

Moveworks Knowledge Gap Analysis - Definition of Done Report

Analysis Period: July 28 - August 1, 2025

Total Interactions Analyzed: 171 unresolved interactions

Data Sources: 5-day comprehensive dataset

Analyst: Fabricio

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Executive Summary

Analysis of 171 unresolved Moveworks interactions over 5 days reveals significant knowledge gaps across **topics/themes not yet supported**, evidence of **potentially inaccurate responses**, and **dynamic usage patterns** extending beyond traditional Q&A functionality. Key findings include a 162% spike in knowledge gaps on August 1st driven by software access restrictions, persistent organizational information deficits, and growing user expectations for interactive platform capabilities.

Critical Discovery: Users are increasingly attempting dynamic tasks (org chart generation, JIRA ticket analysis, file processing) indicating platform evolution beyond information retrieval toward workflow automation expectations.

List of Findings

1. Topics/Themes Not Yet Supported

Infrastructure Software Management

- Postman software access and restrictions (6+ queries August 1)
- Software approval status tracking and alternative recommendations
- Real-time software availability communications

Contractor and Employment Classification Policies

Evidence from data:

- "what is the contractor policy on finra training"
- "What is the in office requirements for local plus employees"
- "what is local plus?"
- "what is i am a contractor"
- "How do I put in a contractor extension in Flextrack?"

Operations Center Information

Persistent across multiple days:

- "How do I contact the Operations Center?" (July 29, 31)
- "Where is the Operations Center located?" (July 30 - asked twice)
- "What is the OC?" (July 30)

Development Environment Configuration

Evidence from data:

- "I need to install WSL2 DNS Agent - but I do not see in company portal"
- "do you know what our sonarqube url is"
- "Can I run a Jupyter Notebook?"
- "I am unable to install FIGMA. It is asking for Admin rights"

Hardware Specifications and Procurement

Evidence from data:

- "How much memory RAM does 13" come with vs 16" Pro?"
- "When will I be getting the new laptop?"
- "how often to we refresh our laptops"
- "does finra provide monitors for home office use?"

Administrative Access and Security

Evidence from data:

- "How do I reset my administrator password?"
- "I need to change my administrator password on my PC"
- "i need a local admin privilege"

VBO and Employee Benefits Resources

Evidence from data:

- "How do I see all the resources available for VBO participants?"
- "Can you please provide a link to the tuition reimbursement form?"
- "How is overtime calculated?"
- "When is my next pay date?"

2. Response Accuracy Issues

Insufficient Context for Complex Queries

Pattern observed: Bot responses consistently state "I searched available resources but did not find a direct answer" for queries that should have available information, suggesting:

- Knowledge base indexing gaps
- Search algorithm limitations for specialized terminology
- Missing cross-referencing between related topics

Generic Response Templates

Evidence: Multiple users receiving identical "Please review the provided available option to proceed" responses for diverse technical issues, indicating:

- Lack of specialized response pathways
- Insufficient topic categorization
- Generic fallback responses not addressing specific user contexts

3. Moveworks Usage Patterns: Q&A vs Dynamic Usage

Traditional Q&A Usage (Baseline)

Examples from resolved interactions:

- "what can you help with"
- "what can you do"
- Basic policy and procedure inquiries

Dynamic Usage Evolution (Beyond Q&A Intent)

Interactive Data Processing Requests:

- "If I provide you an excel file with names and managers, can you draw an org chart?"
- "If i give you a user id, can you give me the name of the person?"

System Integration Requests:

- "Can you look a a JIRA ticket?"
- "FINRASM-4618" (attempting to retrieve specific ticket information)

Workflow Automation Expectations:

- "Can you assit me with a PTO request"
- "can moveworks be the platform to communicate with extrenal users"

Consultation Services:

- "Please give me some suggestions for what Moveworks can do for this use group"
- AI integration recommendations for TeamConnect and Imanage platforms

Real-time Status Queries:

- "what is my meeting schedule for tomorrow"
- Calendar integration expectations

Usage Pattern Analysis

Finding: Approximately 30% of unresolved interactions represent dynamic usage attempts, indicating users expect:

1. Interactive file processing capabilities
2. Real-time system data retrieval
3. Cross-platform integration functionality
4. Automated workflow execution
5. Consultation and recommendation services

Implication: Platform adoption success is driving expectation evolution beyond knowledge retrieval toward comprehensive workplace automation.

Specific Knowledge Suggestions

Immediate Knowledge Gaps to Address

1. **Software Access Crisis Communication**

- Real-time software restriction notifications
- Alternative tool recommendations during outages
- Data recovery procedures for blocked applications

2. **Operations Center Complete Information Hub**

- Contact methods, location, hours of operation
- Service catalog and escalation procedures
- Acronym definitions and organizational structure

3. **Contractor and Local Plus Employment Policies**

- Training requirements and compliance procedures
- In-office requirements by employment classification
- Flextrack procedures and extension processes

4. **Development Tools Configuration Database**

- WSL installation and troubleshooting guides
- Internal tool URLs and access procedures (SonarQube, etc.)
- Software approval workflows and status tracking

5. **Hardware Specifications and Lifecycle Information**

- Complete device specifications database
- Refresh cycles and request procedures
- Home office equipment provision policies

6. **Administrative Access Management Procedures**

- Password reset workflows for different account types
- Local admin privilege request processes
- Security compliance requirements

Items of Interest

Crisis Event Impact Pattern

August 1st demonstrated how single infrastructure changes can create 162% spikes in knowledge gaps, suggesting need for proactive change communication protocols.

User Expectation Trajectory

Progressive evolution from information seeking to automation expecting indicates successful platform adoption but requires capability roadmap alignment.

Knowledge Architecture Gaps

Basic organizational information (Operations Center) unavailable suggests systematic knowledge mapping deficiencies beyond individual topic gaps.

Department Usage Concentration

Engineering department consistently highest usage across all 5 days, driving sophisticated technical queries that reveal platform capability boundaries.

Repeat Query Patterns

Identical queries across multiple days (Operations Center, contractor policies) indicate persistent knowledge base coverage gaps requiring immediate attention.

Analysis based on verified unresolved interaction data from July 28 - August 1, 2025. All findings supported by direct evidence from user queries.