# 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

**Date:** August 12, 2025

## 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 schedulre 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**
   1. Real-time software restriction notifications
   2. Alternative tool recommendations during outages
   3. Data recovery procedures for blocked applications
2. **Operations Center Complete Information Hub**
   1. Contact methods, location, hours of operation
   2. Service catalog and escalation procedures
   3. Acronym definitions and organizational structure
3. **Contractor and Local Plus Employment Policies**
   1. Training requirements and compliance procedures
   2. In-office requirements by employment classification
   3. Flextrack procedures and extension processes
4. **Development Tools Configuration Database**
   1. WSL installation and troubleshooting guides
   2. Internal tool URLs and access procedures (SonarQube, etc.)
   3. Software approval workflows and status tracking
5. **Hardware Specifications and Lifecycle Information**
   1. Complete device specifications database
   2. Refresh cycles and request procedures
   3. Home office equipment provision policies
6. **Administrative Access Management Procedures**
   1. Password reset workflows for different account types
   2. Local admin privilege request processes
   3. 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.*