) to uplevel all your business applications, production-proof AI agents that are customizable and free to install.

Moveworks turns every employee into an agentic AI power user — giving enterprises an AI platform that makes work flow.



## Top 100 AI agent use cases

Discover how leading organizations are using AI agents to automate decisions, streamline workflows, and unleash productivity across every team. From HR to IT to Finance to Engineering to Legal and more, explore 100 real-world use cases that prove what's possible when AI starts getting real work done.


# 1. AI for HR

HR departments are using agentic AI to **automate administrative work** and refocus on the human side of employee experience. These agents proactively engage new hires, simplify compliance, and personalize onboarding and career development across regions and languages.

By reasoning about role, location, and policy data, AI agents enable employees to get tailored support — from updating benefits to recommending training opportunities. The result: HR teams reclaim hours for culture, growth, and retention initiatives, while employees get the timely help they deserve.


#	Use Case	The Power of AI Agents	Outcome
1	<b>Candidate Application Status Tracker (<u>Greenhouse</u>)</b>	Fetches real-time candidate status and aggregates feedback across job postings.	Helps recruiters and hiring managers stay updated on candidate without switching systems.
2	<b>Submit Interview Feedback + Fetch Interview Feedback (<u>Workday</u> / <u>SAP</u>)</b>	Automates feedback workflows — reminds stakeholders, collects input, and links it to the candidate record.	Helps reduce delays and close feedback loops faster — improving hiring velocity and quality.
3	<b>Get Team Performance Ratings (<u>Workday</u>)</b>	Retrieves a summarized view of team performance ratings to support calibration discussions.	Prepare efficiently by automating performance data collection while maintaining accuracy and confidentiality.
4	<b>Contract Expiry Notifications (<u>SAP</u>)</b>	Monitors expiring contracts and notifies HR teams and managers for renewal or offboarding workflows.	Helps avoid contract lapses by keeping HR ahead of time-sensitive employment actions.

## HR Use Case #5: Issue Employee Surveys (Workday)

 You





Send pulse survey to Engineering team


11/21/2025, 6:55:53 PM

 Moveworks

I can do that. Please provide the question and options for the survey.


11/21/2025, 6:55:53 PM

 You

On average, how many days a week are you coming into the office? Options: Fully Remote, 1-2 days, 3-4 days, Everyday

11/21/2025, 6:55:53 PM

 Moveworks

Got it. Here's the pulse survey question and options:

11/21/2025, 6:55:53 PM





Pulse Survey Question

**Question:** On average, how many days a week are you coming into the office?  
**Options:** Fully Remote, 1-2 days, 3-4 days, Everyday

Send Survey to Engineering Team

Edit Question

Cancel

#	Use Case	The power of AI Agents	Outcome
5	<b>Issue Employee Surveys (<u>Workday</u>)</b>	Triggers surveys based on behavior patterns, milestones, or engagement signals.	Helps capture more timely, relevant employee feedback to support smarter EX initiatives.
6	<b>Change Legal Name (<u>Workday</u>)</b>	Guides employees through legal name changes, syncing data across payroll, benefits, and systems.	Helps HR reduce errors and workload by automating a common but sensitive process.
7	<b>Change Benefit Elections (<u>Workday</u>)</b>	Enables employees to update benefit selections through automated, guided prompts.	Allow employees to make benefits changes efficiently and accurately, reducing manual intervention.
8	<b>Look Up Team Attendance Report (<u>Workday</u>)</b>	Generates multi-day or multi-employee absence reports for managers or HRBPs.	Helps workforce planners get quick insight into team availability trends.
9	<b>Set Goals for Direct Reports (<u>ADP</u> / <u>SAP</u> / <u>Workday</u>)</b>	Allows managers to assign, track, and align goals with broader org objectives.	Helps support performance conversations and calibration cycles with real-time data.
10	<b>View Total Compensation (<u>Workday</u>)</b>	Consolidates bonus, equity, salary, and benefits into one clear snapshot.	Helps HR teams support retention and transparency conversations with data at their fingertips.



# Ciena Turns Manual Approvals Into Instant AI-Driven Workflows

Ciena, a global leader in networking and telecommunications, turned to Moveworks to automate support and streamline employee services across IT, Facilities, and HR.

Manual approvals and fragmented systems were slowing everything down — from HR requests to IT access. Managers and HR teams spent months chasing tickets and forms.

Ciena deployed **Navi**, its Moveworks-powered AI Assistant, to automate approvals and simplify HR workflows. Integrated with Workday, ServiceNow, and internal tools, Navi lets employees request time off, access pay slips, and approve requests — all within chat.

The results were transformative:

- Majority of HR and IT approvals are processed automatically.
- Approval times cut from months to minutes.
- Thousands of monthly interactions automated, freeing HR to focus on strategy.

With Moveworks Agentic AI, Ciena unifies employee services and gave workers direct control — turning support bottlenecks into seamless, self-service productivity.

**See how Moveworks agentic AI supports HR teams in a personalized demo.**

## 2. AI for IT

IT teams handle everything from infrastructure to identity management, often under immense pressure to deliver faster with fewer resources. Of deployed AI agents, estimates are that up to 60% of them are within IT departments. For IT, Agentic AI changes the equation.

AI agents can automate service requests, configure access controls, and resolve incidents before they escalate. By reasoning across monitoring tools, service platforms, and knowledge bases, they help IT teams reduce manual workload, improve decision-making, and strengthen governance. The outcome: higher efficiency, stronger security posture, and cross-team collaboration that scales.

#	Use Case	The power of AI Agents	Outcome
1	<b>Summarize an Incident (ServiceNow)</b>	Reads notes, logs, and attachments to plan a step-by-step incident summary with cause, impact, and next actions.	Helps IT teams cut through noise by turning messy incident data into a clear, actionable recap.
2	<b>Monitor SLA Compliance for Tickets (ServiceNow)</b>	Reasons across ticket priority, age, and policy to spot at-risk SLAs and alert owners.	Keeps teams ahead of deadlines by surfacing tickets that may need extra attention.
3	<b>Identify Open Incidents (PagerDuty / Datadog)</b>	Aggregates open incidents, prioritizes impact, and routes updates to on-call teams.	Helps teams zero in on what matters most — the right incidents, at the right time.
4	<b>Incident Metrics Summary (ServiceNow)</b>	Turns historical ticket data into trends on volume, response, and resolution time.	Gives leaders quick insight into what's working — and what's slowing them down.

## IT Use Case #5: Find P1 Company Outages (ServiceNow)



You

11/21/2025, 7:01:17 PM

Can you tell me about any major outages that are happening - someone mentioned there was a recent outage affecting some people.



Moveworks

11/21/2025, 7:01:17 PM



Working on **Major Outages**



Calling Plugin **Find Company p1 Outages**

Currently, there is a key spike in network latency affecting our East Coast operations, which we've identified as a major outage. Our IT team is actively working to resolve the issue.

Do you need details on the expected resolution time or how this may impact specific services?



#	Use Case	The power of AI Agents	Outcome
5	<b>Find Company P1 Outages (<u>ServiceNow</u>)</b>	Correlates alerts and outage data to identify active or likely disruptions.	Can flag potential outages early so IT can respond faster and limit impact.
6	<b>Look Up Information About a CVE (<u>Palo Alto Networks</u>)</b>	Retrieves vulnerability data, links it to internal systems, and recommends next steps.	Helps security and IT teams act on the latest CVE insights without digging through data.
7	<b>Suggest Incident Categories and Subcategories (<u>ServiceNow</u>)</b>	Uses pattern recognition to classify incidents during intake.	Reduces ticket rerouting by helping agents categorize issues correctly the first time.
8	<b>Reset Microsoft MFA (<u>Microsoft Graph</u>)</b>	Validates user identity and executes MFA resets within policy boundaries.	Lightens IT's load by enabling quick, compliant MFA resets for employees.
9	<b>Review IT Agent's Performance Over Time (<u>ServiceNow</u>)</b>	Evaluates agent activity, resolution speed, and workload balance.	Helps managers spot trends and coach teams more effectively.
10	<b>Check Software License Inventory (<u>ServiceNow</u>)</b>	Analyzes license data to highlight usage, renewal timing, and potential gaps.	Gives IT and procurement teams clearer visibility into spend and license health.

# Power Design Wins Service Desk of the Year

Power Design, a national leader in construction and engineering, transformed its IT service experience with Moveworks AI Assistant. Using agentic AI, the Assistant reasons across systems to identify employee needs and fulfill them instantly—from password resets to device provisioning.

Now, 80% of IT issues are resolved autonomously, saving over 1,000 hours annually. By integrating data sources and automating complex workflows, Power Design turned reactive support into proactive service.

The result: faster resolutions, higher employee satisfaction, and recognition as *Service Desk of the Year*.

**See how Moveworks agentic AI supports IT teams in a personalized demo.**

### 3. AI for Sales

A recent HubSpot report found that **43% of sales professionals** now use AI to manage leads and client interactions. But the real shift comes with **AI agents**—autonomous systems that reason, plan, and execute across multiple platforms.

By connecting Customer Relationship Management (CRM) tools like Salesforce with collaboration platforms such as Slack and Microsoft Teams, AI agents create a unified workspace. They automatically track, score, and prioritize leads, personalize follow-ups, and surface key account insights in real time. This frees sellers from manual updates and lets them focus on what matters most—building relationships and closing deals.

#	Use Case	The power of AI Agents	Outcome
1	<b>Generate a Pre-Meeting Brief (<u>Salesforce</u>)</b>	Synthesizes CRM, activity logs, and campaign data into a single, contextual briefing. Plans retrieval, filters noise, and prioritizes insights.	Helps sales reps walk into meetings ready — less tab-surfing, less scrambling.
2	<b>Suggest Next Best Actions for a Lead (<u>Salesforce</u>)</b>	Uses predictive reasoning to infer intent and engagement from behavioral and historical data.	Acts like a strategic coach — suggesting who to contact, when, and why.
3	<b>Identify Stalled Opportunities (<u>Salesforce</u>)</b>	Detects inactivity patterns, compares cycle velocity, and reasons about deal risk.	Can help revive quiet deals and strengthen overall pipeline visibility.
4	<b>Highlight Upsell Opportunity (<u>Snowflake</u>)</b>	Monitors usage patterns to detect meaningful spikes, providing insights that signal potential upsell opportunities.	Identify and act on growth signals quickly, supporting proactive engagement and improved revenue retention.

## Sales Use Case #5: Monitor Account Risk (Salesforce)



You

What are the risks for IntelliFresh?

11/21/2025, 7:04:16 PM



Moveworks

11/21/2025, 7:04:16 PM

🕒 Searches Salesforce for the account and associated risks.

Here is the summary of risks for IntelliFresh:

Risk 1: Payment Delays

**Description:** IntelliFresh has a history of late payments.

**Impact:** High

**Probability:** Medium

Risk 2: Contract Renewal

**Description:** The current contract is up for renewal in 3 months.

**Impact:** Medium

**Probability:** High

Risk 3: Competitor Activity

**Description:** Competitors are actively targeting IntelliFresh with similar solutions.

**Impact:** High

**Probability:** High



#	Use Case	The power of AI Agents	Outcome
5	<b>Monitor Account Risk (Salesforce)</b>	Cross-references support cases, renewals, sentiment, and product usage to flag churn indicators.	Supports sales and success leaders with early signals of potential renewal risk.
6	<b>Identify Annual Recurring Revenue (ARR) (Salesforce)</b>	Aggregates contract and renewal data, reasons through terms, and calculates ARR automatically.	Reduces manual reporting by helping teams access real-time revenue insights.
7	<b>Approve / Reject Deal Discounts (Salesforce)</b>	Applies reasoning to margin rules, approval hierarchies, and pricing thresholds.	Simplifies deal desk reviews — helping protect margin without slowing deals.
8	<b>Look Up Opportunities Influenced by a marketing Campaign (Salesforce)</b>	Correlates campaign engagement to opportunity conversion patterns.	Links marketing activity to sales outcomes to make ROI easier to demonstrate.
9	<b>Update an Opportunity with Call Notes (Salesforce)</b>	Extracts structured insights from call transcripts or free text; enriches CRM data automatically.	Helps keep Salesforce data clean and current — insights organized, context captured.
10	<b>Create a Quote / Add Line Item to Quote (Salesforce)</b>	Executes multi-step CPQ logic — selects SKUs, validates pricing, applies rules.	Speeds up the quote-to-cash process by streamlining repetitive administrative steps.



# Case Study: Boosting Sales Efficiency with Agentic AI

A mid-sized software company revamped its sales process with agentic AI. Sales reps previously lost hours to admin work—customer lookups, quote creation, and email follow-ups. Now by building 10+ sales enablement agents, they can now automate sales briefings, competitive agendas, and renewal decks, cutting prep time dramatically.

Additionally, with AI agents integrated into Salesforce and Outlook now automate these workflows, they can power Salesforce opportunity management directly in chat, reducing friction in pipeline updates. By reasoning through context, the AI tailors recommendations, generates outreach messages, and streamlines approvals.

The impact: more deals closed, less downtime, and a lift in overall sales productivity.

**See how Moveworks agentic AI supports sales teams in a personalized demo.**


## 4. AI in Finance

**Gartner finds that 57% of finance teams** are already implementing or planning to implement agentic AI solutions. These intelligent agents can handle structured, repetitive finance workflows—such as invoice approvals, payment scheduling, and compliance tracking—without constant human oversight.

As enterprises grow, AI agents help finance teams manage scale by maintaining accuracy, identifying anomalies, and accelerating cycle times. By reasoning across complex datasets and systems, they're designed to streamline financial operations and give teams more time to focus on strategy and forecasting.


#	Use Case	The power of AI Agents	Outcome
1	<b>Approve or Reject Expense Reports (SAP)</b>	Interprets policy context, validates exceptions, and routes approvals for review.	Helps finance teams streamline expense approvals by surfacing key details, flagging anomalies, and reducing manual checks.
2	<b>Edit Expense Entry Details (SAP)</b>	Understands and modifies expense line items to align with category and policy rules.	Simplifies corrections — AI can suggest edits that keep entries accurate and compliant.
3	<b>Auto Identify Past Due Invoices (NetSuite)</b>	Detects overdue invoices by reasoning across finance systems and timelines, linking invoices to associated POs, payments, and vendor records.	Surfaces late payments and helps maintain vendor trust and financial accuracy.
4	<b>Look Up My Purchase Orders (Coupa / SAP)</b>	Tracks PO lifecycles, links to invoices, and reconciles order details across systems.	Gives finance clearer visibility into order progress, helping reduce delays and support better forecasting.

## Finance Use Case #5: Identify Vendor Onboarding Status (Coupa, NetSuite, SAP)



**You**  
What's the onboarding status of NewTech Solutions?

11/21/2025, 7:07:31 PM







**Moveworks**  
✓ Queries Netsuite for NewTech Solutions' onboarding status.

11/21/2025, 7:07:31 PM

The current onboarding status of NewTech Solutions is listed below:

**NewTech Solutions - Onboarding Status**  
**Stage:** Pending Approval  
**Expected Completion:** July 15, 2025  
**Comments:** Awaiting final document signatures.

[View Details in Netsuite](#) [Update Status](#) [Cancel](#)

#	Use Case	The power of AI Agents	Outcome
5	<b>Identify Vendor Onboarding Status (Coupa / NetSuite / SAP)</b>	Cross-checks vendor data, tax IDs, and compliance documentation across systems.	Supports risk management by surfacing onboarding gaps early, helping prevent payment or compliance issues.
6	<b>Look Up a Cost Center ID by Name (ServiceNow)</b>	Maps free-text queries to cost center records and verifies ownership across ERP data.	Helps teams classify spend correctly and maintain alignment between budgets and actuals.
7	<b>Summarize Compensation (SAP)</b>	Consolidates payroll, bonus, and equity data securely into one view.	Helps finance leaders access total compensation summaries quickly for better workforce planning.
8	<b>View Stock Grant Summary (Workday)</b>	Retrieves the number of shares granted, current value per share, and the total stock value.	Makes equity data easier to access, helping employees and finance stay aligned on compensation.
9	<b>Auto-Approve Low-Risk Expenses (SAP)</b>	Reviews expense details against policy to automatically approve compliant submissions and flag exceptions.	Helps reduce manual review effort while supporting policy adherence and faster approvals.
10	<b>Look Up License Cost (ServiceNow)</b>	Integrates with asset management to identify the price of additional licenses.	Supports smarter budgeting and vendor planning by surfacing renewal timelines and projected costs.

# Agentic AI For Impactful Financial Management

A leading enterprise finance team modernized its operations with agentic AI. The platform automated purchase order approvals, cost center lookups, and payroll inquiries across SAP and Workday.

AI agents process invoices significantly faster and reduce manual errors through dynamic data validation. With real-time budget insights and automated notifications, the finance team reduced reporting cycles from weeks to days.

Freed from manual reconciliations, analysts now focus on forecasting and strategy—transforming finance into a driver of agility and control.

**See how Moveworks agentic AI supports finance teams in a personalized demo.**

## 5. AI in Engineering


Engineering teams are already seeing major productivity gains from agentic AI. According to IBM, **software development is one of the areas achieving the fastest AI-driven efficiency gains.**

AI agents can automatically identify bugs during code reviews, enforce style and security standards, and suggest optimizations. Beyond that, they proactively monitor projects, track performance, and flag risks before they escalate.

By reasoning across systems like Jira, Datadog, and ServiceNow, these agents connect the dots between code, infrastructure, and operations—shortening release cycles and reducing time-to-market.


#	Use Case	The power of AI Agents	Outcome
1	<b>Identify Open Incidents (<u>PagerDuty</u> / <u>Datadog</u>)</b>	Aggregates and prioritizes live incidents by severity, service, and owner. Plans follow-ups across PagerDuty, Jira, and ServiceNow.	Helps engineers gain real-time awareness of active incidents — with minimal delay.
2	<b>Find Company P1 Outages (<u>ServiceNow</u>)</b>	Correlates outage alerts, logs, and impact data across multiple systems to pinpoint root causes.	Turns firefighting into focused response — engineers can act faster when issues arise.
3	<b>Look Up Jira Issues for an Epic (<u>Jira</u>)</b>	Understands epic hierarchies, links dependent issues, and surfaces blockers automatically.	Saves hours of ticket triage — engineers see the full picture instantly.
4	<b>Look Up Delayed Epics (<u>Jira</u>)</b>	Analyzes sprint velocity, compares planned vs. actual delivery, and identifies slippage patterns.	Keeps delivery on track — AI flags bottlenecks before deadlines slip.

## Engineering Use Case #5: Incident Metrics Summary (ServiceNow)


 You


11/21/2025, 7:11:23 PM

Give me a summary of **INC0013956**

 Moveworks

11/21/2025, 7:11:23 PM

 Retrieving incident details from **ServiceNow**...


 Analyzing incident data to provide a summary...





Here's a summary of **Incident INC0013956**:

**Incident Overview:** This incident (**INC0013956**) concerns an access issue within the **SISSA** system, affecting 10 users who reported the problem via the ChIP path. The incident is currently 'In Progress' after being reopened once. **Key Details:**

- **Impact:** Access problem affecting 10 users.
- **Status:** Currently in progress.
- **Priority:** Planning (Priority 5), Low Urgency (Urgency 3).
- **Resolution:** Initially resolved by the caller but later reopened; resolution code indicates 'Resolved by caller.'
- **Assignment:** Managed by the Help Desk after multiple reassignments.

The Service Level Agreement (SLA) requirements for this incident have been met.

 **INC0013956**

#	Use Case	The power of AI Agents	Outcome
5	<b>Incident Metrics Summary (ServiceNow)</b>	Summarizes tickets raised, resolved, and reopened, reasoning about performance trends and SLA adherence.	Gives leaders quick visibility into operational trends and team efficiency.
6	<b>Update Issue Status (Jira)</b>	Decides the correct next status based on progress signals, commits, or linked PRs.	Keeps workflows up-to-date autonomously — fewer manual clicks or stale boards.
7	<b>Summarize an Incident (ServiceNow)</b>	Reads logs, ticket notes, and attachments to generate a root-cause synopsis and recommended fix path.	Turns deep investigations into digestible summaries — useful context at handoff.
8	<b>Look Up Issue by Keyword (Jira)</b>	Performs semantic search across issues, matching stack traces or error codes to past resolutions.	Helps engineers find similar past issues fast — proven fixes without the guesswork.
9	<b>Monitor SLA Compliance for Tickets (ServiceNow)</b>	Monitors approaching SLA deadlines, reasons about ownership, and auto-alerts responsible teams.	Surfaces potential SLA risks early so teams can step in before escalation.
10	<b>Look Up Information About a CVE (Palo Alto Networks)</b>	Retrieves CVE data, maps it to internal assets, and recommends remediation tasks.	Connects security and engineering data to make vulnerability insights easier to act on.



# Jamf Accelerates Provisioning, Support With Agentic AI

For Jamf's engineering team, speed matters. Manual software provisioning was draining time and slowing innovation. That changed with **Caspernicus** — Jamf's Moveworks AI Assistant.

Built on agentic AI, Caspernicus works directly in Slack to give employees instant access to software and support without waiting on IT or engineering. The assistant understands requests, plans the right actions, and executes them automatically across systems — including Jamf Pro, ServiceNow, and BambooHR.

Now, over **70% of Jamf employees** use Caspernicus for self-service provisioning, updates, and asset lookups — anytime, anywhere. The result: faster device management, streamlined workflows, and fewer distractions for engineers.

By removing routine requests from the queue, Moveworks helps Jamf's engineering team focus on what they do best — building world-class software.

**See how Moveworks agentic AI supports engineering teams in a personalized demo.**


## 6. AI for Customer Service

Customer service is one of the most transformative use cases for agentic AI. Gartner predicts that **by 2029, AI agents will autonomously resolve 80% of common customer issues** without human intervention.

Unlike basic chatbots, AI agents reason across customer history, sentiment, and workflow context to deliver personalized, accurate resolutions. McKinsey estimates 30–45% productivity gains from generative AI in customer care—and agentic AI pushes this further by automating full-service workflows, from ticket creation to closure. **The result:** faster responses, scalable empathy, and consistent service quality across channels.

#	Use Case	The power of AI Agents	Outcome
1	<b>Automate Ticket Triage Support (<u>Zendesk</u>)</b>	Ambient agents can instantly triage new support tickets which involves classifying the issue, checking system status, surfacing related reports, and attempting to reproduce the problem.	Helps reduce response times and allows human agents to jump straight into resolution with the full context.
2	<b>Detect and Act on Renewal Risks (<u>Salesforce</u>, <u>Snowflake</u>, <u>Zendesk</u>, <u>Gong</u>)</b>	Analyzes usage, sentiment, and engagement data across systems to identify renewal risks and recommend follow-up actions.	Supports proactive engagement by helping teams identify and address issues before they escalate.
3	<b>Summarize Top Recurring Cases (<u>Salesforce</u>)</b>	Reviews support case data to find recurring patterns and summarize the most common issues over time.	Helps support teams spot trends early and surfacing top recurring cases automatically.
4	<b>Efficient Ticket Routing (<u>Zendesk</u>)</b>	Create, query, add comments, and resolve certain tickets automatically.	Reduce manual triage, response times, and enable tickets to reach the right expert.

## Customer Service Use Case #5: Deliver Weekly Digest of Customer Feedback (Gong, Salesforce, Zendesk)




Moveworks


Weekly Customer Feedback Digest


Top Themes This Week: Performance, UI Glitches, Feature Request: Dark Mode





Highlights:

- "The mobile app feels sluggish when loading my dashboard."
- "I got stuck in a loop trying to reset my password on the website."
- "Would love to see a dark mode option, my eyes would thank you!"

 Call with Acme Corp

 Ticket #48151

 Evergreen Co. feedback



11/21/2025, 7:14:33 PM

#	Use Case	The power of AI Agents	Outcome
5	<b>Deliver Weekly Digest of Customer Feedback (<u>Gong</u> / <u>Salesforce</u> / <u>Zendesk</u>)</b>	Compiles cross-channel feedback into a concise weekly report for product or CX teams.	Helps organizations stay connected to customer sentiment and emerging product themes.
6	<b>Escalate Urgent Community Posts (<u>Gainsight</u>)</b>	Monitors community channels for high-severity or time-sensitive posts, and routes urgent items to the appropriate internal expert.	Respond faster to critical feedback by detecting urgent posts early, prioritizing escalation, and enabling follow-up without manual triage.
7	<b>Predicting Churn/ Renewal Risks (<u>Gainsight</u> / <u>Salesforce</u> / <u>Snowflake</u>)</b>	Analyzes health scores, usage trends, sentiment, and ticket activity to identify risk drivers.	Helps customer success teams prioritize renewals that may need early intervention.
8	<b>Celebrate Customer Milestones (<u>Gainsight</u>)</b>	Recognizes key achievements such as adoption spikes, ROI thresholds, or anniversaries.	Helps strengthen customer relationships by acknowledging milestones and building goodwill.
9	<b>Summarize a Customer Issue (<u>ServiceNow</u>)</b>	Reads tickets and comments to produce concise, structured summaries with next-step recommendations.	Helps support teams transfer context efficiently across agents and handoffs.
10	<b>Knowledge Base Management (<u>ServiceNow</u>)</b>	Analyze knowledge article quality, identify article gaps: detects recurring incident topics, and approves draft knowledge articles.	Helps keep help centers current, improving knowledge accuracy and article coverage.

# Agentic AI For Happier, More Satisfied Customers

Facing rising ticket volume and lagging response times, a large financial service company support leader turned to AI to modernize service delivery. Using predictive insights, the team identified churn risks early. Zendesk and ServiceNow automations streamlined ticket routing and resolution.

Real-time sentiment analysis surfaced at-risk customers, while virtual assistants enabled 24/7, multi-language support. Weekly digests summarized customer feedback, empowering faster decisions.

Within months, this company reduced manual triage significantly and improved CSAT by double digits — transforming its support desk from reactive firefighting to proactive customer success.

**See how Moveworks agentic AI supports customer service in a [personalized demo](#).**


## 7. AI for Legal


Legal teams use agentic AI to handle repetitive yet critical tasks that demand precision. These AI agents **draft and review contracts, monitor regulatory updates, and surface relevant precedents or clauses** within seconds.

By reasoning through vast legal datasets, they can detect inconsistencies, flag compliance risks, and trigger alerts for upcoming deadlines—all while maintaining audit trails for transparency. This allows legal professionals to focus on higher-value work such as negotiation and strategic counsel, while the AI agents handle the operational heavy lifting.

#	Use Case	The power of AI Agents	Outcome
1	<b>Legal Document Review and E-Discovery</b>	Analyzes large volumes of contracts, filings, or evidence to extract key facts or flag risks.	Helps legal teams accelerate discovery and review cycles by highlighting the most relevant information first.
2	<b>Automated Legal Document Drafting (<u>DocuSign</u>)</b>	Uses templates and input parameters to draft contracts, NDAs, or agreements.	Can help reduce drafting time by generating first-pass documents ready for review.
3	<b>Look Up SLA Status (<u>Salesforce</u>)</b>	Identifies tickets approaching or breaching SLAs and alerts the right stakeholders to enable timely follow-up.	Helps teams stay compliant by surfacing potential SLA risks early.
4	<b>Policy Review and Approval of Agreements</b>	Routes agreements for approval.	Helps maintain governance by enabling contracts to undergo required reviews before execution.

## Legal Use Case #5: Send a Reminder to Pending Signers (DocuSign)

 **You** 11/21/2025, 7:18:24 PM  
I want to send a reminder for an envelope I sent on Docusign


 **Moveworks** 11/21/2025, 7:18:24 PM  
Okay, which envelope would you like to send a reminder for?

✓ Fetching your in-flight envelopes from **DocuSign**

1. SOW for Project Alpha - Pending: Emily White
2. Mutual NDA - Pending: John Doe
3. Updated Service Agreement - Pending: Michael Johnson, Sarah Davis



 **You** 11/21/2025, 7:18:24 PM  
1

 **Moveworks** 11/21/2025, 7:18:24 PM  
I will send a reminder for **SOW for Project Alpha** to all pending signers. Is this correct?



 **You** 11/21/2025, 7:18:24 PM  
Yes

 **Moveworks** 11/21/2025, 7:18:24 PM  
✓ Sending reminder for envelope **SOW for Project Alpha** to *Emily White*.

Done. A reminder has been sent for the envelope 'SOW for Project Alpha'.



**SOW for Project Alpha**



#	Use Case	The power of AI Agents	Outcome
5	<b>Send MNDA via DocuSign (<u>DocuSign</u>)</b>	Automates MNDA creation, population, and distribution to external parties.	Helps legal and sales teams protect confidential data by issuing standardized NDAs faster.
6	<b>Send a Reminder to Pending Signers (<u>DocuSign</u>)</b>	Identifies envelopes awaiting signature and sends automated reminders.	Helps reduce turnaround time on critical agreements through timely follow-ups.
7	<b>Look Up Status of an Envelope (<u>DocuSign</u>)</b>	Retrieves envelope details and status updates in real time.	Supports visibility across the contract lifecycle, reducing manual tracking effort.
8	<b>Procurement Contract Guidelines</b>	Provides reference to legal and procurement guidelines during contract drafting.	Helps enable contracts are developed in accordance with internal policies.
9	<b>Contract Extension Alerts (<u>ServiceNow</u>)</b>	Tracks upcoming contract expirations and facilitating timely renewals or negotiations.	Helps avoid missed renewals and enables extension processes to follow company policy.
10	<b>IP Protection and Management</b>	Tracks filings and monitors potential IP infringements across sources.	Supports proactive IP defense by flagging potential risks or overlap with existing assets.



# Agentic AI Easily Manages Repetitive, Time-Consuming Legal Tasks

A global enterprise automated legal workflows using agentic AI. Legal teams use AI agents to review contracts, identify key clauses, and monitor compliance changes across jurisdictions. Document review time dropped significantly, while compliance alerts minimized missed deadlines.

The AI agents integrate with DocuSign and SharePoint to manage redlines and approval chains, cutting e-discovery costs greatly. Lawyers now focus on strategy—not spreadsheets—while maintaining precision and compliance at scale.

**See how Moveworks agentic AI supports legal teams in a personalized demo.**


## 8. AI for Facilities

Organizations implementing AI-powered intelligence systems have seen **operational cost reductions of 15–30%** while improving **occupant satisfaction by up to 25%**. Facilities teams, however, still face recurring challenges — from optimizing space utilization to managing unexpected equipment failures and visitor check-ins that slow operations.

Agentic AI changes that. Facilities agents can predict maintenance issues before they happen, automate desk and room bookings, and streamline visitor management. By reasoning across building systems, schedules, and usage data, AI agents are designed to improve efficiency, cut downtime, and create safer, smarter workplaces.

#	Use Case	The power of AI Agents	Outcome
1	<b>Book Meeting Room (OfficeSpace)</b>	Coordinates availability, location, and scheduling details across rooms and calendars.	Helps employees find and reserve the right space faster, reducing booking conflicts and manual coordination.
2	<b>Request to Book a Desk (OfficeSpace)</b>	Automates desk reservations by checking availability, managing check-ins, and updating usage.	Supports flexible work by streamlining desk assignments and optimizing workspace utilization.
3	<b>Register a Visitor in a Specific Office</b>	Manages visitor registration, alerts hosts, and syncs with access systems for security.	Supports a seamless guest experience by helping hosts stay informed and security stay compliant.
4	<b>Request and Manage Badge Access (ServiceNow)</b>	Request or restrict facility badge permissions based on role or access level.	Helps maintain facility security and enables authorized access to restricted areas.

## Facilities Use Case #5: Report a Facilities Issue (JLL Technologies)


 **You** 11/21/2025, 7:20:35 PM  
There's a leaking pipe in the second-floor bathroom.

 **Moveworks** 11/21/2025, 7:20:35 PM  
✔️  Working on **Leaking Pipe Second Floor Bathroom**  
🕒 Calling Plugin **Submit Facilities Issue**

Got it. How urgent would you say this issue is?



 **You** 11/21/2025, 7:20:35 PM  
It's quite urgent, water is leaking onto the floor.

 **Moveworks** 11/21/2025, 7:20:35 PM  
Thank you for reporting this. I've submitted the issue as urgent with the description 'leaking pipe in the second-floor bathroom'. Your ticket number is #12345. Our facilities team will address this as soon as possible. Is there anything else I can do for you?



#	Use Case	The power of AI Agents	Outcome
5	<b>Report a Facilities Issue</b> <b>(JLL Technologies)</b>	Collects issue details, routes to the right facilities team, and tracks progress.	Helps enable quicker issue resolution by routing requests to the right person the first time.
6	<b>Locker Reservation</b>	Automates locker availability checks, assignments, and notifications.	Helps employees secure personal storage with minimal administrative effort.
7	<b>Check Out of Reservable Workspace</b>	Tracks workspace usage, manages check-outs, and frees up vacated spaces.	Helps maximize workspace efficiency by returning unused desks into circulation instantly.
8	<b>Request Remote Work</b> ( <b>Workday</b> )	Processes remote work requests, validates eligibility, and logs approvals.	Supports hybrid work by simplifying remote work requests and ensuring accurate recordkeeping.
9	<b>Report a Catering or Lunch Issue / Submit Lunch Feedback</b> <b>(ZeroCater)</b>	Collects feedback and tracks satisfaction trends to improve dining services.	Helps workplace teams enhance employee experience with continuous feedback loops.
10	<b>Check EV Charger Availability</b>	Monitors charger utilization and notifies employees of open stations.	Helps promote sustainability and convenience by reducing EV charging wait times.

# Agentic AI makes responsive facilities management more efficient

In a hybrid workplace, the facilities team needed a faster way to manage things—from desk bookings to badge access.

AI agents help simplify these day tasks through a single conversational interface. Employees can reserve meeting rooms, register visitors, or check EV charger availability instantly. Routine requests—like catering feedback or workspace issues—are automatically routed to the right systems.

Since launch, the company has seen a decrease in manual requests, faster response times, and improvements in employee satisfaction with office services. Designed to reduce friction and enhance safety, agentic AI supports a connected, efficient, and ready-to-work environment.

**See from yourself how Moveworks agentic AI supports facilities teams in a personalized demo.**

## 9. AI for Marketing

Nearly **70% of marketing leaders** believe agentic AI will be transformative — and they're right. Today's marketing teams juggle creative work, campaign execution, and analytics, often losing hours to manual tasks like asset tagging, content generation, and performance tracking.

AI agents now handle these tasks autonomously, generating high-converting copy, optimizing spend, and surfacing data-driven insights across channels. By reasoning about brand goals and performance metrics, they help teams launch faster, refine messaging in real time, and scale creativity without burning out talent.

#	Use Case	The power of AI Agents	Outcome
1	<b>Analyze Marketing Campaigns (<u>Salesforce</u>, <u>Gong</u>, <u>MarTech Stack</u>, <u>Marketo</u>)</b>	Aggregates performance data from email, social, and web channels to identify trends and ROI.	Helps marketing teams uncover what's working and where to pivot — fueling smarter, data-backed decisions.
2	<b>A/B Test Result Summary (<u>Pendo</u>)</b>	Analyzes control and variant group data, comparing key metrics to calculate performance lift.	Helps web and growth teams make informed decisions faster by automating A/B test analysis.
3	<b>Submit Requests and Ideas for New Marketing Content (<u>SmartSheet</u> / <u>Asana</u>)</b>	Prioritizes content requests by campaign goals, audience needs, and deadlines.	Helps marketing teams stay organized and focus on producing the most impactful content first.
4	<b>Look Up Opportunities Influenced by a Marketing Campaign (<u>Salesforce</u>)</b>	Connects campaign engagement data to sales outcomes and influenced opportunities.	Supports marketers in demonstrating campaign impact and proving contribution to pipeline and revenue.

## Marketing Use Case #5: Product Information and Competitive Messaging (Salesforce, Gong, Hubspot)



**Moveworks**

I heard Cognitech mentioned on your Gong call with Apex Industries.  
Here's the battle card to help you navigate the conversation.

12/3/2025, 6:31:44 PM



**Cognitech Competitive Bat...**



**Call with Apex Indust...**

Log Intel in Salesforce

Dismiss



#	Use Case	The power of AI Agents	Outcome
5	<b>Product Messaging and Competitive Information (Salesforce / <u>Gong</u> / <u>Hubspot</u>)</b>	Pulls the latest product updates and competitor insights into one unified view.	Keeps campaigns current and equips marketers with sharper, differentiated messaging.
6	<b>Surface Competitive Intel (<u>Gong</u>)</b>	Detects competitor mentions in recorded calls and retrieves relevant competitive insights in real time.	Respond faster and stay informed by automatically surfacing useful positioning resources during live opportunities.
7	<b>Marketing Asset Campaign (<u>Marketo</u>)</b>	Monitors asset performance metrics and triggers a workflow when engagement thresholds are met.	Automate timely follow-ups, supporting stronger customer engagement and campaign efficiency.
8	<b>Campaign Engagement Hotspots (<u>Salesforce</u>)</b>	Identifies industries and regions with the highest engagement levels based on scoring patterns.	Easily uncover high-performing segments and guiding data-driven optimization.
9	<b>Keyword Alerts</b>	Monitors brand, product, and industry mentions in real time.	Helps teams spot emerging trends and respond faster to opportunities or risks.
10	<b>Look Up Leads for a Marketing Campaign (<u>Salesforce</u>)</b>	Retrieves, filters, and prioritizes leads tied to specific campaigns using context and engagement data.	Helps marketers target high-value leads faster, improving campaign precision and conversion potential.



# Agentic AI Accelerates Marketing Automation And Impact

A retail technology company reimagined campaign execution with agentic AI. Marketing teams struggled with content access and manual reporting—until AI agents automated campaign analytics, asset retrieval, and audience segmentation.

Reports now generate in minutes, not days, greatly improving campaign velocity. Integrated with Salesforce Marketing Cloud and SharePoint, the AI provides data-driven insights that boost engagement and reduce production cycles. With agentic AI, marketers spend less time searching and more time storytelling.

**See how Moveworks agentic AI supports marketing teams in a personalized demo.**


## 10. AI for Productivity

According to [Microsoft's 2024 Work Trend Index](#), **75% of knowledge workers** use AI at work — and **90% report saving time**, **85% say they can focus on high-impact tasks**, while **83% enjoy their work more**.

Agentic AI takes this even further. Productivity agents can summarize research, draft communications, manage projects, and coordinate meetings autonomously. Whether you're accelerating individual workflows or transforming how teams collaborate, these agents help reduce busywork and give employees more time for strategic, creative problem-solving.


#	Use Case	The power of AI Agents	Outcome
1	<b>Generate Meeting Summaries (<a href="#">Gong</a>)</b>	Ingests transcripts, identifies key points, and synthesizes action items using reasoning and summarization models.	Helps teams stay aligned with concise, actionable recaps — replacing hours of playback with clear next steps.
2	<b>Create a Task (<a href="#">Asana</a>)</b>	Converts natural-language intent (“Remind me to review that deck”) into structured project tasks with context.	Helps users turn ideas into action faster by automating task creation and assignment.
3	<b>Update a Task (<a href="#">Asana</a>)</b>	Understands dependencies and timelines to update sub-tasks or trigger related actions.	Keeps teams organized by syncing progress across connected projects and systems.
4	<b>Create a Project (<a href="#">Asana</a>)</b>	Reads conversation context, identifies goals, and builds structured project scaffolding.	Helps kick off new initiatives faster by translating planning discussions into ready-to-use projects.

## Productivity Use Case #5: Look Up Next Steps From a Meeting (Gong)

 **You**

I want nextsteps of my meetings last week.

11/21/2025, 7:25:00 PM

 **Moveworks**

Hello! Here are your upcoming meetings:





11/21/2025, 7:25:00 PM


1. Team Sync - [Oct 25, 2023, 10:00 AM]

2. Client Update - [Oct 24, 2023, 2:00 PM]

3. Project Kickoff - [Oct 23, 2023, 3:00 PM]


Please type the number of the meeting you'd like to see the next steps for.

 **You**





1


11/21/2025, 7:25:00 PM

 **Moveworks**

You selected: **Team Sync** - [Oct 25, 2023, 10:00 AM] Is this correct? (yes/no)


11/21/2025, 7:25:00 PM

 **You**

yes

11/21/2025, 7:25:00 PM

 **Moveworks**





Great! Here are the next steps for **Team Sync**:

11/21/2025, 7:25:00 PM

1. [John](#) will finalize the budget proposal by Oct 28, 2023.

2. [Sara](#) will prepare the draft presentation by Oct 29, 2023.

3. [Amanda](#) will schedule the follow-up meeting by Oct 30, 2023.

#	Use Case	The power of AI Agents	Outcome
5	<b>Lookup Next Steps from a Meeting (<u>Gong</u>)</b>	Extracts commitments and plans follow-up actions, creating tasks in connected systems like Asana or Salesforce.	Can reduce missed follow-ups by capturing action items and updating systems automatically.
6	<b>Lookup Attendance Reports (<u>Zoom</u>)</b>	Analyzes attendance and engagement data across meeting platforms.	Supports managers with visibility into participation trends and engagement insights.
7	<b>Lookup Meeting Q&amp;A (<u>Zoom</u>)</b>	Extracts, organizes, and prioritizes Q&A content from recorded sessions.	Helps comms and learning teams understand audience needs and plan relevant follow-ups.
8	<b>See All My Tasks (<u>Asana</u>)</b>	Retrieves and organizes personal tasks by due date, priority, and system.	Creates a unified view of an employee's workload — a single hub for daily productivity.
9	<b>Lookup Public Slack Channels (<u>Slack</u>)</b>	Maps user intent to relevant collaboration spaces based on purpose or membership data.	Helps employees find the right channels faster and reduce time spent searching for information.
10	<b>Lookup Gong Meetings (<u>Gong</u>)</b>	Performs semantic search across recorded conversations to retrieve relevant insights.	Helps teams find key moments or patterns across meetings without manual research.

# Unlocking agentic employee productivity

For this global enterprise, productivity was buried under meetings, tasks, and endless follow-ups. AI agents are now helping turn conversation into action — automatically generating meeting summaries, surfacing next steps, and updating project tasks across tools like Teams, Zoom, and Asana.

Employees can instantly see their priorities, track progress, or find key discussion points from any meeting. Since deploying agentic AI, the company has seen a significant reduction in manual task management, drops in meeting recap time, and a double digit lift in internal satisfaction scores.

Designed to streamline workflows and return time to focus, agentic AI helps employee work smarter, faster, and more effectively.

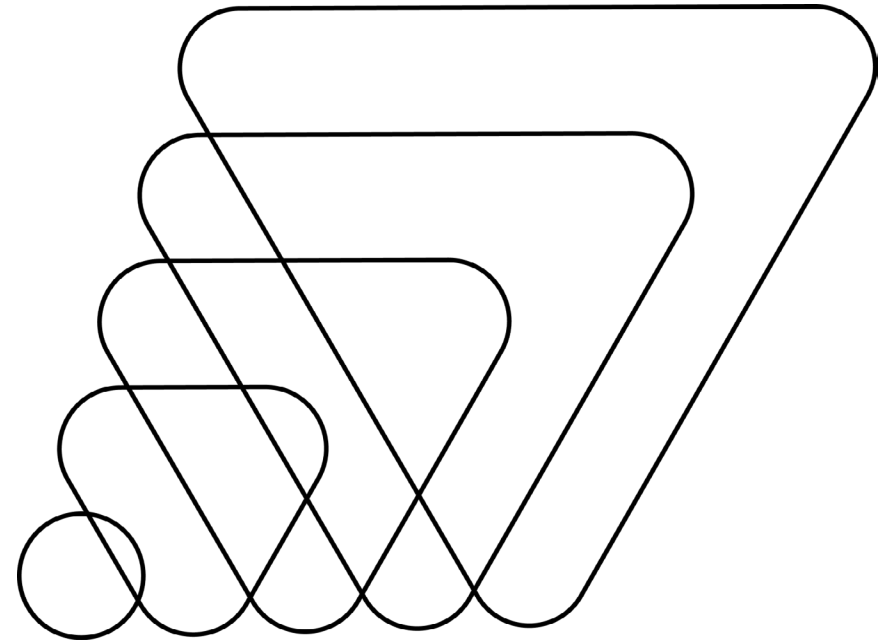
**See how Moveworks agentic AI supports productivity in a personalized demo.**

# Moveworks makes work flow for every employee

Moveworks connects to all your systems — from HR and IT to Finance, Procurement, Engineering, Sales, Marketing, and beyond — with an intuitive, AI-native experience that meets employees where they work, and in over 100 languages.

- Search and action in one intuitive workspace
- Powered by a superior Reasoning Engine
- Easy to add and build AI agents for any use case

Moveworks turns every employee into an agentic AI power user — giving enterprises an AI platform that makes work flow.



# enterprise ai

## Enterprise AI Agents For All Business Needs — All in One Platform

Moveworks delivers an enterprise-grade AI platform built to connect, automate, and scale your most critical workflows. Whether you're deploying out-of-the-box integrations or building your own agents, every part of the Moveworks ecosystem is designed to help you move faster and smarter.

- **Out-of-the-Box Integrations:** Connect instantly with your most important applications and systems — from ServiceNow to Workday — to unify your digital workplace and eliminate friction.
- **AI Agent Marketplace:** Access over 1,000 ready-to-use AI agents that extend automation across HR, IT, Finance, Sales, and more. Each one is customizable, secure, and built for enterprise reliability.

- **Business Initiatives:** Explore curated sets of AI agents designed to power your biggest priorities — from employee experience to operational efficiency — and deliver measurable impact across every department.
- **Build AI Agents:** Create and refine custom AI agents for your organization's unique workflows using Moveworks Agent Studio, a low-code environment built for scale, security, and innovation.

Get a demo and see for yourself why the world's most innovative brands like Databricks, Broadcom, Hearst, and Siemens trust Moveworks to reduce repetitive support issues, deliver instant knowledge, and empower employees to work faster across applications.