Jiang Chen, VP of Machine LearningTomasz Jurczyk, Machine Learning EngineerMany people assume computers will never understand human language. But as a company that builds artificial intelligence to do just that, it's our job to overcome this assumption. There's no doubt that AI systems are capable of solving remarkably complicated problems. Why should language — perhaps the most impactful problem of all — be any different?So here's the challenge: making inherently ambiguous language more like the highly structured world of chess. And to develop that structure, two techniques have proven equally critical: natural language processing (NLP) and natural language understanding (NLU). NLP organizes language into the structured data that computers require to process, while NLU interprets that data to derive meaning.To appreciate the strides computers have already made toward understanding language, let's talk about one of the first major challenges put before them: chess. Chess is no less complex than language, and yet computers were capable of defeating even chess grandmasters decades ago. By considering a huge amount of situational data, chess-playing programs not only figure out their next move; they also anticipate the next three moves, five moves, and even ten moves down the line. In this blog, we'll cover:To learn why computers have struggled to understand language, it's helpful to first figure out why they're so competent at playing chess. Chess, needless to say, isn't easy. There are more possible moves in a game than there are atoms in the universe.But while playing chess isn't inherently easier than processing language, chess does have extremely well-defined rules. There are certain moves each piece can make and only a certain amount of space on the board for them to move. Computers thrive at finding patterns when provided with this kind of rigid structure. Yet language is not so formulaic. It breaks rules all the time.In the lingo of chess, NLP is processing both the rules of the game and the current state of the board. How can you move your bishop? Where is your opponent's queen? An effective NLP system takes in language and maps it — applying a rigid, uniform system to reduce its complexity to something a computer can interpret. Matching word patterns, understanding synonyms, tracking grammar — these techniques all help reduce linguistic complexity to something a computer can process.Figure 1: At its most basic level, NLP involves treating each utterance as a unique string of words, with minimal interpretation. In this example — a chatbot only knows the preprogrammed phrase "I need Zoom," and it is unable to respond to slightly altered phrasing.The easiest way to structure unstructured language is to treat each unique utterance as its own data point. The equivalent in chess would be making moves completely dependent on the opponent's last move: advancing a pawn simply because the other person moved their rook. Obviously, this is a losing strategy — both in chess and in language learning. While creating a chatbot like the example in Figure 1 might be a fun experiment, its inability to handle even minor typos or vocabulary choices is likely to frustrate users who urgently need access to Zoom. While human beings effortlessly handle verbose sentences, mispronunciations, swapped words, contractions, colloquialisms, and other quirks, machines are typically less adept at handling unpredictable inputs.Figure 2: The goal of NLP is to provide structure to unstructured, ambiguous language.In Figure 2, we see a more sophisticated manifestation of NLP, which gives language the structure needed to process different phrasings of what is functionally the same request. With a greater level of intelligence, NLP helps computers pick apart individual components of language and use them as variables to extract only relevant features from user utterances.With NLP, we

reduce the infinity of language to something that has a clearly defined structure and set rules. To put it simply, we make language more like chess. Crucially, however, the job isn't done yet. Assembling the information extracted by NLP, NLU focuses primarily on comprehension: understanding utterances in the context of the broader conversation to choose the right response.A number of advanced NLU techniques use the structured information provided by NLP to understand a given user's intent. These techniques include paraphrase detection, which determines whether a pair of utterances has the same meaning, and topic switching, which enables AI to follow a non-linear conversation that naturally jumps around different subjects.Figure 3: NLU goes beyond processing language at face value: it illuminates a user's underlying intent.NLU is an integral part of NLP. If NLP is about understanding the state of the game, NLU is about strategically applying that information to win the game. Thinking dozens of moves

ahead is only possible after determining the ground rules and the context. Working together, these two techniques are what makes a conversational AI system a reality. Consider the requests in Figure 3 — NLP's previous work breaking down utterances into parts, separating the noise, and correcting the typos enable NLU to exactly determine what the users need.While NLP and NLU are not interchangeable terms, they both work toward the end goal of understanding language. There might always be a debate on what exactly constitutes NLP versus NLU, with specialists arguing about where they overlap or diverge from one another. But, in the end, NLP and NLU are needed to break down complexity and extract valuable information.Figure 4: Both NLP and NLU play an important role in understanding a user's request, but the line where one approach ends and the other begins is blurry.To win at chess, you need to know the rules, track the changing state of play, and develop a detailed strategy. Understanding language involves the same three elements. And like playing chess, the key is constant improvement. Chess and language present more or less infinite possibilities, and neither have been solved for good. Yet the more we know, the better decisions we make. By working diligently to understand the structure and strategy of language, we've gained valuable insight into the nature of our communication. Building a computer that perfectly understands us is a massive challenge, but it's far from impossible — it's already happening with NLP and NLU.Contact Moveworks to learn how AI can supercharge your workforce productivity.

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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Microsoft Teams becomes the unified IT support hubIntegrating with Moveworks enables Microsoft Teams to become a unified, natural language UI/UX for enterprise apps and services, including ServiceNow.Faster adoption of Microsoft TeamsGetting IT support is a problem for every employee. The Moveworks and Microsoft

Teams integration allows enterprises to demonstrate the benefits of messaging to employees across the entire organization. As a result, employees organically adopt Microsoft Teams when they see it delivers faster IT support.Better employee experienceMoveworks autonomously resolves, on average, 40% of all IT support tickets with a resolution time of 60 seconds. Employees get their IT support issues solved in seconds instead of days—all with a simple, natural language chat in Microsoft Teams.More ROI from existing automationEnterprises running Microsoft Teams and Moveworks derive better ROI on their existing automated services. Moveworks makes this possible because its conversational AI understands the IT issue when the employee reports it in a Microsoft Teams chat. Moveworks takes immediate action, executing the appropriate automated service."Moveworks is a rare breed of technology that immediately provides value back that we can invest in other areas of IT."Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks

team will be in touch within the next 24 hours. Close this modal Natasha Klein-Atlas, Principal Researcher, Data AnnotationKate Lubrano, Annotation ManagerFor a long time, chatbots suffered from a negative reputation, primarily due to their frequent misunderstandings of user requests. Many users, subject to the limitations of primitive, script-bound chatbots, longed to speak to live agents who could comprehend their needs the first time around. Recognizing this frustration, artificial intelligence (AI) developers sought solutions to harness the technology's distinguishing capacity to learn and evolve continually, ultimately setting it apart from static, code-dependent software. By tapping into AI's potential, researchers aim to reach the state of dynamic communication tools and leave rigid chatbots behind.This adaptability employs high-quality annotated data, a crucial ingredient for developing representative, successful, and unbiased AI models. Data annotation, the often unsung hero of AI, is the key to reaching excellence. It plays an indispensable role in advancing intelligent conversational AI and fostering chatbots that respond to human language naturally and intuitively.In this blog post, we aim to illuminate the intriguing world of data annotation and highlight its significance in teaching chatbots to interact seamlessly with users.We'll cover: Annotation provides much-needed context and categorization for machine learning models to extract valuable insights by way of assigning labels to raw data. In this process, a taxonomy — a system of classification — is applied to systematically organize and classify data.Data annotation is the backbone of modern AI applications. Its primary function is to help machines comprehend and interpret various forms of data such as text, video, images, or audio. Thanks to this methodical annotation, AI systems can process different types of content effectively.More specifically, text annotation can be broken down into various tasks, including but not limited to:As mentioned, annotation encompasses more than just textual formats. For instance, image or video annotation may include classification, which entails categorizing images according to their content; object recognition, which involves identifying and locating specific objects within images or video frames; image segmentation, the process of dividing an image into regions representing distinct objects or areas of interest; and boundary recognition, to further refine object identification.In this blog, we'll primarily concentrate on text annotation, as it aligns with Moveworks' objective of comprehending and interacting with enterprise language. However, please note that annotation is crucial to the advancement of all AI, particularly with the ongoing development of large multimodal models that are able to engage with images, audio, and more. Before getting into the importance of data annotation, let's first acknowledge the inherent challenges posed by the ambiguity of human language. People

articulate their needs in vastly diverse ways — concise or lengthy, jargon-filled or formal. And on top of that, a user's goals carry more specificity than any taxonomy you apply to them. With seemingly infinite possibilities to convey a message or pose a question, humans can still effortlessly communicate, as they are naturally adept at comprehending linguistic nuances.But for an untrained AI system, deciphering the essence of such communications can be an arduous task. To illustrate this challenge, consider a colleague who shares a meandering story about their vacation and how they could not access the company portal due to poor Wi-Fi service. Despite various HR-related keywords such as "vacation" and "time off", a human reader or listener would quickly infer that their issue was an IT problem, not an HR problem. An untrained bot, in contrast, might struggle to prioritize the most relevant keywords. This is precisely where data annotation steps in. Training AI models on high-quality, annotated data allows them to grasp the complexity and diversity of natural language, separate the signal from the noise, and focus on the most critical aspects of user input.This becomes particularly important when attempting to predict user's needs based on a chosen taxonomy. Through maintaining a manageable level of granularity in the annotation process, we can improve the decision-making skills of our AI. This method contrasts with approaches used by some, where they assign a single intent to each piece of content, say a knowledge base article, which could lead to reduced productivity and clarity in understanding users' needs via a proliferation of intents.In turn, AI systems and chatbots can accurately respond to a wide range of human communication with minimal effort. Data annotation empowers AI to comprehend the nuanced symptoms users describe and connect them with solutions, cutting through linguistic complexities and delivering elegant solutions. To sum up, data annotation is an essential component in creating AI systems capable of providing meaningful user experiences. The impact of data annotation spans industries and use cases, significantly enhancing the capabilities and practicality of AI-powered solutions across the board. What is the role of annotators?An AI annotator's role is to systematically review and label different data types, translating human language and inputs into machineunderstandable

formats. Your brain most likely would automatically determine that if you try your password incorrectly too many times, you may need your account unlocked, but machines require annotated data to effectively learn patterns, make sense of data, and adapt their responses. Annotated data is particularly crucial for training large language models (LLMs), as their key purpose is to digest, interpret, and generate human-like conversation. Focusing on intent annotation, we define "intent" as the ultimate goal or user need. Intent annotation acts as a bridge between human language and machine language. Annotators review real messages sent to chatbots (utterances) and user-submitted tickets. We do this review while protecting personal and sensitive information, incorporating the principles of privacy by design and by default. Annotators label these user inputs using a taxonomy that the bot understands and can map to its corresponding actions. For instance, a password resetting issue might be labeled with Reset Authentication, which triggers the bot's specific skill. Through intent annotation, annotators teach the AI system to recognize patterns in seemingly disparate phrasings and accurately respond to meet users' needs. A variety of techniques and approaches are available for annotating your data. In this section, we will discuss the most popular methods - in-house, outsourced, crowdsourced, and AI-driven annotation - and examine the strengths and weaknesses of each. In-house annotation involves using your own team of dedicated annotators to process and tag the data, ensuring a high level of control over quality and consistency of the annotations. Strengths: Weaknesses: Outsourced annotationOutsourced annotation refers to delegating the data annotation tasks to a thirdparty provider that specializes in the field, such as a technology consulting firm or a managed services provider. Strengths: Weaknesses: Crowdsourced annotation — a particularly popular approach in the

research community — relies on platforms that gather a large pool of contributors from around the world to annotate data, usually on a pay-per-task model. Amazon Mechanical Turk is one example of crowdsourced annotation platforms. Strengths: Weaknesses: AI-driven annotation employs machine learning algorithms to automatically label the data. Over time, iteratively refining and improving the AI model can achieve higher annotation accuracy. Strengths: Weaknesses: Analyzing the strengths and weaknesses of each technique empowers you to make informed decisions that best suit your project requirements, budget, and time constraints. Data annotation has far-reaching implications across various industries. In teaching AI models to proficiently engage with user interactions, many businesses can leverage the power of annotated data to drive innovation, improve customer experience, and optimize processes. Below, we delve into some of the most notable applications of data annotation, spanning sectors such as medical, retail, finance, legal, automotive, industrial, and employee support. Medical: In the medical industry, annotated data enables AI systems to analyze medical images, electronic health records, and diagnostic data. Examples of applications include detecting diseases in radiology scans, predicting patient outcomes, and creating personalized treatment plans. There are also significant and long-standing applications of annotation in medical research, such as the extraction of information from published research papers. In this line of work, annotators are typically Ph.D. scientists.Retail: Data annotation helps retail businesses better understand customer preferences, improve inventory management, and optimize store layouts. Annotated data can also aid in creating AIdriven conversational assistants, which help customers with inquiries and product recommendations.Finance: Financial institutions harness annotated data to develop AI models that detect fraudulent activities, analyze market trends, and improve customer service. Data annotation also is the key to creating chatbots that both answer customer questions and offer personalized investment recommendations.Legal: In the legal sector, annotated data is invaluable for developing AI models that can process and analyze vast amounts of legal documents, identifying relevant precedents, streamlining contract review, and helping with e-discovery. Data annotation also contributes to creating AI-driven tools that facilitate legal research, predict case outcomes, and assist in automating routine tasks — reducing workload for legal professionals.Automotive: In the realm of autonomous vehicles, data annotation is instrumental in training AI systems to recognize traffic signs, pedestrians, bicycles, and other vehicles. Annotated data forms the foundation for the development of advanced driver-assistance systems (ADAS), which significantly enhance road safety.Industrial: Data annotation supports AI system adoption in the industrial sector, enabling predictive maintenance, real-time monitoring of equipment, and quality control. Annotated data trains AI models to detect anomalies, optimize production processes, and improve overall productivity. Employee Support: Annotated data is also crucial in realizing intelligent employee support systems. By training AI models to accurately understand user

requests, machine learning-driven platforms can offer seamless assistance with IT support, HR issues, and other workplace tasks, enhancing the overall employee experience. As illustrated by these applications, data annotation is at the core of AI-driven innovations, empowering industries to leverage machine learning and usher in a new era of smart solutions. The right investment in data annotation can pave the way to unparalleled growth, revolutionizing businesses across diverse sectors. In an enterprise setting, AI systems are expected to perform at their best, adapting to specific use cases and delivering fluid experiences for customers and employees alike. For AI to thrive in this context, it must be proficient in dealing with complex situations, recognizing domain-specific terminology, and making accurate inferences based on user input. Data annotation is deeply involved in achieving these high performance standards, as it is necessary for AI models to smoothly adapt to unique enterprise use

cases. Effective data annotation assists AI systems in better understanding various contexts within the enterprise realm, such as: Clearly, data annotation is a vital aspect of any enterprise AI endeavor. The process of annotating data allows AI systems to adapt to organization-specific demands and complexities, delivering custom solutions that cater to unique use cases. Investing time and resources into data annotation facilitates successful AI adoption, transforming operations and customer interactions aligned with the ever-evolving digital landscape. Data annotation can be hindered by challenges such as cost, accuracy, and ambiguity. Here's a quick run-through of these limitations and the ways annotators and enterprises can work together to overcome these obstacles.CostOne of the primary challenges encountered in data annotation is the financial cost associated with hiring and training annotators. Investing in annotators ensures high-quality annotations that lead to improved AI system performance. Striking a balance between securing adequate resources for annotators and managing organizational constraints is essential for maintaining an efficient annotation process.Ensuring the accuracy of annotated data is crucial for the efficacy of AI models. Mislabeled datasets can negatively impact AI performance, leading to undesirable outcomes, such as incorrect predictions or responses. Annotators and enterprises must continuously monitor and maintain the quality of annotations to ensure AI models are trained on the most accurate, current, and relevant data.One of the greatest challenges of annotation is dealing with ambiguity. Words, acronyms, and abbreviations can have multiple meanings. Annotators are able to consider the organization and the industry that the utterance or ticket they are evaluating originated from, which can help narrow things down. The same acronym could be referring to a particular form at one organization but an internal software tool at another. In some cases, annotators are able to reference more specific customer language resource documents in order to classify a resource type of a potentially ambiguous term with more accuracy. The type of company a user works for can also be important to consider when determining intent. For example, while at most organizations served by Moveworks utterances discussing health insurance are likely to fall into our "Benefits" Resource label, if we know the organization is a health insurance provider we may need to read deeper into the utterance to determine if it is about insurance being provided to an external client.Further complicating annotation is the fact that each utterance can be considered individually, without the context of the conversation history. Annotators must then assess and annotate single utterances without having this context, which can occasionally make it difficult to infer the intended meaning. Ambiguity is added when messages are cut off by a user hitting Enter too soon, or in cases where a user is referencing something previously discussed with vague terms such as "it" instead of naming the actual resource. In these cases, annotation can feel like an exercise in mind reading, but expert annotators are typically able to make educated guesses based on their experience reviewing similar utterances.Disagreement resolution is a process of addressing both annotator errors and valid interpretive differences in opinion, ensuring data consistency, as well as refining guidelines. By analyzing differing interpretations of user inputs, annotators can improve annotation quality. Historically, collecting multiple opinions and resolving disagreements has helped us correct annotator errors, identify ambiguous inputs, and refine project documentation. This process has also led to better taxonomy definitions, minimizing biases while enabling the AI to ask clarifying questions when needed. In pursuit of efficiency, the Moveworks team has reduced time spent on disagreement resolution, instead aiming for an 85% organic agreement rate. Continuous improvements have resulted in consistently reaching or even exceeding this goal, achieving high-quality data to train AI models effectively. Data annotation is a critical process for creating high-quality labeled datasets used in many machine learning applications. To ensure the accuracy and consistency of annotations, it is important to

establish clear guidelines for annotators to follow. This will lead to increased efficiency while helping maintain a robust quality control process. The following is a list of key best practices that you should consider when starting the annotation process. Prepare detailed and easy-to-read instructions: Provide articulate guidelines for your annotators to follow, including examples and edge cases. This will help avoid confusion and ensure that annotators understand how to handle various scenarios, leading to more accurate annotations.Support humans with machines: Leverage machine learning techniques, such as automated pre-annotations, to provide a starting point for human annotators. Machine-generated suggestions can save time and help achieve consistent results, allowing annotators to focus on refining the outcome and handling more complex cases. Focus on quality: Ensure you have a robust quality control process in place throughout the data annotation project. This may involve periodic reviews, inter-annotator agreement measurements, and addressing discrepancies, which can improve the accuracy and consistency of the final dataset. Stay compliant: Be mindful of privacy policies, regulations, and ethical considerations when annotating data. This includes proper data anonymization and following guidelines relevant to specific domains such as finance, healthcare, or education. Iterate and update guidelines: Data annotation is an ongoing process. As you gather more data and feedback, update the guidelines accordingly to address new challenges and scenarios. Keep your guidelines current and ensure that annotators are informed of any changes, maintaining consistency and adaptability over time. Select the right annotation tools and techniques: Choose the best tools and methodologies for your specific data annotation project as capable and precise tools make the process annotator-friendly. This may vary depending on the type of data, the project's scope, and other factors. Having the right tools can streamline the annotation process and improve efficiency. Encourage communication and collaboration: Facilitate open communication between annotators and project managers. Address questions and provide regular feedback, helping minimize errors, and fostering a collaborative environment for annotators to learn from each other and make improvements. Diversify your annotator team: Having a diverse range of perspectives among your annotators can reduce bias in your dataset. Ensure that your training data is annotated by people with different backgrounds, experiences, and skill sets to increase overall quality and impact. Set realistic goals and timelines: Establish specific, measurable, and achievable goals for your data annotation project. Ensure that project deadlines are realistic and considerate of the resources available. This will help manage expectations, keep the team motivated, and deliver a high-quality annotated dataset in a timely manner. As AI technology continues to rapidly evolve, AI-powered data annotation is poised to play a significant role in reshaping various industries and transforming the way data is processed, organized, and utilized. Here's an overview of the potential impact of AI annotation in the future: Scalability: AI-driven annotation can help scale the data annotation process exponentially, reducing the reliance on human annotators and decreasing the time required for annotation tasks. This will enable organizations to process larger volumes of data at unprecedented speeds, ultimately fueling faster AI system development and deployment. Increased annotation efficiency and accuracy: Advanced machine learning algorithms will be able to both automate and enhance the quality of annotations, minimizing errors and inconsistencies. As AI systems become more intelligent, the gap between human and machine-generated annotations will contract, with AI models increasingly handling complex tasks with ease. Personalized AI models: With more annotated data, AI systems will be able to learn from diverse user experiences and preferences, paving the way for highly personalized models. Tailoring AI outputs to individual users will greatly benefit industries such as healthcare, education, marketing, and customer service, promoting a more engaging and customized user experience. Greater accessibility to AI

technologies: The democratization of AI-powered data annotation will lower barriers to entry for organizations looking to harness AI capabilities. With faster and more cost-effective annotation options, even smaller entities and startups can access and utilize advanced AI technologies across various domains. Ethical AI with reduced bias: As AI-driven annotation processes evolve, creating unbiased and ethically sound AI models will be of paramount importance. Diversifying training data can help achieve more representative and unbiased systems that consider a wide range of perspectives and serve a broader audience. However, this approach is not without risks. It's also possible that depending exclusively on AI annotation will only perpetuate biases on a larger scale. Data annotation is integral to the development of advanced AI systems and chatbots that interact seamlessly with users. By

understanding the intricacies of data annotation, we can empower AI to comprehend and empathize with users, cutting through linguistic complexities and delivering optimal solutions across diverse industries. With the right investment in data annotation, we can also establish a foundation for unparalleled growth, revolutionizing businesses across the board. To leverage the full potential of data annotation, we encourage readers to explore further resources on improving annotation, reducing biases, and staying compliant. Keep an eye on the future of AI annotation, as it will continue to transform and elevate the landscape of AI-assisted communication.Request a demo to see how your business can use conversational AI.

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largest companies. And today, we're announcing major enhancements to our platform, designed specifically to handle these complex environments. At the core of this announcement is Adaptive Response, a technique that enables our bot to serve up a completely custom answer based on user context and past feedback. We're also announcing expanded integrations, a context-aware permissions system, and the ability to hand off high-touch issues to a live service desk agent. Collectively, the enhancements allow large companies to deliver instant and effortless support to their employees, with a single AI platform that keeps pace as their business evolves.Read the full announcement here. Seemingly simple issues often demand complex solutions. A lot of behind-the-scenes effort is needed to answer, "What's the policy for taking time off?" And while a conventional chatbot would likely provide one, pre-programmed response in every situation, Moveworks takes a deeply personalized and contextual approach to support, one which adapts as companies change.With Adaptive Response, Moveworks has taken this approach to the next level: automatically generating customized responses to each issue, based on all available resources, in real time. Building on our existing conversational AI system, Adaptive Response allows Moveworks to offer up multiple solutions when useful — for

instance, a form and two knowledge articles — in a format that's optimized to resolve support issues as quickly as possible:Figure 1: Adaptive Response gives Moveworks the ability to completely customize its responses, from the resources it surfaces to even the format of the response itself.When someone asks Moveworks about PTO, our bot considers everything from current context to user feedback, then provides the best, most up-to-date resources for that person. In Figure 1, Moveworks serves up two resources — a knowledge article and a form — that are tailor-made for the contractor who needs help. Critically, Adaptive Response also accounts for the fact that answers change. If in two weeks this contractor is hired to work full time, his answer would be drastically different. On top of this, new resources are added, and old ones are retired all the time. At a company with thousands of knowledge articles, forms, and workflows, keeping track of so many solutions can be a frustrating and manual job. But by leveraging Adaptive Response and constantly incorporating new information, Moveworks finds the ideal path to resolution, without involving the service desk. Support teams expend a huge amount of effort to painstakingly build out their knowledge bases. The problem is that every department has its own specialized tool — the HR team might keep its knowledge in Simpplr, the IT team in Confluence, and the Finance team in SharePoint. As a result, employees struggle to track down the information they need to stay productive. That's why Moveworks is expanding its integrations with Simpplr, Cherwell, Freshservice, and SharePoint on-premises. Now, when employees have questions, Moveworks can serve up a precise snippet of information from within any of these tools, or even multiple snippets if helpful. So instead of searching through endless systems or filing a support ticket, employees can simply describe any issue to Moveworks — directly in Microsoft Teams or Slack — and get an answer in seconds, all without any manual configuration. One of the biggest challenges in automating support is that different users have different permissions. Making sure that only authorized users can see restricted content isn't something that simple, pre-programmed chatbots do well. In fact, even for the service desk, it can be incredibly difficult to ensure that information always ends up in the right hands.Figure 2: Moveworks considers the unique permissions of each user, such as their position, seniority, and employment status.As of this release, we've revamped our permissions system to ensure that only authorized employees see sensitive content. Our platform can now restrict access based on location, seniority, department, and other important factors, understanding complex layers of user information to provide individualized support automatically. And because Moveworks can ingest existing access control roles from service desk systems, like ServiceNow, incorporating permissions into

the platform is straightforward for support teams. Moveworks automates a high percentage of issues all by itself, but some situations will always require a person to step in and help out. Using natural language understanding (NLU) to understand employees' requests, Moveworks works with Vayusphere to make a seamless handoff to a live service desk agent — automatically triaging issues to the right expert. With this new approach, employees get support from the right expert directly in their enterprise chat platform. Figure 3: Moveworks streamlines the handoff to a live service desk agent via a deep integration with Vayusphere.At Moveworks, we're constantly working to unravel the complexities of today's digital world. And that means resolving every request for help — IT, HR, finance, facilities, or otherwise — completely and autonomously.Each of the innovations we've announced today plays a role in giving employees one simple place to go for help. Anyone can ask a question in plain English and get what they need to get the job done. Moving forward, we'll continue to find new and creative ways to solve support issues faster, no matter the complexity.Request a demo to see the Moveworks platform in action.

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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Varun Singh, VP of ProductEveryone's talking about conversational AI. Thought leader after thought leader is sounding off about the importance of investing in a slew of machine learning-powered tools, practically shouting from the rooftops about the transformational impact of AI-powered chatbots in the workplace.Regardless of all the buzz around conversational AI, there's little information out there on what it can actually do. Resources for creating your own conversational AI strategy or even details on everyday use cases are limited. Today, I'm here to show you that conversational AI is more than just a buzzword. It's a powerful tool that can make an immediate impact across your organization. Companies like Palo Alto Networks and DocuSign are already using this technology to reshape every aspect of how their teams get help at work. The immediate, real-time support provided by conversational AI powers employee comms, offers insight into common issues, and much more — leaving employees more time to focus on higher impact work. So let me introduce you to a fraction of what's possible with conversational AI on day one. The power of conversational AI lies in its ability to respond dynamically. It isn't limited by dialog flows or pre-scripted solutions. An AI-powered chatbot can help you perform complex, multistep tasks like setting up PTO, troubleshooting Adobe Acrobat, or submitting an expense report — without forcing you to learn a new interface. It immediately understands user requests and responds in seconds.A major reason employees reach out to their IT or HR team is just to get basic questions answered. Conversational AI can resolve common issues autonomously, freeing support

teams up to address higher-priority work.With conversational AI, you can autonomously provision, or de-provision, the software your employees need to get work done. Instead of spending an hour on the phone with IT, they can ask a chatbot for access and receive a response in as little as seconds.Even the most capable support teams can find it difficult to keep track of hundreds of different users and all their permissions. When an employee asks for access to Tableau, a deeply integrated conversational AI can offer up a personalized solution, depending on that employee's access level.By integrating with identity management systems like Active Directory and Okta, conversational AI can proactively message employees to prevent lockouts and securely restore access with no help desk involvement.Conversational AI makes it possible for employees to fill out and submit forms directly in their chat platform, using natural language. Filling forms — a process that once involved many different platforms and steps — can be completed quickly and conversationally.Large enterprises typically handle several thousand password issues every month. With conversational AI, employees can reset passwords by asking a chatbot for help, meaning thousands fewer IT tickets to worry about.Conversational AI can automatically route approvals to the right hands. Managers can easily accept or deny access using natural language, ensuring that employees get what they need, from software to PTO, quickly and securely. Companies use a range of strategies to communicate with their employees en masse, but usually it comes down to firing off a bunch of emails. Even if your people pay attention to their inboxes, this approach doesn't make it easy for employees to ask follow-up questions provide information to your comms team on who's acted and who hasn't. Conversational AI flips the script, turning one-way messages into two-way conversations.Employees will always have questions when their company launches a new policy or updates a security protocol. Whereas an email is a dead-end, when you send a message with a chatbot, you're sending an expert capable of answering any follow-up questions.On their first day at a job, new hires drown in information. By sending onboarding materials via a conversational chatbot, employees can start their jobs right — with the ability to prioritize top-of-mind questions on day one.Your campaign doesn't end after you send your message. Conversational AI offers visibility into your comm's performance. When you know who's seen it and who's taken action, you can send a targeted reminder to ensure that the change you want to happen happens. Solving a support issue involves multiple conversations between employees and service desks. But when each issue is

considered a unique, individual problem, it's hard to see the big picture. By handling this back-and-forth over chat, conversational AI resolves issues faster, minimizing support wait times and, even more critically, offering unique insights into how to improve existing systems.Every company has common support issues, from troubleshooting the VPN to getting a Zoom Pro license. AI can offer insight into the issues employees have so that your team can build the right resources and make it even easier for everyone to get the specific help they need.Many companies have hundreds or even thousands of assignment groups, meaning that service desk agents struggle to determine where to route issues. A chatbot solves common support issues instantly, but when expert help is needed — AI understands and routes requests to the right assignment group.Support tickets can take forever to solve because they involve multiple conversations between employees and service desks. But conversational AI handles back-and-forth autonomously. From updating employees to nudging agents to closing tickets, AI makes support seamless. I've only covered 13 conversational AI use cases here. But the applications are limitless. It makes it possible for support teams to completely eliminate common pain points, allowing new hires to ramp up quickly and long-time employees to grow.Conversational AI isn't just about automating onboarding tasks or expediting approvals. Rather, it allows support teams to make thousands of tiny improvements in real time, transforming the employee experience.As more and more

 organizations recognize people as their greatest assets, company leaders have come to realize that they need to do more than drop buzzwords. They need to adopt the tools and technologies, including conversational AI, that kickstart an employee experience where problems are solved in seconds over simple conversation.Request a demo to see the Moveworks' conversational AI in action.
Discover
how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.
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Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Bhavin Shah, CEO and FounderIf you're an IT leader, you know that most useful technology takes way too much of your time to build, deploy, and maintain. And unless you happen to have a team of world-class AI experts on hand, this do-it-yourself model makes truly game-changing technology seem out of reach.At Moveworks, we've built a conversational AI chatbot that assists employees to instantly resolve their IT issues within Microsoft Teams — without forcing you to hire your own AI experts. We build, deploy, and maintain the hundreds of machine learning models that power our bot in-house, which means your help desk's workload starts disappearing on day one.Now, the Moveworks chatbot app is available for customers to install directly from either Microsoft AppSource or the Teams store. Going from implementation to impact with enterprise AI has never been easier."By helping to quickly resolve employees' IT issues within Microsoft Teams, Moveworks allows companies to work faster. And in a world that now relies on technology to collaborate, it's never been more critical to provide real-time, location-agnostic tech help."Mike Ammerlaan, Director, Microsoft 365 Ecosystem at Microsoft In the past, fully deploying our bot took eight weeks, but with the Moveworks chatbot app now available from Microsoft AppSource,

you can shrink that time-to-value even further — thanks to these added capabilities:For enterprise Teams customers like Equinix, Moveworks has significantly enhanced the Teams platform in two distinct ways. First, Moveworks allows Equinix employees already using Teams to fix their tech problems — from accessing software to editing email lists to unlocking accounts — via quick, painless conversations with our chatbot. And second, Moveworks intercepts IT issues submitted through other channels and then resolves those issues on Teams, bringing new users to the platform. You can read Equinix's success story

here on Microsoft.com.Particularly in this new normal of remote work, the ability to remain productive anywhere and anytime defines successful employees. But without a physical office or access to inperson help, these employees often don't know where to find critical resources.With Teams, however,

every key team member, workflow, and file is consolidated in a single place. And by adding Moveworks to Teams, getting IT support is just as simple.Contact Moveworks to demo and deploy our AI chatbot in your Teams environment.

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When a company's travel policy changes on Friday, for example, the ideal AI chatbot gives employees the new policy on Monday morning, without any manual work for a bot designer. Ultimately, enterprises need the flexibility to serve different combinations of resources to different employees at different moments in time — a challenge too complex for conventional chatbots that script out responses in advance. By contrast, Moveworks' conversational AI system, Dynamic Flow™, generates responses on the fly, considering a wealth of context to deliver personalized and up-to-date resources. Adaptive Response further improves Dynamic Flow by offering a ranked spectrum of relevant solutions when useful, such as in the example above, so employees can select their own path to resolution. In these cases, more than 15 percent of requests are resolved by a resource other than the top-ranked

 option, resulting in even more precise support.IntegrationsWhen it comes to maintaining an effective knowledge base, most companies are forced to balance two competing interests. On one hand, every department — from IT to HR to Finance — typically prefers to keep knowledge articles in its own, specialized tool. But when documents are scattered across many different tools, employees struggle to find the answers to their questions. In fact, per McKinsey, the average knowledge worker spends nearly 20 percent of the workday looking for internal information.Moveworks eliminates this trade-off: the platform automatically ingests articles from every department's knowledge base — without any manual configuration — and then answers employees' questions from a single interface on Microsoft Teams or Slack. Now, Moveworks can provide just the most useful snippets of information from Simpplr, Cherwell, Freshservice, and SharePoint on-premises, thanks to expanded integrations.PermissionsManaging permissions is among the most significant challenges in supporting employees with AI. To ensure that only authorized employees see sensitive content, Moveworks can now restrict access to forms and knowledge articles based on location, department, seniority, and other factors. Importantly, the platform is able to ingest existing access control rules within ServiceNow. This allows Moveworks to surface different forms and articles to users who submit identical requests, according to their unique permissions.Live Agent HandoffWith advanced machine learning, Moveworks is able to solve many support issues completely automatically. However, for complex issues that require human intervention, it's critical to get the right subject-matter experts involved as quickly as possible. That's why Moveworks has streamlined the handoff to a live service desk agent, via a deep integration with Vayusphere. For employees, this experience means there's just one place to go for help, regardless of their request.This deep integration between Moveworks and Vayusphere allows employees to get support in seconds, right from their favorite messaging tool, said Vayusphere CEO Pushpendra Mohta. By using AI to understand employees' requests, Moveworks makes the handoff to a live service desk agent seamless. The platform selects the right expert automatically, so even complicated support issues get solved right away.About MoveworksMoveworks is revolutionizing how companies support their employees — with the first AI platform that makes getting help at work effortless. The modern workday is full of disruptions, from IT issues to HR updates to policy changes. Moveworks understands exactly what employees need and provides the right solution in seconds, using conversational AI built for the enterprise. Our platform allows customers like DocuSign, Hearst, Broadcom, Autodesk, Equinix, and Palo Alto Networks to move forward on what matters.Media Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal MOUNTAIN VIEW, Calif.-- Moveworks today launched Employee Experience Insights (EXI) — an analytics and insights solution that uses breakthrough techniques in Natural Language Understanding (NLU) and machine learning to uncover the issues slowing employees down the most. It gives CIOs an actionable to-do list based on which initiatives will maximize productivity and ROI.Today, business leaders face an impossible task: Increase operational efficiency, improve the employee experience, and do it all without first understanding what's slowing employees down. A recent report found that 82% of leaders acknowledge that employees will consider leaving if their current employer does not provide access to the tools, technology, or information they need to do their jobs well. Nearly three in five employees who do experience this frustration said it

makes them less productive. And yet, none of these leaders have had visibility into what's slowing productivity and what's not, so their ability to actually fix these problems is limited — until now.Employee Experience Insights uses advanced techniques in NLU and machine learning to analyze and categorize data coming in from customers' ITSM systems. It offers CIOs granular insights into the biggest issues plaguing each employee persona — allowing leaders across every department to remove inefficiencies and resolve employees' frustrations in real time. And, while current ITSM insights tools focus primarily on tickets and SLAs, EXI focuses entirely on people, which means businesses now have answers to critical questions, like:At Databricks, we know the right data and AI can transform how an organization does business, said Naveen Zutshi, CIO of Databricks. "My job is to empower our digital workforce with the tools and technologies they need to perform at their best. With Moveworks' sophisticated NLU and Employee Experience Insights, we have meaningful and actionable data to turn thousands of requests into an efficient plan of action and a best-in-class employee experience.Employee Experience Insights relies on Moveworks' proprietary NLU models to understand and categorize each employee issue. While most out-of-the-box NLU models are only able to categorize 20 - 30% of a company's tickets when attempting this same analysis, Moveworks' NLU models are able to categorize 100% of them. That's because our models are trained on three different sources:"Every help desk is sitting on a treasure trove of information that could prevent future issues, before they happen," said Bhavin Shah, CEO of Moveworks. "But business leaders have not yet been able to extract value from this data because the majority of AI models fail to understand the vast ambiguity of human language. Recent advancements in NLU have changed that — and it's a milestone that will fundamentally change the way business leaders make decisions moving forward."To schedule a demo of Employee Experience Insights, visit: https://www.moveworks.com/request-demoMedia Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Jake Speyer, Director, Solutions ArchitectureSince ChatGPT's launch, my inbox has been loaded with pitches from startups claiming to be the next big conversational AI platform. I have a constant stream of promises to triple my team's revenue, earn myself a promotion, or write my emails. And I suspect that decision-makers across industries and geographies have all felt similarly pressured to take advantage of this new tech ASAP. Of course, a few of these products are genuinely impressive. Others are essentially layering on top of the models built by OpenAI which underpin ChatGPT, and most are somewhere in between. But all of them, unfortunately, are designed to amaze non-experts during a demo.That said — given the costs and risks associated with deploying any new tech, let alone something as complex as AI — it's crucial to make sure that your investment is sound in order to maximize ROI and minimize risk. So here's the question: At a time when every product is "the ChatGPT of _____," how can you decide which ones to trust? My aim is to provide you with: As consumers, we're accustomed to evaluating products based on their features. This is a perfectly reasonable approach for familiar products like cars, where questions like "does it have heated seats" and "can the trunk fit a large bike" can help us make an informed purchase decision.However, when it comes to AI products, the feature-based approach falls short. Take self-driving cars, for example. It's easy to get caught up in the car's impressive capabilities, such as its ability to change lanes with ease or stop on a dime. But simply having these features doesn't necessarily mean the car will keep you safe in

the real world or perform well in a live environment.Instead, when evaluating AI products, it's crucial to take a more holistic approach. This means looking beyond the features to assess the product's overall effectiveness and reliability in real-world scenarios. It also means asking questions about the underlying technology and algorithms, the data sets used to train the AI, and the product's track record in scaling actual deployments. With so many conversational AI startups vying for your attention, asking the right questions can distinguish genuine conversational AI from mere imitations. Relying solely on lists of features can be misleading as they may not accurately reflect the product's real-world performance in your environment. It's important to look beyond the surface level and ask relevant questions that can reveal potential issues and ensure informed decision-making.To make the most of your conversational AI demo, consider asking these five critical questions that can help you gain a deeper understanding of

the product's capabilities and potential limitations: When vendors provide demos, they often use their own data to showcase their system's capabilities, which may not accurately reflect how the platform will perform with your unique data. While the vendor's demo may appear impressive, it's essential to test the system with your data to determine if it's the right fit for your needs. And by using your own data, you can make sure that any analysis they provide uses their production models and processes, rather than any behind-the-scenes wizardry.By testing the system with your data, you'll have a better understanding of its performance and how it can handle your specific use cases. This approach allows you to identify any potential issues or limitations before making a purchase, saving you time and money in the long run. Many conversational AI vendors will say, "We use GPT-3!" without being able to dive deeper into why large language models (LLMs) are a critical part of any conversational AI product. Enterprise conversational AI requires the ability to understand the specific language used in that workplace. It may be challenging for vendors to develop on their own due to a lack of sufficient data. And it may be equally challenging for vendors who are just an interface on top of an LLM to answer business-related queries. A demo would reveal the limits of that understanding immediately.This question can also reveal how well-integrated and up-to-date the vendor's technology is. Given how fast this space is moving, it's important to know how many LLMs have been retired and how often new ones are added to their stack. A vendor simply saying they use LLMs is not enough, as the best and most efficient models are constantly evolving. It's important to understand the tangible value a vendor is bringing to customers before investing in a product. Don't just take their word for it — ask for reference calls with current customers to get a better understanding of their experience with the product, how it's performing, and how long it took to get them to that point. Or even better, ask them for a brief demo. This can give you a glimpse into how the product has impacted their business, what benefits they have seen, and any areas of improvement.Deploying large language models (LLMs) in production is a complex process that requires an advanced Machine Learning Ops platform, a team of human annotators to generate training data, and skilled engineers to optimize performance. It's not something that's going to happen overnight. If a company has no prior experience using LLMs, it may take years to build the necessary infrastructure. However, companies with a history of using LLMs are in a better position to quickly adopt the capabilities of this technology in their products. This is to say that it's important to inquire about a vendor's experience with LLMs and their ability to deploy them in production as it can provide insight into the vendor's expertise and whether they are equipped to handle the complexities of LLM deployment. With the rise of data breaches and cyber attacks, it's essential to know that your data is secure. Ensure that the vendor has a clear and comprehensive security plan in place, including measures such as data encryption, access control, and regular security audits. Additionally, ask about any compliance certifications or regulations that the vendor adheres to, such as HIPAA or FedRAMP, to

ensure that they are meeting industry standards for data protection. By asking these questions, you can gain a better understanding of the security measures in place and make an informed decision about the safety of your data. In addition to asking the five questions above, look out for the following AI demo red flags:TL;DR: Get your smartest people in the room and suggest going off-script during the demo. Then, once you have a clear understanding of your own requirements and specific needs, push for reference calls and case studies to see how other organizations have achieved similar goals. To avoid making costly mistakes and ensure that you're investing in AI solutions that are truly cutting-edge, you need to double down on due diligence. A well-executed demo can provide valuable insights into the product's capabilities and limitations, as well as help you identify potential red flags. By asking the right questions and involving your team in the evaluation process, you can make more informed decisions and choose the right conversational AI product for your organization.Schedule a demo with Moveworks to see how it's done.

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Conversational AI is improving healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology. From spelling correction to intent classification, get to know the large language models that power Moveworks' conversational AI platform.

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Margo Poda, Content Marketing ManagerWe want to extend a big thanks to everyone who joined us at Moveworks Live!It was a jam-packed day of sessions, announcements, and live interactive discussions with our global community — more content than anyone could tune into live. So we've rounded up some highlights to help you catch up. Moveworks Live kicked off with CEO Bhavin Shah sharing our vision of language as the primary interface between people and systems in the enterprise world. He emphasized that AI has transitioned from a nice-to-have to a business imperative, playing a crucial role in various industries.This opening presentation took attendees on a journey through the evolution of AI technology, highlighting the remarkable resurgence of AI as an essential component of employee experience and how the transformer model invention and other milestones contributed to the rapid digital transformation in recent years.Bhavin ended by setting the stage for the event by discussing the potential of AI — and specifically, AI copilots — to streamline work processes, improve the employee experience, and promote productivity across multiple departments. Using natural language, employees can effortlessly connect to several business systems and change the way work is done.The opening

section of Moveworks Live served as a powerful introduction to the transformative potential of conversational AI, inviting participants to explore how this technology will shape the future of work.We understand that businesses are looking for ways to leverage large language models (LLMs) effectively to create a tailored strategy. That's why at Moveworks Live, CTO Vaibhav Nivargi shared a simple four-tier copilot framework to help you understand the level of investment and technology needed to build your copilot, depending on the specific use cases:MoveLM™ has two variations: a 7 billion parameter version that allows for a higher degree of customization and a 175 billion parameter version with enhanced reasoning capabilities. Generate any conversational AI use case with Creator StudioMoveworks Live gave us an opportunity to showcase our just-launched Creator Studio. Leveraging best-in-class language models, Creator Studio enables users to generate and fully deploy any conversational AI use case — without the need for building dialog flow or writing scripts. The platform consists of three main workspaces — Paths, Queries, and Events — which enable companies to connect their people and systems through the universal UI of language:This session included a selection of demos featuring each of these workspaces to let attendees experience Creator Studio's ease of use, speed, and adaptability.We realize it's crucial to incorporate conversational AI into every organization's tech stack to keep up with the changing technological landscape. Boards around the world seem to be requiring CEOs to integrate conversational AI into every facet of their business, and this session provides a firsthand look into the potential of Creator Studio and its ability to transform the way companies create and manage conversational AI across the enterprise. Employee Experience Insights (EXI) harnesses Moveworks' expertise in Natural Language Understanding (NLU) and large language models (LLMs) to categorize, extract, and identify underlying problems from every incoming help desk ticket. With just a glance, you can get a comprehensive view of all issues in your organization.We initially built EXI because we realized that natural language analytics can help business leaders make data-driven decisions that result in smarter, more efficient operations and, ultimately, better outcomes for the organization.And

that's why at Moveworks Live, we revealed our ambitious plan to further apply the power of LLMs in analyzing unstructured data across various departments, starting with HR and eventually expanding into customer support and more. This development marks the beginning of a transformative journey that will utilize natural language analytics to streamline operations and enhance efficiency on a broader scale throughout the entire enterprise.If you're a current Moveworks customer, you can request a 14-day free trial of EXI here.Moveworks Knowledge Writer is a game-changing tool designed to significantly reduce the time it takes to create, maintain, and update informative content for employees. This powerful tool uses AI to generate content, incorporating your organization's data and tailoring each piece for your unique environment. By using industry article templates and writing recommendations, you'll effortlessly follow the most up-to-date guidelines for crafting engaging FAQs, tutorials, guidelines, policies, troubleshooting articles, and more.Rest assured, as Knowledge Writer provides the source of generated information, ensuring the quality and accuracy of your content while eliminating concerns about hallucinations.And we won't leave you hanging! Our AI insights will ensure that you stay on top of your articles' performance and gain the valuable insights you need to continuously improve your knowledge base and address the needs of your employees. Moveworks Voice is reinventing the way voice recognition systems operate, departing from the limitations of traditional Interactive Voice Recognition (IVR) systems. While IVRs often struggle with aspects like ambient noise, speech variations, and industry-specific jargon, Moveworks Voice is designed to proficiently understand and navigate the intricacies of voice interactions, to assist in fluent and accurate responses. One of the tool's capabilities is to answer questions and take actions tailored to the unique needs of your organization's environment.

 This adaptability allows for seamless integration within your organization and increased efficiency.With the ability to perform helpful tasks for callers, Moveworks Voice can eliminate the need for admins to predict every possible request. This versatility simplifies interactions, saves time, and makes the overall experience more enjoyable for users.With the addition of Moveworks Voice, your organization will benefit from efficient, reliable, and high-quality voice support powered by LLMs, elevating your operations and overall user experience.At Moveworks Live, we introduced a next-generation enterprisewi de copilot that's designed to work with text, images, video, and voice. This Moveworks copilot uses the remarkable reasoning capabilities of large language models to serve as a helpful and reliable advisor for the entire organization. Powered by an efficient, custom LLM-based reasoning engine and a versatile integration platform personalized for your enterprise's unique data and processes, our copilot provides an interactive, multi-turn conversation experience, swiftly handling employee requests while pulling key information from multiple systems. As this copilot draws on Moveworks' extensive experience assisting millions of employees over the last six years, it scales self-serve resources, using our LLM reasoning engine to dynamically determine which tools best address a user's request. This approach allows for a rapid increase in supported scenarios and complete use of your self-help resources.Learn how Moveworks' enterprise copilot allows employees to automate tasks or search for information across all enterprise systems through a single language interface. During a thought-provoking panel discussion hosted by Alex Henson, VP of Marketing at Moveworks, notable speakers, including Bhavin Shah, CEO of Moveworks, Srini Raghavan, VP of PM at Microsoft, and Adam Goldberg, Head of Azure OpenAI Enablement at OpenAI, shared their insights on how companies can fully leverage the potential of AI.The panelists emphasized that the most successful companies would utilize a complimentary suite of AI offerings that, when combined, can transform how their organizations operate. They advised focusing on the specific business problem at hand and selecting a solution or vendor that specializes in resolving it.The experts agreed that AI will become an integral part of every product, and no single AI vendor can cater to each organization's needs. This forward-thinking panel provided a valuable discussion on the synergy between various AI solutions and how proper integration can drive optimal results within businesses.Eager to uncover more insights from the Moveworks Live event? You're in luck! On-demand recordings will be available starting Monday, May 15th. Don't miss out on learning from industry experts as they share their thoughts on the transformative power of conversational AI.To get notified about these videos and for even more insightful content, make sure to visit the event landing page and stay tuned. Empower your enterprise with the knowledge of AI's incredible potential by catching every bit of news from Moveworks Live.Experience the future of work.Watch Moveworks Live on-demand starting Monday, May 15th!
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you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal
Varun Singh, Co-Founder and PresidentLet's not fool ourselves. The massive number of apps and
workflows deployed by modern enterprises has made it increasingly difficult to work efficiently. Toggling
between fragmented systems has become the norm, with most employees spending a significant
amount of time just learning to navigate the latest platform, not knowing how to execute even the most
basic tasks or even which app has the information they need.How do you solve this challenge at scale
across the hundreds of workflows you've built and all the knowledge articles you've written? Creating
custom use cases can be a real headache, demanding immense manual labor and technical know-how. It
can take several months or even years to just launch one.Moveworks' new Creator Studio is set to
change all of that. Launching today, Creator Studio is a generative, no-code platform that connects
employees to every system and application across the enterprise with a unified, natural language
interface.With Creator Studio, the people who know your business best — service owners, system
owners, and enterprise architects across teams and departments — can create custom conversational AI
use cases in minutes, all without the need for coding, scripting, or complex dialogue flows.And you'll be
able to deploy everywhere. Each new use case built with Creator Studio will be available in collaboration
tools, including Microsoft Teams, Slack, Whatsapp, Facebook, and more. This also includes support for
various modes of communication, like text, voice, and image, with on-the-fly translation in over 100
languages.Starting today, language will serve as a universal interface that enables employees to bypass
the complexities of enterprise ecosystems, search for information, and take action across every
application simply by asking. Companies like Coca-Cola Consolidated and Power Design are already
leveraging Creator Studio to use language as the primary interface for all apps, systems, workflows, and
automations.Interested in learning more? Schedule a demo! In the meantime, to give you an idea of
what's possible, let me highlight the three key Creator Studio workspaces: Paths, Queries, and Events.
Paths workspace is a powerful no-code tool that allows teams to create fully controllable, generative,
and custom conversations about specific, frequently requested topics.Traditional conversational AI
toolkits can be complex and difficult to work with, often requiring extensive technical knowledge and
scripting expertise. But with Paths, teams can easily describe the use case they need, and the platform's
advanced generative AI and natural language processing capabilities will take care of the rest.Figure 1:
With Creator Studio Paths, you can generate customer conversational AI use cases with natural
language.Paths makes it possible for anyone to use a system conversationally. Let's look at expense
management. Instead of finding the right app and figuring out the new user interface, employees to
access their expense reports conversationally, saving time and effort for both themselves and their
managers.Other use cases include: Figure 2: Enable your employees to access their expenses with a
simple question with Creator Studio. In today's fast-paced business world, data is king. But the sheer
amount of information siloed away in countless systems and applications can make it difficult for
employees to quickly access the insights they need. That's where Queries come in.With Queries

workspace, employees can access data from any system, app, or workflow across their organization in just a few clicks. Whether you need to check the status of a sales deal in your CRM or see the latest updates on a project in your project management tool, Queries has you covered. Say goodbye to juggling endless apps and systems and hello to fast, efficient access to the data you need to get your job done.Figure 3: With Creator Studio Queries, you can securely access data from any system. With the ability to enable data queries across applications, Creator Studio can enhance efficiency and productivity

 for employees, including the Sales team. For example, by allowing the applicable employee to query Salesforce data, Creator Studio can surface essential account information, freeing up time for more impactful analyses and prospect conversations.Other use cases include: Figure 4: Creator Studio lets anyone query Salesforce data so your team can focus on more impactful analyses. Keeping on top of important events can be a real challenge, especially when you're juggling multiple tasks at once.With Events workspace, you can integrate with any application to streamline notifications and send proactive, actionable recommendations to help you stay on top of things before they slip through the cracks. From timely reminders about employee anniversaries to suggestions for cleaning up your disk space, Events helps you prioritize your work and stay ahead of the game.Figure 5: With Creator Studio Events, you can send proactive, actionable recommendations.From a user-experience perspective, Creator Studio helps employees act quickly in the face of critical events. With its rapid incident escalation capabilities, your team can resolve issues quickly and with minimal disruption.Other use cases include: Figure 6: Creator Studio helps developers to rapidly escalate business critical incidents. The field of conversational AI has been transformed in recent years by using large language models (LLMs) and generative AI. Leveraging these advancements, Creator Studio offers an enterprise-ready platform that is both highly effective and infinitely scalable. Acting as a layer on top of your enterprise apps, Creator Studio allows users to communicate and take control of systems and applications using natural language. With seamless communication between each system and application, Moveworks can take action based on user needs, increasing efficiency and productivity. Compared to existing conversational AI toolkits, such as rulesbased chatbots, Creator Studio is user-friendly and highly effective. Traditional solutions often require a great deal of technical expertise, precise coding of dialog flows, and are challenging to restructure. On the other hand, Creator Studio removes the need for dialogue flows altogether and instead harnesses the power of generative AI and best-in-class LLMs, like GPT 3.5 and GPT-4 — grounded by the Moveworks enterprise graph to improve robustness and reduce hallucinations — to generate any custom conversational AI use case. It is an enterprise-ready platform that facilitates easy implementation. At Moveworks, our dedication to pushing the boundaries of this technology is exemplified through our early access to the world's most advanced large language models (LLMs) on the market.We've been leveraging the power of LLMs and Natural Language Understanding (NLU) for several years, and our latest innovation, Creator Studio, builds on this foundation of best-in-class LLMs, proprietary NLU, AI, and machine learning technology.One of the unique features of Creator Studio is our use of multiple LLMs instead of just one. This approach is similar to having a toolbox with different tools, each suited for different tasks. Multiple LLMs with different specializations and abilities enhance their performance and better suit them for specific tasks. Using multiple LLMs provides a broader range of perspectives and knowledge, leading to more well-rounded and accurate outputs.With LLMs and NLU, we've changed the way conversational AI is used by the enterprise. Creator Studio is merely the latest example of how. With Creator Studio, our customers can use our out-of-the-box solutions or build customized conversational AI solutions tailored to their specific needs. This is achieved through cuttinged ge LLMs like OpenAI's GPT-3.5 and GPT-4 and generative AI, which connect disparate apps and workflows across enterprises and allows users to create custom conversational AI use cases in minutes, without the need for coding, scripting, or complex dialogue flows.We're proud to be pioneers in using LLMs for conversational AI and look forward to continuing to push the boundaries of this technology. Creator Studio marks a significant milestone in the evolution of conversational AI for the enterprise. Its powerful combination of large language models, natural language processing, and machine learning technologies empowers enterprises to create highly-effective, infinitely-scalable, and personalized

 conversational AI solutions in minutes without requiring extensive technical expertise.With its userfriendly interface, Creator Studio radically simplifies the creation of customizable workflows, streamlining the design and deployment of conversational AI applications across different use cases and

industries. By democratizing the power of conversational AI, Creator Studio is set to transform how enterprises interact with their customers and employees.To experience the full potential of Creator Studio, interested parties can schedule a demo with the Moveworks team. Whether you're looking to optimize your IT service desk, HR support, or sales operations, Creator Studio can help you easily achieve your goals.Join us at Moveworks Live to learn how conversational AI is transforming the enterprise. Register now.

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automation can immediately provide ROI and elevate service experience at scale for federal and state government and the public sector as a whole.

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From

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Product OverviewHow it WorksLLM StackEnterprise CopilotCreator StudioEmployee Experience InsightsMultilingual SupportMoveworks APIIntegration PartnersTriagePerformance DashboardsAnswersApprovalsConciergeControl CenterEmployee CommunicationsGroups AccessSoftware AccessITHRFinanceFacilitiesEmployee CommunicationsHR Service DeskIdentity Access

ManagementIT Service DeskIT Service ManagementKnowledge ManagementCost ReductionEmployee OnboardingMultilingual SupportSelf ServiceResource CenterBlogHelp CenterAbout usCareersNewsroomContact usTrustProduct OverviewHow it WorksLLM StackEnterprise CopilotCreator StudioEmployee Experience InsightsMultilingual SupportMoveworks APIIntegration PartnersTriagePerformance DashboardsAnswersApprovalsConciergeControl CenterEmployee CommunicationsGroups AccessSoftware AccessITHRFinanceFacilitiesEmployee CommunicationsHR Service DeskIdentity Access ManagementIT Service DeskIT Service ManagementKnowledge ManagementCost ReductionEmployee OnboardingMultilingual SupportSelf ServiceResource CenterBlogHelp CenterAbout usCareersNewsroomContact usTrustOn-demand WebinarWhy do many chatbot initiatives fall short? While many are looking into conversational AI to improve the employee support experience, choosing the right approach for your organization can be daunting.To help you avoid common pitfalls, join Forrester Analyst Will McKeon-White in this webinar where you'll learn:Success! We have received your request, and a representative from Moveworks will reach out shortly to get you started with Employee Experience Insights.By submitting, you agree to our Privacy Policy.PlatformSolutionsResourcesCompanyGuidesForrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Austin Aboav, Senior Product Marketing ManagerMoveworks shares four key takeaways on the latest innovations in AI, user experience, and plugin updates within the Microsoft ecosystem.In a world where AI has transitioned from a nice-to-have

to a necessity, Microsoft's recent investment of $10 billion in OpenAI exemplifies its readiness to challenge competitors and make a lasting impact in the search technology landscape. This dedication was made abundantly clear at Microsoft's annual developer conference, Build 2023, which showcased an array of announcements, reflecting the company's unwavering commitment to investing in generative AI technology.Today, we'll recap notable sessions and announcements, delving into exciting developments within Microsoft's ecosystem. Join us as we explore how these innovations enable

businesses to excel in an increasingly competitive landscape: The tech landscape continues to experience intensified competition, with Microsoft's Bing taking significant strides to optimize its capabilities. The recent Microsoft Build event showcased the integration of Bing with ChatGPT, a collaboration that promises vastly improved answer results by ensuring up-to-date information sourced directly from relevant web pages.Microsoft also announced a range of exciting new features for Bing Chat, as well as support for plugins and an open preview that eliminates waitlists. Here's a quick overview of just some upcoming features:These innovative developments within Bing Chat illustrate Microsoft's commitment to providing users with a comprehensive and efficient search experience through cutting-edge advancements in technology. Microsoft aims to elevate user experience with the introduction of the Windows Copilot. This innovation transforms every user into a Windows power user by enabling them to engage in tasks such as launching focus sessions, switching to dark mode, and silencing notifications.Windows Copilot also offers interoperability with plugins, as demonstrated by using the Spotify plugin to play a focus playlist at Build. This cutting-edge AI tool is designed to improve efficiency across various applications by generating suggestions, automating tasks, and offering realtime assistance during meetings. It also adapts to new skills and tasks, adhering to Microsoft's security, compliance, and privacy standards.The Windows Copilot is under testing with a selected group of customers, and its widespread release will demonstrate Microsoft's commitment to changing how users interact with technology and boosting productivity across industries. Microsoft has unveiled an innovative collection of plugins designed to work seamlessly with both Windows Copilot and Microsoft 365 Copilot. With 50 plugins ready for launch, including Moveworks, and even more in development, Microsoft aims to simplify the process of creating additional plugins using low-code techniques.Build featured an example with an employee working on a legal document and using the Microsoft 365 Copilot. By calling on a Thomson Reuters plugin, the integration enabled effortless understanding of California law and facilitated content insertion directly into the Word document. As we move forward, it's essential to consider plugins in the same light as app marketplaces, as they are fast becoming a crucial part of the industry landscape.Despite other companies undoubtedly launching their own plugins, it's vital to understand that plugins are designed to fulfill specific tasks and do not encompass an entire application. Instead, they generally cater to their unique use case and aren't designed to work collectively or take action across numerous enterprise systems. Microsoft's Build event unveiled the Azure AI Studio, a comprehensive tool for developing the next generation of AI models. With Azure AI Studio, developers can create AI apps and copilots by using data from Azure or importing it.The platform aims to offer a full-cycle tool for building, customizing, and deploying conversational experiences. Developers now have access to models from Hugging Face and other open-source platforms — an advance from previously being limited to OpenAI models.Though Azure AI Studio might entice companies willing to build their use cases and copilots, it's crucial to remember that building AI copilots and use cases is not an easy task. Even developing a single use case demands technical expertise, time, maintenance, and resources. And building multiple use cases, chaining them together, creating a reasoning engine, fine-tuning, securing, and integrating them to achieve more specialized output is an

extremely complex and challenging process. Most companies will struggle to build and maintain a solution with the value and efficiency that a more enterprise-focused AI provides out of the box. Microsoft Build 2023 delivered a rich array of ground-breaking announcements, emphasizing the tech giant's commitment to innovation in AI, user experience, and plugin advancements within their ecosystem. These developments have the potential to significantly impact businesses globally as we continue to rely on technology to excel in an increasingly competitive landscape. We realize that these offerings may present new opportunities, and Moveworks remains focused on delivering unparalleled value to its users by addressing the unique needs enterprises continue to face. Now and in the future, we can expect Microsoft's continuous innovations to redefine the way we interact with technology and elevate productivity across various industries.Request a demo to see how your business can use conversational AI.

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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal The Moveworks API allows enterprises to connect their systems with customized automation. Create unique workflows that help every employee get the support they need, instantly. Integrating the Moveworks API into your systems unlocks limitless possibilities. You'll be able to connect your systems in unprecedented ways, letting you deliver automated support, at scale. Whether that means notifying employees of a system outage, proactively reaching out to new hires on their first day, or assisting a user as soon as their device crashes is up to you.Set your employees up for success on day one by providing them with all of the applications, accounts, and forms they need before they have to ask.Only pay for the software licenses your team is using by automatically detecting inactive users.Get ahead of impending problems with automated, actionable messages to employees.Detect issues as they happen and immediately support your employees through outages, security breaches, and other major disruptions.How do I get started?Contact your Customer Success Team and they'll give you all the information you need to get started.What if I need technical support?For any technical support questions, email support@moveworks.ai or contact your Customer Success Team.Is the API included for all Moveworks customers?Yes! All Moveworks customers can build with the Moveworks API.Is this open source?No, this is not open source, but if you have any feedback, we'd love to hear it. Please share your thoughts with your Customer Success Team.Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and

 updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Click here to read the full press release.As European companies compete to deliver the best employee experience, Moveworks brings its AI platform to the UK, France, and Germany.Moveworks, the AI platform that automates support at work, today announced its expansion across Europe, with plans to open new offices in the UK, France, and Germany. The company will hire aggressively to meet demand in Europe, following a year of rapid growth in North America that included a $200 million Series C round.Employee experience has become the number one priority for businesses in Europe, since remote work allows employees to explore job opportunities anywhere on Earth, said Moveworks CEO Bhavin Shah. Now, they can simply log out of one company and log in to another, which means they'll no longer tolerate slow, old-school enterprise tech. We're excited to help thousands of European companies speed up the workplace — with AI that provides support, communications, and insights in real time.Remote and hybrid teams rely on Moveworks to stay productive from anywhere. Whether they need IT support, HR service, policy information, or a map of the office, employees describe their requests to the Moveworks bot, via enterprise messaging tools and web portals. The platform uses deep natural language understanding (NLU) to interpret each request, then analyzes every resource available at the company to deliver the most relevant solution in seconds.Critically, Moveworks offers multilingual support in English, German, French, Spanish, Italian, and Portuguese, making instant help available throughout Western Europe. At a time when 89% of UK organizations provide the option of flexible work, AI platforms are a necessity to fulfill that promise — wherever their employees live and whatever language they speak.Our employees expect a seamless

experience, which is why we're thrilled to be on this journey with Moveworks, said Gareth ByrnePerkins, Director of Technology, Security & Services at Premier Foods. We look forward to giving our colleagues immediate support in Microsoft Teams, where they already spend their digital day, just by asking the Moveworks bot. This is the heart of our Productivity & Collaboration strategy: transforming the Teams experience with AI.Moveworks' hiring efforts in Europe are focused on go-to-market talent, including account executives and sales development representatives. The company recently added two renowned executives — Chief Revenue Officer Marcello Gallo and Vice President of EMEA Marc Zakher — who enable each rep to earn their PhD in enterprise sales by mastering a proven customer engagement model. Already, the Moveworks team in Europe works with industry-leading customers in transportation, agriculture, technology, pharmaceuticals, and financial services.Named the #1 Best Place to Work in the Bay Area, Moveworks is bringing its people-first culture across the Atlantic. Interested in joining a hyper-growth AI company? Visit moveworks.com for more information, or apply directly at moveworks.com/careers.About MoveworksMoveworks is revolutionizing how companies support their employees — with the first AI platform that makes getting help at work effortless. The modern workday is full of disruptions, from IT issues to HR updates to policy changes. Moveworks understands exactly what employees need and provides the right solution in seconds, using conversational AI built for the enterprise. Our platform allows customers like DocuSign, Hearst, Broadcom, Autodesk, Equinix, and Palo Alto Networks to move forward on what matters. Media Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Jiang Chen, Co-Founder and VP of Machine

LearningChatGPT is a groundbreaking technology that's captured the world's imagination with its ability to show off the magic of AI.Capable of generating human-like responses on the fly and demonstrating powerful reasoning, this technology's crossed a threshold. Almost overnight, toolkit chatbots seem as obsolete as dial-up internet and floppy disks.That said — ChatGPT and, by extension, large language models (LLMs) are not without their limitations. To truly leverage the full potential of the technology, we need to understand what they do well — and perhaps more importantly, what their limitations are.My belief, and the one that we're betting on at Moveworks, is that ChatGPT has kicked off an innovation race that is going to accelerate technological developments faster than most people are anticipating. The model underpinning ChatGPT, GPT-3.5, along with its successor, GPT-4, and other generative AI models are about to power a wave of innovation in conversational AI. My team and I at Moveworks have been experimenting with generative AI for a while now and we're excited about the impact these models can have on our customers over the coming months.Today, I'm just going to give you a high-level view. You'll leave understanding why ChatGPT is a game-changer in the world of conversational AI. And you'll leave understanding why mitigating the potential downsides of large language models isn't exactly a trivial exercise. Given my decades-long experience working on search and conversational AI engines, I have seen one breakthrough after another. Still, seeing and experiencing the power of large language models via ChatGPT is nothing short of awe-inspiring. Ten years ago, it took a team of highly talented researchers and engineers working hundreds, if not thousands, of hours building and training layers of machine learning algorithms — ASR, Translation, Spell Correction, Entity Recognition, Entity Resolution, Intent Classification, Slot Filling, Search, Question Answering, Dialog Policy, and more — to make sense of natural conversation. Each layer is the result of hours of masterfully designed experiments. It was incredibly complex work.Let me try to put this in perspective. For generations, to create a high-quality watch you needed a combination of expert craftsmanship, specialized machinery, high-quality materials, and attention to detail. The design and engineering of the watch must be carefully planned, the various components of the watch must be precision-manufactured, and finally, the watch must be carefully assembled and tested to ensure that it is keeping accurate time. Just as the gears in a watch must be precisely manufactured, each with its own unique shape and size, machine learning algorithms must be carefully designed and implemented to perform specific tasks. But large language models, like the GPT-3 model powering ChatGPT, are shifting that paradigm. Instead of having a team of people working to create layers of algorithms that link

together, one singular model is doing what many, many different systems had to do before. In essence, having a conversation with ChatGPT is like 3D printing a Swiss watch. Suddenly — everyone has the knowledge and reasoning power of LLMs at their fingertips.We have been on this path for a few years following the release of OpenAI's GPT-2, GPT-3, and Codex, as well as other LLMs. But there hasn't been

one that can generate responses as polished as ChatGPT until now. It took LLMs into the mainstream, putting their next-level sophistication in a package that's accessible to everyone. Some clear examples for why I believe it's remarkable include how it:LLMs have brought about impressive advances in AI and have the potential to revolutionize a wide range of industries. However, understanding their nuances is crucial in using them in real-world applications. Let me explain: ChatGPT can deliver some mindblowingly accurate responses to questions. It can understand long, complex requests and then generate succinctly summarized responses that perfectly address the question. That is the real magic of ChatGPT. And it performs this feat a large majority of the time. The challenge is that the remaining percent of the time the responses are not just a little off, they can be factually inaccurate and in some cases completely made up. This is an interesting dilemma, not just for ChatGPT but for LLMs in general. In fact, there's a

term for when LLMs sometimes generate factually incorrect statements: hallucination.You could give ChatGPT one hundred percent of the context needed to give you the right answer, and it will still surface the wrong answer. In the example below, I've told the bot that 1-800-APLCARE is a real support line, and it responds "1-800-APLCARE is not a real Apple support line and then contradicts itself in the following sentence stating, yes, the correct number to call for Apple support is 1-800-275-2273 (1-800-APLCARE). Quoting from different sources can't solve the problem either since the model often takes sentences out of context and reassembles them into a paragraph to create an incorrect answer. In the instance below, the pricing of g4dn.xlarge is grafted to g4dn.4xlarge. The subtlety of these inaccuracies can appear innocent but have much broader implications when dealing with more sensitive subjects. To the untrained eye, incorrect statements could very well seem true. In its research, OpenAI acknowledges this challenge, stating that hallucination poses a very real threat when LLMs are used for real-world applications — like responding to employee questions in a business setting or providing automated patient support in a healthcare setting.Adding to the challenge, no one can predict when it will hallucinate. This nuance is why it's important to carefully consider which types of use cases ChatGPT, and LLMs in general, are currently suited to and which might require more thought. LLMs are genuinely amazing tools. But their truthfulness needs improvement to be used widely in the enterprise. And if these models generate answers that are not faithful to the input data in business-critical situations, the results could be catastrophic — legally, financially, and otherwise. Wasted time and resources, misguided troubleshooting, data loss, and even equipment damage could occur.That's why it is so important to layer models, processes, and guardrails that are capable of refining the inputs and controlling for the outputs on top of LMMs. Only then can you guarantee the truthfulness of their results. That is why most current out-of-the-box applications of LLMs, like copy generation and co-pilot, require human oversight. They can't be trusted to provide fully automated support yet. LLMs know a lot, and they can do a lot. One of the most amazing things about ChatGPT is that you don't need to be a machine learning expert to get the LLM that it is built on top of to do magical things. Anyone can type in a prompt and get an immediate response. This ability is a result of the fact that LLMs are general models designed to perform a wide range of tasks and adapt to new environments — not a narrow set of tasks. As such, they are the result of fusing layers and layers of algorithms, and that's where it gets complex. While this approach of fusing layers of models together dramatically shortens the time required to build and train complex systems, it offers limited ability to control the model's responses. Controllability refers to the ability of a system to be directed or brought to a specific state using a specific input. Just like a car on a straight road, a LLM has a specific state, which in this case is the internal representation of the text it generates. The inputs to the model are the text prompts given to it and the corresponding outputs are the text it generates.Just as the car driver can apply the accelerator and the brake to change the car's position and velocity, the user can provide different prompts to the language model to generate different outputs. However, just as a car driver cannot control every aspect of the car's movement, such as traffic or the road conditions, users of a LLM also have limited control over the output. The model is trained on a large dataset and is able to generate a wide variety of responses, but the specific outcome is not always predictable.Adding to that challenge, programming an LLM is

currently limited to writing prompts. But, as visualized by the diagram above, written prompts are limited. At this time, prompt length can't exceed 2048 tokens. While that number could extend, it doesn't address the core challenge of only being able to communicate with LLMs via text-based prompts of limited size.On the contrary, the communication bandwidth between the traditional layered intelligent system and the enterprise environment is much higher than LLMs can provide and offer more

opportunities for us to control, fine-tune and override the behaviors. That's why I predict there will be a more programmable and higher bandwidth interface opening up for LLMs. For example, LLMs might allow people to input embeddings instead of prompts.For an intelligent system to thrive in a business setting, it needs to live and breathe the enterprise environment that it is designed to serve. To return to my car analogy, businesses need to be in the driver's seat so that they can weather their own unique traffic. Controllability is necessary and LLMs must form part of a larger AI architecture that adds control and fine-tuning, offers further training and evaluation processes, and combines alternative machine learning approaches. That's when things will get interesting. To be able to deliver such an amazing experience, LLMs are trained on vast amounts of data. GPT-3, for example, is trained on a whopping 45 terabytes of text data from different datasets. However, training data are typically drawn from a specific time period and may not accurately reflect the current state of the world or the latest developments.To go deeper — LLMs learn both reasoning capabilities and associative memory of the knowledge they are trained on. Reasoning and memory are inseparable and are both required to perform a given task. The associated memory is stuck in the time period in which it was trained, and there's no easy overriding mechanism to update it except for spending millions of dollars to retrain them.For example, if an LLM was trained on data from 2020, like GPT3.5, the model ChatGPT is built on top of, and was asked about a current event that occurred in 2022, it wouldn't be able to generate an accurate or relevant response. For example, the James Webb Space Telescope was launched in 2021, revealing the universe in a way never before seen by the world. If you were to ask ChatGPT about this telescope's discoveries today, the bot would give an irrelevant answer, stating: "...it hasn't had time to make any scientific discoveries yet." Which we could say is categorically old news.Even though people are attempting to put a search engine underneath it to bring in fresh data, it isn't easy to instruct the LLM to override parts of the model's knowledge while retaining the other in order to generate an up-to-date answer. There is no guarantee that an LLM won't give out stale information even though the search engine it is paired with has up-to-date information. This poses a novel and unique challenge, especially with respect to a business setting, where most of the information is private and changes in real-time. ChatGPT is a black swan event resulting from years of explosive progress in the field of AI. It has opened the eyes of machine learning veterans like myself to what is possible.However, it's essential to recognize that ChatGPT and large language models require a lot of sophistication and understanding of their nuances in order to successfully apply them in business-critical, domain-specific, or real-time applications. Make no mistake, the potential for ChatGPT to drive innovation and drive businesses forward makes it an essential technology for any AI company worth its salt. If you're not exploring and investing in it now, you're going to be left behind.At Moveworks, we've built our company on the idea that communication between people and machines should be seamless, and ChatGPT is a jaw-dropping step forward. This development will only fuel our ambition to build simply magical conversation experiences for our customers. Our accumulated domain- and task-specific data, our unique insight into our customers' needs, and our ever-maturing MLOps system are exactly what is needed to leverage this new technology.We're planning to embrace the GPT family, and other generative AI models to bring the magical ChatGPT-style experiences to the enterprise — with the required level of finesse and predictability that businesses demand.Contact Moveworks to learn what conversational AI can do for you and your business.

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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Bhavin Shah, CEO and FounderOver the past three decades, a handful of products like Google's search engine, Tesla's electric vehicles, and Apple's iPhone have been the tech industry's game-changers, leaving previous products in the dust. I think we can safely add OpenAI's ChatGPT to that list.What puts ChatGPT on the same level as these other industry-defining innovations? There are massive announcements every year in the tech world. Engineers everywhere are constantly working to build the next big disruptive thing. What makes ChatGPT different? Let's ask another question: What separates a game-changing tech from the status quo? To answer, we'll revisit a classic: The Innovator's Dilemma. In this book, author Clayton M. Christensen states that most new technologies are sustaining technologies that improve the performance of established products in ways mainstream customers traditionally value. However, some technologies can be disruptive, offering a new value proposition. And while disruptive technologies may initially underperform established products in mainstream markets, they have other features that appeal to fringe customers, such as being cheaper, simpler, smaller, or more convenient.To offer an example: the smartphone market. Apple originally disrupted this market by releasing the iPhone, a tool that introduced the touch screen, among other innovations — essentially launching the mobile-first era. But, the smartphone of today has become a sustaining technology. Every year, cell phone manufacturers, including Samsung, Huawei, and Apple, release updated products to meet consumer demand. While there have been other innovations, such as folding screens, these haven't transformed the market like the first iPhone did.In a word: disruptive tech is practical. How a technology can be used is massively important to its success. It doesn't matter how amazing your algorithm is if it isn't useful or user-friendly. To offer a second example, Google's search engine revolutionized how we access and find information online. But this tool isn't just helpful for someone trying to figure out whether or not Netflix streams their favorite TV show; it opened up a whole new world, playing a role in shaping both the online marketplace and the offline marketplaces. By prioritizing certain types of content and websites in the search results, the algorithm has influenced consumer behavior and the success — or failure — of businesses worldwide.So, again: How does ChatGPT fit in? It s

creator OpenAI took something previously mostly found in technical research papers, large language models (LLMs), and turned it into an accessible technology. Giving people everywhere a way to experience the power of LLMs via a simple, conversational interface revealed what's possible to the masses. There's no going back. Now, every product that claims to be conversational AI must offer a similarly magical experience or fall into obscurity. I doubt generative AI will stop at helping people write emails. Much like Google revolutionized the world with its search engine and Apple put a smartphone in everyone's pocket — ChatGPT will transform how people do business.That said — deploying GPT-class models in production is no simple task. It requires an advanced Machine Learning Ops platform, a team

of human annotators to generate training data, and skilled engineers to optimize performance. Without prior experience using LLMs, it can take years to build the necessary infrastructure. However, companies with a history of using LLMs are in a good position to quickly adopt the capabilities of this tech in their products.Suppose you're someone who wants to incorporate conversational AI into your operations. The challenge for you is to figure out which conversational AI businesses are just hype and which are the real deal. As more and more sales pitches from generative AI companies start filling your inbox, you need a surefire way to see through the marketing jargon and differentiate between the companies with

the talent and experience to leverage this technology — and those that do not. We'll start with some basics: the conversational AI landscape can be divided into three layers: foundation, middle, and application.Figure 1: When you're investing in a new tool, remember: What's hard and what's expensive are ultimately the differentiators. A company that lies at the intersection of the foundation, middle, and application layers will be able to differentiate itself from the competition. ChatGPT is the latest in a long line of genuinely game-changing generative AI technologies. As good as it is, though, ChatGPT isn't a silver bullet. It does a lot of things well — astoundingly well, even. It can serve information in tight sentences rather than long lists of blue links. It can explain concepts in ways that people can understand. And it can brainstorm business plans, term paper topics, business strategies, birthday gift suggestions, and vacation plans.It has such a wide breadth of knowledge because it is based on a foundation AI model; specifically, an LLM called GPT-3.5. Foundation AI models make up the base of the AI stack, trained enough to offer a perspective on a wide range of topics. Products like GPT-3 for text, DALL-E-2 for images, or Whisper for voice are examples of how foundation models can be applied to deal with broad categories of outputs: text, images, videos, speech, and games.But — there are a couple of significant challenges when using foundation models.For one, foundation models, like GPT-3, are monoliths. Like every model, the only way to change the output is to change the input. Foundation models are frozen in time. The particular capabilities of a generative AI system depend on how it's trained and the types of information it is given. While you may have heard the term "prompt engineering" to describe the work people do to adjust and control model outputs of these models by inputting specific terms and structures, ultimately, their knowledge is tied to the original training data. A foundation model can't look up dynamic data or any real-time information to tell you the current share price of Microsoft stock, for example. And they can't create new ideas from scratch.Perhaps more importantly, many of the big tech players have their own foundation models based on the massive amount of data they can access. Microsoft was smart to partner with OpenAI early, and they will capitalize on this investment fast. Though they aren't leading the wave, Google's PaLM is significantly bigger than OpenAI's GPT-3, unlocking even more capabilities. These big cloud providers will fight to have some offerings in this space. And the smaller, newer companies don't stand a chance.While the foundation layer offers a wide breadth of understanding, it's not enough for businesses requiring 99.9% accuracy. By definition, foundation models offer general information and are fundamentally unfinished, requiring substantial building and productizing to be turned into something useful for more nuanced work. And that's where the middle layer — and later, the application layer — come into play. Products that live in the middle layer build smaller models capable of taking on more precise jobs. Trained on highly detailed — and typically proprietary — data, these models can write a knowledge base article pulling on details from your IT ecosystem. Or they can re-create a writer's style and word choice. Or they could even edit stock photos to fit your exact brand specifications. Often developed for a particular application, industry, vertical, or use case, these more specific models outperform foundation models in their particular wheelhouses.Here's where — to me — things start to get interesting. Companies can

differentiate themselves by taking a foundation AI model and fine-tuning it to the needs of a particular business or industry. This is particularly powerful in fields where data is highly sensitive and specific domain knowledge is required to make accurate predictions, like finance, healthcare, energy, and manufacturing.To offer an analogy: If Facebook, Google, Microsoft, and other tech giants have their own massive and well-equipped kitchens, you won't be able to compete by just having a recipe book. But, if you have access to a wide variety of unique and high-quality ingredients and use them to create specialized dishes that complement the menu of the big players while also incorporating human expertise and feedback — that's where the real culinary success lies. The recipe may be necessary, but the ingredients are key.The same goes for generative AI. Ultimately it's the data that matters. Models are children of the data they're trained on. Companies can differentiate from the competition by incorporating the specialized data they can access. This approach results in more nuanced results and a more defensible product that's not just a flash in the pan.The application layer is the last step that brings all these layers of models together. I'm referring to the interface where humans and machines collaborate, such as the workflow tools that make the AI models accessible in a way that enables business customers or consumer entertainment. The application layer is crucial, especially in a postChat GPT world. Everyone is now expecting that magical conversational experience where anyone can write a prompt and get an answer.The thing is that your product can't just be an interface. Merely

making API calls to other core foundation models isn't enough to survive in such a competitive field. It may be easy to build these application layers, but they will struggle with retention and differentiation. I've already run through at least ten different content generation free trials in the past few weeks alone, but I'm not intending to renew them. It's clear from the steady stream of marketing emails that pressure for this type of company is already mounting. They're now offering discounted, unlimited plans, and we're barely seven weeks out from ChatGPT's launch.There are, inevitably, going to be winners in this approach, but there are going to be more losers. Think about website-building platforms. You could learn some HTML and CSS to build a website or just use Squarespace. And for every Squarespace, a hundred other web-builders didn't make it. If a company only provides workflow tools on top of widely available technologies, it may struggle to compete with larger companies with their own versions of these tools. Is there a world where Google doesn't release its version of ChatGPT on Google Docs? Or where Microsoft doesn't leverage GPT-3 in its Office Suite? I don't think so. The foundation layer is available for everyone, so it won't be a differentiator. Companies that can bring unique datasets, train solutions, and offer precise answers at the application and operating system layers are more likely to be successful and highly valued for their solutions. And then, the interface becomes invaluable. ChatGPT has proven the versatility of conversation, and now users have high expectations.To be genuinely competitive, products can't just be a thin veneer on top of existing technologies. The companies that can bring a unique dataset and find a way to productize are the ones that will really make it big time. ChatGPT has raised the bar for conversational AI, but it's ultimately a base capability universally available to every business in the world. If you want to write a compelling outreach email, ChatGPT and the many, many competing applications on the market are going to be extremely helpful, but if you want to, for example, run a cost-efficient support organization, you're going to need something else with more nuanced capabilities.This is to say that when you're investing in a new tool, remember: What's hard and what's expensive are ultimately the differentiators. A product without a unique value proposition won't survive an extremely competitive market. If a vendor is only offering an application layer on top of a foundation model — they aren't going to make it.That's why you must be thoughtful about what use cases you're trying to solve and what specialized data your prospective vendor can

access. Because if you invest in the wrong direction, you will end up with a solution as obsolete as the Blackberry or Kodak.In the near future, the next step in LLMs — GPT-4 — will be announced, and it is almost guaranteed to blow everyone's minds again because ChatGPT made the world pay attention. This tool marked the beginning of what will become conversational AI's true potential in the enterprise. Billions of dollars are being scrambled to deploy it or similar technology into many products. Make sure your budget ends up in the right hands. ChatGPT wasn't made to help you improve the employee experience; Moveworks was. We're focused on building the world's leading conversational AI platform and have been for the last six years. We're constantly innovating, plugged into the latest advances in the field, and looking for ways to improve our platform.Today, we offer what I — and our customers — truly believe to be the best conversational AI platform for employee experience:No matter your industry, conversational AI from Moveworks can elevate your employee experience, improving every interaction throughout their journey. Don't just take our word for it — leading companies like Hearst and Palo Alto Networks have experienced incredible results with our platform. Let us show you all you can get from conversational AI in a quick demo with our team.Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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3 key takeaways from the Forrester
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Conversational AI is improving healthcare delivery by automating
tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.
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Brandon Cohan, Head of Business Value ServicesFresh from conversations at Forrester's Technology &
Innovation Forum, Moveworks' Brandon Cohan shares three key takeaways on the future of work, and
how AI is finally mature enough to start delivering on its promises.When people think about AI, they
often turn to the most extreme use cases. But at Forrester's Technology & Innovation Forum, I was
reminded yet again of the importance of focusing on what's practical. AI is no longer just a series of
conceptual, pie-in-the-sky prototypes, ideas, and far-fetched science experiments. It's now a core driver
for companies who want to become a "future fit" organization — one that's adaptive, creative, and
resilient. In fact, millions of business leaders use AI every day to drive efficiency across their
organizations, with individual use cases yielding millions in top- and bottom-line impact. After two days
of rubbing elbows with leading industry analysts, the verdict is clear: AI is no longer a nice-to-have — it's
a necessity for your business success. It's here to stay, and how it's implemented will separate leaders
from laggards. Further, a repeatable framework is needed to help inform AI investment decisions and
measure their results. With these three things in mind, you can make AI practical. Let's dive a bit
deeper:Unsurprisingly, AI was a hot topic at this event. Numerous sessions led by organizations such as
Qualcomm and CognitiveScale touched on the value of AI, and how they've leveraged its capabilities to

 scale their operations and enable flexible work. What's notable is that many organizations today are
using AI not just in innovation labs adjacent to their core business, but in their daily operations. Looking
forward, Forrester estimates that nearly 100% of all enterprises will use AI by 2025. That's right, less
than three years from now, using AI will be business as usual for millions of employees across the world.
That's an incredibly eye-opening projection — AI isn't a nice-to-have any more, it's instrumental to
business competition. Of course I'm biased, but I found Pinterest's Derrick Diaz's presentation about his
experience deploying Moveworks' conversational AI platform particularly enlightening. Acknowledging
that AI is a growing space, he talked about why he partnered with Moveworks to drive his digital
transformation initiatives.For Derrick, it was of the utmost importance to find the right applications for
AI. And I'm sure many business leaders can relate to this pressure since 85% of AI and machine learning
projects fail to deliver, and only 53% of projects make it from prototype to production. With as many AI
use cases as there are business processes, choosing the wrong approach and application will tie up
valuable resources, waste time, and ultimately lose money for your organization.That's why Derrick was
hyper-focused on the limits of what AI can and should do on its own. While AI is great for automation
and handling repetitive work, there are plenty of situations where a human touch is still needed. The key
is knowing the difference. My learning? Invest in AI that unlocks time for employees so they can focus
on the most valuable, meaningful, and creative work. AI can — and at Pinterest, does — take care of the
rest.Figure 1: The Moveworks team at Forrester's Technology & Innovation Forum There's a general
lack of understanding and consistency in evaluating both an AI tool's potential value before deployment
and measuring its realized value after deployment. This makes it challenging when you want to calculate
returns on investments on the front end (hoping and praying they deliver value), and when you want to
measure results (over- or under-valuing impact) on the back end.To overcome these obstacles, you need
a repeatable framework that reliably estimates value opportunity and measures value realized. I'll write
about this more in upcoming blog posts, but at a high level, this framework starts with business and IT
stakeholder alignment on the outcomes you seek to achieve and an understanding of how to measure
strategic and operational KPIs over time.Moveworks' Founder and VP of Product, Varun Singh, discussed
this very topic in a panel at the Forrester event. It's important to understand which business
investments are delivering positive results, especially in the economic climate we're experiencing today.
At Moveworks, we partner with our customers to align on their desired business outcomes and on KPIs
that will help to inform their investment decisions and assess performance in the long run. With 65% of
firms increasing their emerging tech spend in the upcoming year, many business leaders are keen to
take advantage of the opportunities created through technologies like AI. Whether they plan to use it to

enhance the ROI of existing technology investments or drive greater employee productivity, having a clear understanding of the business outcomes AI will drive is paramount. Ask yourself: How will this technology make me more efficient, more creative, more collaborative, more informed, or more excited to come to work every day? AI is a fundamental building block to becoming a future fit organization — use it. Hone your focus and prioritize AI use cases that will deliver the greatest business results — limit the science experiments. Leverage a repeatable framework that aligns key stakeholders on the business outcomes (and KPIs) you seek to achieve — make informed investment decisions. Doing these three things will help you unlock practical AI, leading your company into a new era.The most innovative companies use practical AI to power their employee experience.Read our case studies to learn more. Discover how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.

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immediately provide ROI and elevate service experience at scale for federal and state government and

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3 key takeaways from the Forrester Technology & Innovation

Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap. Conversational AI is improving healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.

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Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Yi Liu, Head of SearchDesmond Chan, Tech LeadEmployees around the world suffer from the same problem: it takes forever to get answers at work. This problem is made even more frustrating given that outside of work, getting answers is as easy as Google.Why do we go to Google? First of all, it understands our questions, even when they aren't perfectly polished or particularly well framed. It also answers every question. Google's not limited to science, literature, or business strategy. And finally, it's smart enough to surface the most relevant results. Billions of people use Google daily because it really is one place for everything. So why doesn't getting an answer at work feel the same way? Well — internal support systems don't understand us, resources are siloed, and responses aren't personalized.Figure 1: Bringing consumer search capabilities to the business world is a game-changer.We last talked about this problem of enterprise search in 2019. Since then, we've developed layer upon layer of artificial intelligence (AI) and machine learning (ML) models to take in any question, understand it, and offer a precise, actionable answer.Working with customers like DocuSign, Slack, and Broadcom, we've come to realize that the challenge of getting help at work extends far beyond IT. Seeing firsthand the responsibilities of other support teams — HR, Finance, Facilities — we've spent years building a comprehensive employee experience platform powered by AI. Figure 2: Moveworks is the go-to expert for every employee question.The blog explores the technology behind building an effortless employee support experience: Understanding every employee issueLet's start at the beginning: understanding what people need. A consumer search engine like Google works so well because its engineers have spent years building rich algorithms to learn how people communicate. Few companies have the resources to make something this powerful themselves. So, support teams resort to conventional approaches, like manually keyword tagging knowledge base articles or other brittle techniques that lack the intelligence needed to automatically answer the thousands of questions employees ask. At Moveworks, we realized that to jump this first hurdle we would need to break down the language people use to ask for help at work. Employees explain symptoms: My computer is running hot. I can't find the certification training. When can I find my tax withholdings? These are standard, everyday issues that flood service desks. It's easy,

but time-consuming, for a support agent to answer these questions, and the ambiguity of the language makes it difficult for a computer to step in.Moveworks Language Core™Understanding this type of enterprise language is at the core of what we do at Moveworks. We've built Language Core™ — an AIpo wered system that treats every question as complex words and phrases with context and intent, not just as clusters of keywords. Our system is designed to figure out what people need, no matter how their question is spelled or worded. One of the primary challenges in understanding language is that every company has its own internal jargon, from conference rooms to WiFi names to job titles. We take

in all these names, attaching them to a frame of reference. Using Collective Learning techniques that we've pioneered — we can see what employee requests have in common to understand more specific enterprise language.Figure 3: Collective Learning illuminates patterns across different lines of business, companies, and industries.Now we've made the move to answering the full diversity of questions that employees have at work. To support all these different support teams, we've built what we call domain classification models to help our bot understand the difference between issues in IT, Finance, HR, and Facilities. These models deeply break down employee language, taking in signals and context to decide how to best resolve issues. What's particularly remarkable is that our bot can correctly categorize questions with 95% accuracy.Once our bot understands the issue, what the employee needs, and the applicable domain — it has to be able to find the right answer. And this also requires a sophisticated approach.For each employee service department — IT, HR, Finance, Legal, Facilities — answers live dee p

inside different resources and systems. And usually, within these knowledge bases, the answer appears only once, a paragraph, a sentence, or even a phrase. The last time we wrote about enterprise search, we said that finding the best answer is like "trying to find the only needle in a haystack." But now that we cover all these different departments — there are dozens of haystacks, but still only one needle.When a subject-matter expert writes an article, they are trying to document everything. But this kind of detail can be difficult for employees to find, read, and understand. Knowledge articles can be thirty pages of potential WiFi issues, including everything from VPN complications to troubleshooting routers. And when it comes to HR — healthcare benefits articles can be hundreds of pages of text, featuring information from a dozen different countries. The key is figuring a way to get the right information in the right hands. And we've done this with Enterprise Cache™ — a system that indexes available resources, so every question is answered with a single, precise snippet of information.Moveworks Enterprise Cache™Enterprise Cache™ solves two problems. First, the problem of hard-to-find information. And second, the problem of information accessibility. To tackle this first problem — our solution ingests all the resources your employee service departments have painstakingly created, deconstructing them into chat-optimized pieces of information. Instead of a complete article, an employee gets a personalized snippet. Instead of a form, an employee only needs to fill out relevant fields. And instead of a full floor plan, they receive exact directions on where they need to go.Figure 4: Moveworks personalizes the support experience by giving employees exactly the resource they need, whether that is a single sentence from a knowledge article or a conversationalized form.The second problem is making it easy for people to use this now deconstructed information. That's where document typing comes in. We use machine learning models to classify all these pieces as factoids, how-tos, troubleshooting steps, and hardware or software forms by adding in metadata. By sorting information in this way, employees get only relevant information that's been simplified and distilled to bulleted instructions.As for support teams — they can keep using their tools and updating resources on their schedule. The bot will continue to crawl available systems for possible answers, automatically incorporating new or updated content.Sifting through dozens of disconnected back-end systems to craft a personalized answer is a massive, manual effort for employee service teams. The same question doesn't always have the same answer. Factors like an employee's location, department, seniority, and security permissions all determine what she needs to know. With Semantic Match™, we connect all of these dots automatically to get employees exactly the right resources. Moveworks Semantic Match™Unlike other enterprise search systems, our solution intelligently surfaces information by considering context. With this 360-degree view of your organization, our relevance and location models retrieve the most accurate answer.Semantic Match™ takes every piece of this disparate data into

account, from the words and phrases employees use to the resources available to the person asking. For

example, if an employee asks for an update on health care benefits — the bot can offer information based on the user's location. So employees get a quick and straightforward answer in seconds that is personalized to their specific circumstances.Figure 5: Keeping track of an employee's location, department, and other information, a chatbot can surface information relevant to a specific employee.Google's accomplished an incredible feat with consumer search. It's more than a household name — it's a verb. At Moveworks, we want to do the same for getting answers at work. That's why we've built layers of technology to connect employees with the resources they need and to allow talented professionals to do high-value work, not answering the same question, day after day. With Language Core™, we deeply understand the language employees use to describe their issues.With Enterprise Cache™, we transform support resources to direct every question to the right resource.And with Semantic Match™, we deliver personalized answers, connecting symptoms to solutions. So — HR experts can focus on perfecting the employee lifecycle. IT teams can focus on large-scale digital transformation efforts. And employees get what they need to work on the projects that matter.To learn more about why NLU matters for IT, and how it helps deliver enterprise help more quickly and more easily, see our posts:The Practical Guide to NLP and NLUTailor-made tech support: Why employees need

personalized IT helpStrength in numbers: Understanding unique IT issues with Collective Learning Discover how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.

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3 key takeaways from the Forrester Technology & Innovation Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap. Conversational AI is improving healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.

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IT issues resolved autonomously

Avg. time Moveworks takes to solve employees' issues

Employees who are highly satisfied with Moveworks

No training, no admin, no workflows, no scripts.

Moveworks is a fully autonomous AI platform that solves employees' support issues right away, without any work from your team.Moveworks intercepts issues submitted across all channels, including chat, email, portal, and form. It's the only AI help desk support platform that drives its own adoption.Our platform's knowledge of support issues comes from dozens of natural language understanding (NLU) models — trained on over 250 million requests from employees. Moveworks automates the entire life cycle of a high-touch support issue, from routing it to the right expert, to sending reminders, to getting approval from a manager.Moveworks integrates with ITSM platforms to deliver end-to-end resolution,

including creating tickets automatically, serving the correct forms, triaging, tracking, and closing the ticket. We do the busywork.No one should be stuck resetting passwords. Moveworks provides 24/7

support, helping employees stay productive even when your IT team is asleep. Employees can just ask Moveworks for help on the chat platform, where they already spend most of their time. Moveworks also anticipates future IT issues, and proactively messages employees to take action.Knowledge is powerful, but usually lengthy and buried in siloed systems. Moveworks ingests all your resources, and helps employees save time by serving them the most relevant information.Stay connected with your coworkers. Moveworks integration provides out-of-the-box email orchestration to automatically look up contact information and add people to email groups.Let Moveworks answer your facilities questions automatically. Our AI chatbot gives directions to conference rooms, resolves building access requests, and provides contact info for everyone in the company.Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Thank you! Someone from our team will be in touch with you shortly.Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Varun Singh, VP of ProductEvery company wants to grow. But with thousands of issues to solve and employees working all over the world, supporting a growing workforce has never been a greater challenge. That's why support teams are increasingly turning to virtual agents to get their people the help they need — anytime and anywhere.Yet these virtual agents present a new challenge: knowing what good looks like. There's simply no industry standard for tracking their progress or benchmarking their performance. And with many solutions on the market that all quantify performance in different ways, it's hard to determine which metrics actually matter.After working with more than 100 of the world's largest companies, we found that their leaders measure the impact of their virtual agent using these seven core metrics:Resolution rateThe primary goal for most virtual agents is to solve as many support issues as possible, automatically, with no intervention from a support team.Tracking the resolution rate offers a high-level view of how much work your virtual agent is responsible for accomplishing on your behalf. The most important thing about calculating the resolution rate is deciding what should be in the numerator and the denominator. So how should you decide? One method is to divide the number of issues that your virtual agent solves end-to-end by the number of issues that employees directly submit to it. But while this method provides a sense of the virtual agent's quality, it fails to capture the impact it's making with respect to all support issues — including those submitted through other channels like email.To get a broader picture of your virtual agent's success, you could use every employee-submitted support issue as the denominator for resolution rate. This method raises other important considerations, such as employee adoption, ticket interception, and proactive capabilities.Neither calculation is wrong. The former is a narrower metric that focuses on the efficacy of your virtual agent, while the latter measures its total impact on your support team's workload. Before deciding how to calculate the resolution rate, you need to know what you're trying to achieve with your support organization.Read more >With an in-depth understanding of the resolution rate, companies can

incrementally improve the impact of their virtual agent. This means identifying the right limiting factors to address, be it adoption, deeper integrations, or resource creation. Real-time insight into the questions employees ask and the problems they have makes it easier to know which levers to pull.Note that there is an additional metric — deflection rate — that's often confused with resolution rate. Deflection rate is defined as the rate that automated and self-help resources satisfy service demand that would otherwise be handled by assisted service staff. It's a suitable metric if your goal is to reduce employee calls to the support hotline and instead rely on digital channels. However, it should not be confused with the resolution rate, which focuses instead on the percentage of employee support issues resolved end-to-end, without input from the support team.Seagen saves time and money by maximizing its resolution rateSeagen — a leading biotechnology firm specializing in cancer treatments — uses Moveworks to solve support issues in seconds. One of the primary advantages of its virtual agent, known internally as Dr. Botson, is its ability to solve employee issues end-to-end. Rapidly achieving over

30% resolution, Dr. Botson's already broad abilities and knowledge were tweaked and expanded to deal with an increasing number of use cases. It's easy to get lost in the numbers, but in a larger sense, it's clear this bot has an enormous impact on Seagen's business, buying back over 60,000 hours of time scientists could spend curing cancer and saving the company over one million dollars per year. The numbers will continue to grow as Seagen maximizes its resolution rate.Figure 1: Seagen's virtual agent instantly resolves employees' problems, tackling an increasing number of issues over time. Time to value (TTV)Your virtual agent should make a rapid impact. Traditional software solutions focus on go-live dates. But with virtual agents, you can't just think about how long the implementation time will be. You have to think about how much value the bot will deliver on day one. You have to think about how long it will take for your company to get value from your investment. Value is measured by the benefit you — the customer — expect to receive, and time to value (TTV) is how long it takes to get to that benefit. To get a handle on TTV, you need to deeply understand your business objectives and your virtual agent's role in getting you to the next benchmark. A meaningful result could be increasing your resolution rate, decreasing the amount of time it takes to incorporate a new use case, or keeping the support team on budget. The important thing is to pick a metric and measure how long it takes to get to a predefined milestone.Implementing an AI solution is complicated. It can take months, years, or never get off the ground at all. That's why it's best to consult with vendors about their implementation process and, when possible, consider how long it will take for your system to deliver meaningful results for your employees, your support teams, and your company as a whole.Read more >There are two main approaches to building and maintaining a virtual agent. There are toolkit solutions that require a dedicated team to build machine learning models, dialog flows, and interception methods — not to mention the additional burden of ongoing maintenance and refining scripts as new use cases and resources are created. And second, there are ready-made solutions that work right out of the box, using AI to learn your environment as it changes.But remember — implementation time shouldn't be your only consideration. At Moveworks, we prefer to measure time to value because it's so hard to get right. That said, the shorter the TTV, the sooner you'll be able to spend time on more pressing projects. Some of the key values or benefits provided by a virtual agent include the following, but this list is by no means inclusive and will depend on your objectives: loanDepot's virtual agent delivered value on day oneIn February 2022, loanDepot officially launched its Moveworks virtual agent — Elle-Dee — on Microsoft Teams. While evaluating solutions, Moveworks provided the loanDepot IT team with a comprehensive AI Readiness Assessment, which included insights into both its knowledge base and its employees' most common IT issues. The team realized that Elle-Dee could do more than resolve tickets

 autonomously; it could also identify the gaps in existing knowledge articles and spot the inefficiencies with our workflows, opening a window into where to focus next.Incremental improvements in knowledge creation and identity management increased loanDepot's support efficiency, resulting in a rapid increase in IT efficiency. Elle-Dee was up and running in just weeks. Since then, the company has witnessed a gradual but profound transformation, resolving more than 2,000 issues and counting with AI every month. AI allows its team to approach dynamic support challenges in an agile way.Figure 2: loanDepot's virtual agent started solving issues from day one. Today, Moveworks-powered Elle-Dee uses AI to keep up with new use cases across support departments, ensuring happy employees. Time to resolution (TTR)Your virtual agent should accelerate support, so employees never have to wait for help.Time to resolution (TTR) is a support metric that measures the average elapsed time from when an issue is reported until it's resolved. Many companies measure mean time to resolution (MTTR) instead, but this metric only tells half the story. MTTR measures how long it takes the support team to solve a problem in business hours. For example, an employee might be locked out of their account from 3:00 p.m. Friday until 9:00 a.m. the following Monday. MTTR would say the issue was resolved in two hours. But that's almost three days for the employee. And that's a lot of time to be locked out of an account, especially if you're trying to close a deal or launch a new project.TTR has a significant impact on employees' overall satisfaction with support. This makes sense, as users may be forced to stop working entirely or use workarounds until their issues have been resolved. Especially with employees working remotely, some issues — like not properly connecting to the VPN or being locked out of an account — can completely derail productivity.Read more >When it comes to evaluating your virtual agent, there are two ways to look at TTR. First, some issues — like unlocking an account or troubleshooting a VPN problem — can be solved end-to-end instantly. You should expect your TTR to drop from hours, or even

days, to a couple of seconds for these issues.But some issues cannot be immediately resolved. Think about accessing a certain software that requires approval from a manager or contacting the HR team about a highly personal situation. For these problems, a virtual agent should decrease TTR by accelerating issues through the approval process, rerouting requests to the correct assignment group, and allowing employees visibility into the status of their issue.Equinix accelerates support with its virtual agentEquinix used a virtual agent to decrease its TTR by almost a third. Based in the Philippines, Equinix's help desk reads every ticket to decide which subject-matter experts were best suited for the job. Given that its international workforce is concentrated in the US and UK, Equinix wanted to avoid having IT issues pile up in a distant time zone. Figure 3: With Moveworks, Equinix massively decreased the time it takes to get help at work. Resource utilizationYour virtual agent should help employees find the resources they need to help themselves. The effectiveness of your virtual agent depends on the coverage and accessibility of your resources. That's why one of the most important metrics to think about is how employees are using — or not using — the knowledge base articles and forms you create. At a high level, resource utilization measures the percentage of issues your virtual agent solves with existing resources in your service catalog. If resources are easy to find and engage with, your virtual agent will be more likely to perform well. That said, the best virtual agents play an important role by offering visibility into how employees use the knowledge bases and forms at their disposal. Some solutions will show which resources are missing and automatically incorporate new ones as they are created. The greater the number of high-quality resources, the greater the number of employees' questions answered in seconds.Read more >We work directly with our customers to improve their resource utilization and drastically increase their resolution rate, satisfaction score, and other metrics by asking three questions:The best virtual agents expose inefficiencies, offering a comprehensive

performance analysis of individual skills and shedding light on the most requested information. With these insights, support teams can see room for growth and adjust accordingly to boost their virtual agent's resolution rate simply by improving the depth of their support catalog.Broadcom uses AI to build a better knowledge baseBroadcom — a world-leading tech infrastructure company — dramatically increased the usage of its forms and knowledge base articles with its virtual agent. By making incremental improvements to its service catalog, Broadcom's IT team systematically improved its knowledge base — filling in gaps, updating old articles, and retiring old information — so employees can self-service their own support. Today, their Moveworks bot, E-bot, automatically resolves 57% of all IT issues by making it quick and easy to find the exact snippet of information an employee needs to solve their problem. Figure 4: Broadcom increased its virtual agent's resolution rate by improving its knowledge base. The chart above demonstrates a strong correlation between Broadcom's resolution rate — represented above by a blue line — and the increasing number of knowledge articles — represented by the purple bars. Bot preferenceYour virtual agent should be the first point of contact for all employees in search of help.It doesn't matter how many issues your virtual agent resolves autonomously or how quickly it helps employees if no one uses it. Employees might prefer asking questions at the walk-up help desk, sending an email, or filing a ticket through a portal. If you want everyone to go straight to the virtual agent when they need help, you'll need a strategy informed by employees' bot preference. Bot preference measures what percentage of employees use the virtual agent as their primary way to get support. This metric asks: Out of the total users within a company, how many go to the bot first when they have a problem? With greater insight into which channels employees prefer, you'll be able to push people towards channels that best serve their needs and the needs of the IT team.Read more >Since a virtual agent is designed to be more cost-effective and less time-consuming for employees and support teams — you want it to be a one-stop shop for support. But we all know changing habits is hard. Three factors determine whether or not employees go to their virtual agent first:By focusing on each of these factors, your team can maximize all the metrics mentioned in this blog. For example, many virtual agents require the user to do some initial setup — an initial login — before using the bot. But with a virtual agent living in an enterprise chat platform, employees have somewhere to go for help 24/7. And if the bot instantly solves their problem, using it will become second nature. With fewer and fewer employees constantly messaging the support team with basic issues, the support team will be able to work on more complex and fulfilling projects.Building one place for help at VituityFor Vituity — an organization dedicated to transforming healthcare — a significant barrier to supporting medical professionals is that they don't know where to go for help. The

answer to their questions might live on the company website, FAQ, or IT portal. And each time they need help, they have to go somewhere else to find it. Meanwhile, support teams are flooded by requests that steal bandwidth from longer-term digital transformation projects.Vituity realized that — to create a lasting employee habit — the bot would have to intercept issues no matter what channel employees used. Known internally as Otto, their Moveworks bot is now the single place to go for help. Whether users need to reset their passwords, access software, or ask HR about a policy, they can always ask Otto, reinforcing the habit of using it as the go-to place for support. Otto is constantly improving through machine learning — understanding company lingo, automatically syncing with backend systems and adapting to user feedback.Figure 5: Employees want a single place to resolve every issue right away. Issue preventionYour virtual agent should engage proactively with employees to prevent issues.Most virtual agents today are reactive, offering a place where employees can ask for help when they need it. But increasingly, leading virtual agents are helping support teams to be more proactive, alerting

employees to system outages and policy changes. Issue prevention tracks the percentage of issues your virtual agent can prevent by sending proactive messages and targeted communications. A major goal of any virtual agent is to free up support agents to work on projects that require their expertise. Decreasing the average number of support issues an employee has over time can make a real difference in how support teams operate.Read more >Many support issues are common. And support teams don't want to spend half their day answering the same questions about when the healthcare enrollment period ends or unlocking a dozen or so accounts when employees forget to update their password every six months. Traditionally, most proactive communication takes the form of mass emails. But the more messages you send, the more you're ignored. With a virtual agent — it's just the opposite. Since every message is meaningful, every one reinforces the idea that the bot is the place to go for consistently high-quality information. In fact, by sending targeted campaigns, companies that use the Moveworks bot have seen engagement rates as high as 72%. A virtual agent can help manage change and get ahead of issues before they get out of control. A virtual agent can save HR, IT, Facilities, and Finance Teams days of extra work by sending quick, targeted reminders or intercepting issues in public support channels.Verisk stops problems before they happen with proactive communicationBeyond just resolving IT issues with their Moveworks bot — Vic — Verisk is now predicting and preventing problems ahead of time. When an employee's password is set to expire, Vic reminds him beforehand directly on Microsoft Teams to avoid getting locked out later with Moveworks for Employee Communications. Nowhere has proactive support made a bigger impact than in resolving account issues. Before Moveworks, the help desk would spend countless hours resetting passwords and addressing lockouts. But today, Vic addresses thousands of account issues proactively and autonomously without involving the help desk.Figure 6:To build one place for help at work, Vituity's virtual agent — Otto — intercepts support issues no matter where they were submitted and solves them in seconds. Satisfaction score (CSAT)Ultimately, the best measurement of your virtual agent is whether employees are satisfied. The satisfaction score (CSAT), typically measured on a 1-5 scale from "poor" to "excellent," is the most essential service desk performance metric to gauge how your customers perceive your approach to support. You may think that you're getting everything right, your systems are efficient, your agents are productive, and your knowledge base is comprehensive, but employees may disagree.In fact, most people don't like chatbots. So it's not enough to just think about resolution rate, TTV, resource utilization, or TTR if no one wants to use your virtual agent. You need to think critically about what makes a virtual agent a good experience. What is a good experience? Well, it will depend on employees, their preferences, and their pain points. That said, we've seen some overarching themes. Employees want a bot that:A virtual agent that ticks each of these boxes is the key to happy employees and happy support teams.Read more >In this blog, we've given you a lot of hard numbers to define your virtual agent's performance, but what matters is do employees like using it. If they don't, your virtual agent will never get off the ground. And that's why CSAT is so important. It drills down into the likelihood of your employees using and recommending the bot to others. The occasional survey asking questions about what's going well and what's not can reveal hidden opportunities and unlock the door to an even better solution.Unity's employees love their virtual agentAt Unity, 91% of employees are satisfied with NinjaUnicorn — their Moveworks bot. This means that of all employees surveyed, the bot received a majority of 4 or 5 stars out of 5. Getting to 91% satisfaction did involve effort. Support teams worked hand-in-hand with the Moveworks Customer Success Team to ensure that they could constantly

improve their customer experience. By regularly surveying its employees, Unity knows how important fast resolutions times are and what knowledge bases could use some upkeep.Figure 7: The key to a

 successful virtual agent — like Unity's NinjaUnicorn — is an experience that keeps employees coming back. This figure features a selection of anonymized reviews of their virtual agent.Monitoring your virtual agent's performance is the key to creating a seamless employee experience. This list of seven metrics is not exhaustive by any means, but it's a great place to start.Depending on your employee experience goals, you can add other metrics to this list or just focus on optimizing one or two for now. Maxing out these stats will transform your organization, from saving time and money to redefining the entire support experience.Request a demo to see the Moveworks platform in action.

Discover how
AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.

Learn how AI & automation can immediately provide ROI and
elevate service experience at scale for federal and state government and the public sector as a whole.

3 key takeaways from the Forrester Technology & Innovation Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap.

Conversational AI is improving
healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.

From spelling correction to intent classification, get to know the
large language models that power Moveworks' conversational AI platform.

AI is transforming
IT operations analytics (ITOA). Here are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples.

Forrester names Moveworks a leader in Chatbot for IT operations.
Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Varun Singh, VP of ProductToday is a big day for Moveworks. We're launching what I believe to be one of the most impactful products we've ever built: Employee Experience Insights (EXI).Here, we see firsthand how business leaders face an impossible task: You're constantly working to create a more efficient, more productive workplace, but you have no real way of knowing what's slowing your employees down.Current methods to understand the employee experience fall short. We've all experienced workplace satisfaction surveys. They're a great way to hear straight from your employees, but you'll never get the full picture when only a small part of your workforce takes the time to fill them out.Other methods leverage data from the tickets that come into the service desk. Support tickets provide a treasure trove of information about what your employees need. But existing analytics solutions leave much to be desired since they're only capable of reviewing the structured data within tickets, such as assignee, priority, status, and resolution time. While these analytics offer a view into the agent experience, they largely ignore the most important information. Unstructured text from the description of the issue, work notes, and comments actually tell you about your employees' everyday frustrations. Companies try to track this level of detail with manual tagging, but this approach is unscalable and prone to errors.Clearly, support ticket data is the way to fully know what employees are going through, but how can you access these insights at scale? Moveworks' new Employee Experience Insights (EXI) taps into the information hidden in support tickets to reveal your workforce's everyday experience. Using our own breakthrough techniques in natural language understanding (NLU) and machine learning, EXI turns disparate employee complaints into actionable data, so that you can act proactively and make informed decisions.Starting today, for the first time, you'll be able to answer any question that work throws at you. Like: More to the point, with Employee Experience Insights, you'll know definitively which levers to pull to make the most impact on your organization. Companies like Albemarle are already using the unprecedented information EXI provides to upend "business as usual"

 and transform their employee experience. For today, though, I'll just give you a taste of what's possible,

running through three key use cases. Employees regularly face challenges that prevent them from efficiently doing their job. To ensure that they spend their time where it matters most, it's essential to identify and resolve roadblocks. However, conventional ITSM insights tools focus primarily on tickets and SLAs, ignoring the details hidden in support tickets.By analyzing thousands of different issues, Employee Experience Insights offers a granular view of the biggest issues affecting each employee persona, allowing leaders across departments to remove inefficiencies, power productivity, and respond to employee frustrations as they happen. Is the Customer Success team constantly troubleshooting Zoom? Are engineers blocked by a finicky VPN? Are Salesforce glitches piling up at the end of every quarter? With Employee Experience Insights, you can drill down into each of these groups with intelligent filtering to determine which issues waste the most time and cause the most frustration.Figure 1: Employee Experience Insights filters issues intelligently by both persona and time. Poor technology has a massive impact on employee productivity. With employees flipping between Slack, Dropbox, Zoom, GitHub, and a half dozen other applications to do their job, it's of the utmost importance to ensure that none of these technologies is holding your people back. Powered by NLU, Employee Experience Insights breaks down issues to reveal what's working and what's not. This tool puts in-depth information at your fingertips, so you can make more informed adjustments and ensure that everyone's tools are functioning at one hundred percent.For example, with EXI, a sudden uptick in hardware issues becomes an opportunity. Instead of addressing each ticket as an individual problem, you'll see that a growing percentage of new hires are waiting an extra month for new keyboards and monitors, compared to your internal benchmark. Armed with that information, you can dig deeper and find out that, perhaps, your vendor is experiencing delays. Instead of forcing employees to sit and wait, you can update your device policy, potentially making it easier for certain employees to expense their own hardware.Figure 2: Employee Experience Insights reveals which resources, applications, and services are causing the most pain with a hotspot graph.One of the most daunting challenges businesses face today is prioritization. You may want to build the best employee experience, but choosing where and when to act is easier said than done, right? With most support analytics focused on moving tickets through the pipeline, knowing which initiatives will make the most impact can be a bit of a crapshoot. Employee Experience Insights gives you the information you need to take action. By breaking down and then clustering tickets by both persona and time, EXI reveals trends as they happen. External-facing teams are waiting five days for access approvals. Remote employees don't know how to get a security badge when they visit HQ. The Chicago office files three times as many tickets about the WiFi connection as the rest of the organization. This one-of-a-kind insight helps business leaders lead data-informed conversations. Instead of guessing, you'll know exactly where to move resources to make the biggest impact. This could mean adjusting staffing, re-negotiating a contract, or investing in a new tool.Figure 3: Employee Experience Insights gives support team leaders the ability to continuously track and socialize the impact of every decision and initiative. I hear you right now: "But I already have dashboards. How is Employee Experience Insights any different?" Well — it comes down to our NLU. Employee Experience Insights relies on the Moveworks Intelligence Engine™ to understand and categorize every employee issue. Instead of requiring leaders to sift through tons of metadata, EXI leverages best-in-class language models trained on over 400 million support requests to break down thousands of complex, nuanced utterances in seconds. Our approach makes Employee Experience Insights uniquely capable of providing a comprehensive view of what's going on in your environment. By illuminating inefficiencies across your company, our platform gives CIOs and other employee experience leaders an actionable plan to increase

 productivity and overall employee satisfaction. In my mind, there are two main approaches to problemsol ving. You can take an individual issue at face value and wrestle with it endlessly. Or you can look at the issue in context to find a higher-order solution.At Moveworks, we don't just want to solve our customers' immediate problems. Instead, we prefer to take a step back and look for opportunities to solve bigger, broader issues that render the original problems irrelevant. Look at your last month of support tickets: Are you tackling the biggest, hardest problems that are facing your workforce? Are you transforming your employee experience for the better? Is it even possible for you to easily answer these questions? Probably not. To answer these questions, you need to explore the environment in which your tickets live. And that's where Employee Experience Insights come in, breaking down every employee issue in real time and surfacing hidden trends. So you can do what you do best: finding lasting solutions.Your entire employee experience, on a single screen. Learn more.

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Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Varun Singh, VP of ProductAt Moveworks, our mission is to make every workplace the best workplace. For this reason, we empowered our platform to move beyond IT, starting last year. Since then, Moveworks bots worldwide have answered thousands of HR questions. Today, we're excited to announce the next stage: Moveworks for HR, a sophisticated artificial intelligence solution built for people teams.HR's always been complex, but we have witnessed a sea change on an industry level over the last 20-plus months. HR teams have been put on the spot, responsible for creating the best places to work during a time of extreme unpredictability. They've had to develop health and safety protocols; address employee burnout and well-being; manage flexible and hybrid work logistics; and recruit, hire, and onboard. The list goes on. Even with increased investments in portals, knowledge bases, and other tools of the trade, HR is struggling. And employees… well, employees responded in kind, leaving their jobs in droves, frustrated by red tape.To bring much-needed automation to overwhelmed HR teams, we've continued to invest in and develop our HR capabilities. As of today, the Moveworks platform helps focus HR teams on meaningful work, and employees get what they need by:Employees have tons of questions. So many that HR teams spend more time bogged down by a queue of mundane issues than on the best part of their job — connecting with people. HR needs automation to manage the load, but even the most basic issues are nuanced, requiring solutions that differ from person to person.Consider a common question about parental leave. There are dozens of ways to ask for information: I'm having a baby; my wife is pregnant; we're expecting; there's a bun in the oven. An HR professional would know exactly what the employee's talking about and what they

need. But a scripted chatbot? There's no way the HR teams accounted for every possible keyword or phrase an employee might use.Figure 1: HR support requires deep understanding and personalization. With AI, we ensure that every employee gets a custom-built response.An additional complication is that the majority of HR knowledge is localized. If a Canadian and a Spanish employee ask the same question, they're likely to need two different answers. This presents a unique challenge for automation. A hardcoded solution will lead both people down the same rabbit hole. Maybe one will get the answer they're looking for, maybe not. Moveworks for HR uses conversational AI to deeply understand what an employee is asking for and who they are. With this context, our bot delivers a personalized answer entirely autonomously. Employees can check remaining PTO balances, inquire about benefits, review company holiday schedules — and get information tailored to their needs, immediately.If your goal is always to let employees pick the benefits, schedule, and work arrangements that best accommodate their preferences, you need something that understands the subtleties of language — not a pre-scripted dialog flow. Employees are expecting human resources to be, well, human. The only way to automate HR is to understand that truth and create the conversational, personalized approach that people expect. HR issues are rarely as simple as a question and an answer. Again, this is where the human element of

human resources comes into play. Why have I been taxed so much? My job title isn't right. I'm having trouble with a co-worker. None of these issues have a simple solution. Figure 2: With Moveworks for HR, even complex issues are accelerated. Employees can fill out forms, request approvals, or crowdsource support directly in chat.Moveworks automates many issues all by itself, but some situations will always require a person to step in and help out. Our AI routes issues to the right specialist or manager for approvals to make this handoff seamless, even if the employee has no idea who that person is or what department they're in. Employees can fill out forms directly on their chat platform. And it's even possible to crowdsource support with our Channel Resolver.The beauty of Moveworks is that — no matter the question — our bot can listen, understand, step in, and offer help, whether that help is completely resolving an issue or understanding the domain well enough to get an issue to the right specialist. Employees get the support they need, and HR professionals get questions they're specially qualified to answer. It's a win-win. Not all questions are related to employment, payroll, or contracts. In fact, one of the most common questions employees ask HR is: "What's the wi-fi password?" Why? HR is often the first point of contact for employees who have questions about their work environment.Employees aren't thinking about complex backend reporting systems or the support org structure when they have a question. They just want their questions answered. A single company might have multiple HR information systems, in addition to other systems to deal with IT, finance, and facilities issues. And while some of these questions might not be HR's personal responsibility, HR has to be prepared to help.Instead of forcing employees to learn yet another system, Moveworks for HR offers a single place for employees to get help. Manage a life event, request an employment verification letter, find tax forms, approve expenses, and update healthcare benefits — our platform can help with all these use cases and more.Figure 3: Moveworks for HR unifies existing HR systems to provide the best up-to-date answer or action.Keeping track of all these disconnected systems is just as frustrating for HR teams. Manually updating a dialog flow every time you adjust the return to office plan is more trouble than it's worth. HR teams just don't have the resources.HR teams can now plug Moveworks for HR into existing systems — like ServiceNow, Jira, Workday, SharePoint, Simpplr, Guru, Confluence, and more — and it serves up the best possible answer or action. And as new information is added, it's automatically incorporated into Moveworks' repertoire. Update the return to office policy? Moveworks knows, and next time someone asks, we surface the new policy, not the information from last week. Today's HR

departments — at least the forward-thinking ones — are looking for tools to simplify their workdays and their employees' workdays.The problem is that the complexity of HR makes it extraordinarily difficult to automate even the simplest of their responsibilities. The only way to untangle this complexity is with a genuinely smart AI. An AI that automatically incorporates new information, understands HR-specific terminology, and is empowered to act — whether that means completely resolving an issue or directing it to the right specialist.Moveworks for HR uses layer upon layer of machine learning models to engage employees individually, letting them dictate the flow of the conversation. Our AI analyzes every request, weighing every possible response in real time — considering location, language preference, security permissions, and more — to decide and surface the best possible response for each employee. In short, employees ask for what they want, and they get it. Immediately.It takes a lot of behind-the-scenes complexity to create an experience this simple. Anybody can throw together a bot that can deal with a couple of use cases. If you want a bot that does everything, you need real AI. All eyes are on HR leaders right now, many of whom have been tasked with reimagining the future of their company's employee experience. But to create a culture that empowers and supports employees, HR needs to spend their time doing meaningful work and less time chugging through endless support queues. Here at Moveworks, we realize that every employee deserves to work at the best workplace. To build that workplace — where no employee is left behind — HR teams can't rely on a solution that'll only solve a narrow set of use cases. They need a comprehensive platform powered by AI. They need Moveworks for HR.Let your HR team get back to work that matters with Moveworks — request a demo!
Discover
how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.
Learn how AI & automation can immediately provide ROI
and elevate service experience at scale for federal and state government and the public sector as a whole.

3 key takeaways from the Forrester Technology & Innovation Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap.
Conversational AI is improving healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.
From spelling correction to intent classification, get to know the large language models that power Moveworks' conversational AI platform.
AI is transforming IT operations analytics (ITOA). Here are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples.
Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Brandon Cohan, Head of Business Value ServicesWe've crossed the chasm. AI is no longer just nice to have. It's as important a building block for your organization as any other. AI has become so ubiquitous that Forrester estimates that by 2025 one hundred percent of companies will leverage it. AI's economic contributions have become so vast, PwC forecasts that AI will contribute $15.7 trillion to the global economy by 2030. The momentum behind AI is accelerating at a breakneck pace, and more are taking notice — haven't you heard of chatGPT?AI has emerged from merely a technology concern amongst data scientists and machine learning wizards. All of a sudden, discussion of large language models (LLMs) has become commonplace in boardrooms, where leaders deliberate over the right conversational AI strategy for their organizations.As a business leader, you can't afford not to be evaluating AI use cases. The opportunity cost is too high, and the potential benefits are too significant. However, in this economy,

 you also can't afford to make big investments in AI unless they pay off. The problem is, as research shows, more than 90 percent of AI projects fail. Clearly, you need AI, but there's no room for experimentation or educated guesses. You're stuck between a rock and a hard place. So what do you do?In my last blog, I discussed how to make AI practical. There are a few critical steps to consider here. When evaluating AI for your organization, you first need to identify the business objectives you seek to execute against, and this needs to be done collaboratively between your Technology (IT, Data Science, etc.) and Business teams. Ensuring this alignment is critical.Second, you need to define the specific use cases to implement and the level of effort, technology, people, process, and data capabilities involved.And third, you need to establish the success criteria and KPIs that you'll use to measure outcomes. Having a framework in place to both assess the value opportunity and measure the value realized will help inform where to invest initially and over the long run. In this blog series, I'll focus on the third step, walking you through a framework for evaluating the impact of AI on your organization. Countless research studies highlight the importance of tying technology investments to measurable business outcomes. We've all heard the saying, what doesn't get measured, doesn't get done. We take that same approach at Moveworks, grounding our AI value framework in three business outcome categories:Figure 1: Moveworks' AI value framework is grounded in three key business outcomes: improving operational efficiency, enhancing experiences, and accelerating business transformation. Once you define your business outcome categories, you need to establish impact areas and associated KPIs to baseline, target, and measure against over time. These will help inform your initial investment, gauge the investment's success over time, and re-inform additional investment as needed. When working with our customers, we collaboratively define KPIs that map to eight common business impact areas that Moveworks' conversational AI platform delivers against.Implementing new technologies such as AI, automating processes, and optimizing existing technology infrastructure (hardware and software) give support resources more time to focus on higher-value projects, reduce the time and effort required to resolve IT issues, improve the quality of service provided to end users, and increase employee satisfaction, leading to cost savings for the organization and a more productive environment for the workforce.By automating certain processes, you can eliminate the need for manual intervention altogether. Organizations capable of reducing the time and budget required to complete basic tasks free up staff to focus on more valuable, strategic work. In addition, automated processes are often more

reliable and consistent than manual ones, leading to improved quality and employee and customer satisfaction. By improving the performance and efficiency of the technology stack, organizations can reduce change management costs and increase productivity in the long term, resulting in increased competitiveness, revenue, and profitability.Quickly providing employees with the resources and support they need to excel in their roles, automating or streamlining tasks, and improving communication and collaboration among teams all increase profitability per employee.The right tools provide new employees with the knowledge, skills, and support they need to succeed from day one. By helping new employees feel comfortable, confident, and engaged in their work, overall job satisfaction and performance improve, ultimately benefiting the organization.Employee churn, also known as turnover or attrition, can be costly for businesses, leading to a loss of institutional knowledge, reduced productivity, increased hiring and training expenses, and ultimately reduced profitability. Organizations can improve retention, reduce turnover costs, and create a more stable and engaged workforce by reducing employee churn.Automating routine tasks, implementing self-service support options, and using data and analytics to identify and prioritize high-impact initiatives and projects all contribute to a support organization's ability to grow. By improving support scalability, organizations can provide better

 support to their customers and users, even as the number of people they serve increases.A strong security posture is essential for businesses, as it helps prevent systems and software vulnerabilities that can have serious consequences. To improve security posture, organizations can implement various measures, such as robust password policies, regularly updating software and security protocols, and providing regular training to employees on security best practices. Improving security posture has numerous benefits, including reducing costs, reducing reputational risk, and protecting revenue.Figure 2: Moveworks breaks down each business outcome into eight measurable impact areas. Identifying the business objectives, defining the use cases and capabilities required to deliver against those business objectives, and establishing a value framework with specific KPIs to inform initial and ongoing investment are three important steps to take when evaluating AI for your organization. If you want to learn more, stay tuned for our next post as we kick off our eight-part series diving into the value framework further, or consider attending one of our upcoming webinars or request a demo.Contact Moveworks to learn how AI can supercharge your workforce productivity.
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Product OverviewHow it WorksLLM StackEnterprise CopilotCreator StudioEmployee Experience InsightsMultilingual SupportMoveworks APIIntegration PartnersTriagePerformance DashboardsAnswersApprovalsConciergeControl CenterEmployee CommunicationsGroups AccessSoftware AccessITHRFinanceFacilitiesEmployee CommunicationsHR Service DeskIdentity Access ManagementIT Service DeskIT Service ManagementKnowledge ManagementCost ReductionEmployee OnboardingMultilingual SupportSelf ServiceResource CenterBlogHelp CenterAbout usCareersNewsroomContact usTrustProduct OverviewHow it WorksLLM StackEnterprise CopilotCreator StudioEmployee Experience InsightsMultilingual SupportMoveworks APIIntegration PartnersTriagePerformance DashboardsAnswersApprovalsConciergeControl CenterEmployee CommunicationsGroups AccessSoftware AccessITHRFinanceFacilitiesEmployee CommunicationsHR Service DeskIdentity Access ManagementIT Service DeskIT Service

It shouldn't take days to fix identity and access management (IAM) issues, whether employees need new software or simply get locked out. That's why AppDynamics powered Okta with Moveworks — allowing employees to solve their own IAM issues. Instantly.In this webinar, IT Director Omar Ontiveros shares his secrets to speeding up tech support, while also freeing up the service desk.He explains how AppDynamics:Success! We have received your request, and a representative from Moveworks will reach out shortly to get you started with Employee Experience Insights.By submitting, you agree to our Privacy Policy.PlatformSolutionsResourcesCompanyGuidesProduct OverviewHow it WorksLLM StackEnterprise CopilotCreator StudioEmployee Experience InsightsMultilingual SupportMoveworks APIIntegration PartnersTriagePerformance

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issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Andrew Mairena, Product ManagerChang Liu, Tech LeadEmi

Sato, Product DesignerGlobal companies can't operate in English alone. But hiring an army of help desk agents based in a dozen different countries is out of the question. Even with the latest automation tools, ensuring high-quality support across borders is a massive challenge, requiring dedicated experts to anticipate every employee issue, set up workflows in various languages, and constantly maintain every dialog as the business environment evolves.That said, every employee deserves to get the same support. It shouldn't matter if they're based in the New York headquarters, a satellite office in Mexico City, or a home office in Paris. But this isn't an easy problem to solve, especially not without help.Creating a truly multilingual platform is only possible with an extensive network of machine learning models working in unison. This is where Moveworks can step in. We've worked to evolve our Intelligence Engine™ to take on the challenge of multilingual support, and today we're proud to announce that Moveworks speaks French, Italian, German, Spanish, Portuguese, Japanese, Chinese, Korean, and English — with several other languages planned for release in early 2022.Today's blog dives into the three approaches that make Moveworks a naturally multilingual interface where employees are confident they can get help, regardless of their preferred language. Our platform: Figure 1: Employees deserve the same quality of support—no matter where they are or what language they speak. Meet employees on their terms. No scripting required.Moveworks makes getting help at work easy for everyone, regardless of their preferred language. All they have to do is ask. Even if you're in an Englishsp eaking country, using an English-language system, on an English-language device — when you ask our bot a question in Spanish — it understands and answers back in Spanish. It doesn't trap you in a neveren ding dialog flow.This seamless experience is only possible with Moveworks. Unlike conventional chatbots that rely on someone manually designating every employee's language preference or forcing employees to learn yet another new system — we threw out the script.Figure 2: Keeping track of an employee's location, department, and language preferences, a chatbot can surface information that's the most helpful to a specific employee.No matter what language you use, Moveworks just works. Here, Marina asks in Figure 2 how many days of PTO she has. And immediately engaging in Spanish, Moveworks provides an inclusive experience where Marina always moves the conversation along. She's not trapped in a dialog flow; she's having a real conversation with actionable steps forward. To make interacting with a chatbot as easy in English as in any other language, our first decision was to play to build on what makes our platform so great to begin with. Simply put, we let the employee dictate the conversation. At every step of the way, Dynamic Flow™ generates clarifying questions to further understand requests, crafting a custom response on the fly. Each response is tailored to the specific user's preferences and the resources available. Deep contextual understanding helps our bot uncover user intent and review every possible response in an instant, weeding out those that are irrelevant or in the wrong language. We've also evolved our probabilistic bidding system, Action Bid™, to consider and reconsider every possible path forward, surfacing next steps in the language — or languages — with the highest likelihood to solve the issue.Our bot adapts to language preferences in real-time to ensure natural back-and-forth communication, even when requests involve multiple languages or multiple users. It's smart enough to adjust and switch seamlessly between languages to get users a solution as quickly as possible.Figure 3: It's hard to process complex ideas with dialog flows. With Moveworks, the user determines next steps instead of following pre-programmed logic.Imagine for a minute what it would take to answer Marina's same simple question with a conventional chatbot in every language and location. Updating this same dialog flow in ten languages every time the business environment changes requires a monumental effort and a native understanding of many different languages. Moveworks doesn't require a dedicated team to update and maintain dialog flows constantly. Our platform

automatically evolves with your organization so that every employee gets the same, high-quality experience. And we deploy the same powerful Moveworks skills for every customer in every language we support. So there's no need to worry about building automation scripts or templates. Understand employee issues — even the jargonFull disclosure: There are open-source translation services. But enterprise linguistic nuances are beyond simple translation. Other solutions just aren't equipped to handle domain- or company-specific language. They require constant attention from dedicated teams to

set up and maintain. And they don't consider a user's preferences, permissions, or location, risking noncompliance with company security policies.Moveworks speaks your employees' languages, so they don't need any help to get help. Every industry, company, department, and even team has its own jargon, abbreviations, shorthand, and acronyms. Understanding Spanish is hard enough; understanding enterprise Spanish is many orders of magnitude harder. The only way to solve this challenge is with AI, and Moveworks is the most sophisticated AI platform ever created to crack the enterprise language code.Figure 4: Moveworks breaks down and transforms complex requests into machine-understandable language, no matter the user's original language.Understanding multiple languages requires a chatbot to anticipate an infinite variety of requests from employees, including requests that contain languagespecific jargon or a combination of several languages at once. We made the decision to completely nail the foundations of English first. Using Collective Learning to analyze 250 million requests across industries and companies, the Moveworks platform is uniquely capable of making sense of any language in context.From there, we could expand our approach to other languages with our already powerful Language Core™, converting any user utterance into machine-actionable information. We treat every employee request as complex words and phrases with context and intent, not just as clusters of keywords. Within Language Core, natural language processing (NLP) organizes any language into structured data — disambiguating entities, analyzing grammar, adding accents, and correcting typos — to understand the nuances to each language we support.But perhaps more importantly, our natural language understanding (NLU) focuses on domain and entity detection across languages to figure out what people at work need, no matter what language they use. Whether an employee asks for software in English or Portuguese, Moveworks can instantly offer up actionable next steps.Figure 5: Language Core™ goes beyond processing language at face value: it illuminates a user's underlying intent. Even if a user flips between two languages or uses ambiguous terms, our solution resolves the issue.Let's look at an example. Even in English, there's a lot that goes into adding someone to a distribution list. Our bot has to diagnose and solve a very specific problem that involves knowing who "Gregor" is and what the relevant sales distribution lists are. When another language enters the equation, it gets way more complicated. For example, Marina's request in Figure 5 has both Spanish and English words. Within the enterprise, English is often the default used for group names, software entities, and error codes. And our system is smart enough to know that and therefore does not translate all words. In this case, our model automatically tags any words meant to remain in English, like "worldwide sales" here. By preserving this phrase, our system can search for that group name and correctly retrieve the top options. If "sales" were automatically translated to Spanish, this request would have failed, and Marina would have to start all over again. This is just one example to demonstrate how difficult multilingual support can get. And it's so important to get it right. If a missing accent prevents an employee from getting an answer, they won't come back. And if the bot is confused when the same words have different meanings in different languages, your employees aren't getting the support they deserve. With a deep understanding of how different languages work and how enterprise language works, Moveworks enables everyone to get the same high-quality service they deserve. Personalized solutions — in your

languageThere are thousands of potential solutions to every support issue. New articles and forms are added or become obsolete all the time. Conventional chatbots involve lots of manual effort to map each resource to a relevant solution. And this challenge becomes even more complicated when employees speak different languages and live in different countries. It takes a new approach to thrive in this level of complexity. Moveworks provides the right solution — in the right language — in seconds. Our platform ingests thousands of support resources as they're published, so every response offers up-to-date information tailored to the user, accounting for security permissions, location, and language preferences.Figure 6: Moveworks uses context to surface the most relevant answer to each employee in their language of choice.Moveworks serves up precise solutions to employees' requests, such as snippets from long, complex knowledge articles, taking into account language preferences and permissions. Instead of requiring support teams to manually build out and update every single workflow, our Enterprise Cache™ automatically ingests new resources the moment they're published, detecting their language and tagging them accordingly. Support teams don't need to manually update or edit conversation flows every time something new is added. Whenever an employee has a problem, Semantic Match™ looks at each of these potential solutions, considers every bit of information, and matches it with an appropriate response. Our bot takes every disparate piece of data into account, from

the proximity of certain words and phrases to the resources available in various languages to the location of the person asking. With a 360-degree view of your organization, our language, proximity, relevance, and location models retrieve the most accurate answer. So even when an employee prefers Spanish or Italian or Portuguese or German or French or English, Moveworks can connect them with the right solution. So employees get a quick and straightforward answer in seconds that's personalized.Figure 7: Considering an employee's location allows Moveworks to provide resources like country-specific policies without involving the service desk.If an employee, such as Marina in Figure 7 above, asks about the current company travel policy — the bot can review her specific profile, such as her language preference, security permissions, and location. Then, it can extract the most helpful solution from a larger resource — such as a snippet from a knowledge article or an enrollment form — to offer her up-to-date information in Spanish right away.And as Marina continues to use Moveworks, the bot will be able to handle greater complexity and adapt to her changing preferences. Even in a constantly changing environment, employees can ask just about anything, using whatever language they like, and expect an accurate response in seconds. Employees find conventional chatbots annoying and unhelpful, and support teams find them costly and time-consuming. And that's just for people who speak English. For growing companies, supporting employees who speak a half dozen languages really is a make-or-break moment. Providing resources and experiences in your employees' native languages sends a clear message that every one of them matters.That's why we built multilingual support into our platform. As we add new features and improve our machine learning models, every employee around the globe will continue to get the same instant, high-quality support. Today, our customers can offer AIpo wered support to employees in multiple languages without hiring additional help desk agents or AI experts. And for employees, there's no learning curve or configuration required. Getting help at work should be as easy as holding a conversation. We're proud to say that with our platform, that's now possible for every employee, no matter what language they use.Contact Moveworks to demo and deploy our AI chatbot in your Teams environment.

Discover how AIOps transforms IT operations

from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators. Learn how AI & automation can immediately provide ROI and elevate service experience at scale for federal and state government and the public sector as a whole.

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report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Bhavin Shah, CEO and FounderTwenty years ago, Google redefined for the world what it meant to be a great workplace. It set the standard — from better parental leave policies and mental health benefits to bean bag chairs and on-demand massages — and turned its corporate office block into a luxurious park-like campus. Google practically wrote the playbook on employee experience, recognizing that to build one of the world's best companies, they needed to attract, retain, and empower the world's best talent.Over time, other companies caught on. They launched meal services, fitness stipends, unlimited vacation, sabbaticals, and other innovative programs to keep up. Chances are, your company followed suit, maybe kicking off a mentorship program or even buying a ping pong table.But when Covid hit, we all faced a pivotal moment. Companies scrambled to provide their teams

with fast VPNs, stipends to set up a home office, and more time off to manage stress during these difficult times.And despite all of this — despite two decades of improvements to the modern workplace — these perks didn't prevent today's Great Resignation. Why? Because when half your team is in the room with you and the other half is in their home offices, work takes on a new form. We need to redefine what it means to be a great workplace, again. With some companies permanently remote, others with new satellite offices, and many embracing hybrid work, our conception of the perfect workplace must change to reflect our new future. Less than a decade ago, your beautiful office headquarters (HQ) was king.The world was different then. Enterprise chat platforms were just getting started. The only real game in town was Slack. Microsoft Teams hadn't yet launched. Artificial intelligence and machine learning lived in largely inaccessible PhD papers. And while the number of cloud-based applications was expanding exponentially, the market was nowhere near as diverse and complex as it is today. Change was coming, but it didn't really matter much because there was always the office. It was so easy to tap a coworker on the shoulder for help or spontaneously brainstorm ideas over lunch.But put yourself in your employees' shoes today. Working in 2022 is incredibly difficult. People are all over the place. There are so many systems and devices you need to do your job. And companies are not investing in their digital world in the same way they invested in their offices. In short, most companies are still focused on improving their physical HQ, when it's really the digital workplace that needs an upgrade. We're used to getting what we want as soon as we want it outside of work, and the office simply can't keep up.As consumers, we have borderline magical experiences every day. Yelp can recommend your new favorite Indian restaurant right down the block, while Amazon helps you find the perfect pair of shoes with a single search. But at work, enrolling in a healthcare plan takes hours and hours, and getting a new laptop requires three different people to sign off.No single initiative will help you hire the best people and keep them laser-focused on career-defining projects. And no amount of creature comforts matters when it takes days to fix a problem and your workforce's drowning in red

 tape. You need a mindset that matches our hybrid world.Today, more than ever, keeping your workforce engaged is a big challenge with even bigger stakes. Over six million people have quit since the beginning of 2022 in the US alone. It's not because they lost access to the ping pong table; it's because they're burned out and disengaged.There's a heck of a lot behind these problems: work culture, management behavior, compensation. They're all hard problems to solve. But as a leader in IT, HR, or other functions focused on employee life, your span of control has certain advantages. While you might not have the authority to raise everyone's salary, you can directly reduce your employees' frustration and improve satisfaction by investing in your digital HQ. Think about it this way. Offices aren't going anywhere. But the effort we used to put into our physical infrastructure should instead be invested in the digital HQ and the tools that help us be productive.There's been tons of innovation in recent years, but employees aren't reaping the benefit — yet. Here're a few places to start. I know, you know, and your employees know what's burning people out. It isn't working on an exciting new product or fighting for a deal. It's the little things. It's spending two days waiting for access to a Figma board so you can collaborate on a design. It's constantly dealing with a spotty WiFi connection. And it's not knowing when a $2,000 expense will be reimbursed so you can pay your credit card bill on time. We've all been there, practically banging our heads against the wall, waiting days for a solution.What we want instead is a digital HQ that's even better than the office. But to do that, we need to start with a strong foundation. Which is going to be a challenge, because the digital HQ of today is in a bad spot. Let's start with something beyond basic: support. Most employee requests are relatively routine — unlocking accounts, provisioning software, locating health benefits — but still, they take an average of three days to resolve. Three days might as well be three years. Consumer companies have set the bar high. The speed of consumer tech throws the slowness of our workday into sharp relief. The best talent goes where they know help is at their fingertips, not sitting in a queue. Employees can now work from anywhere. It's an amazing opportunity for businesses worldwide to find and recruit top talent. But it opens the door to a heap of challenges. Imagine troubleshooting your Zoom connection at your company's main headquarters. It's probably not that difficult. You can walk over to IT and ask for help. Now, imagine troubleshooting your Zoom connection when you're 8,000 miles away. It might be 7 a.m. where you are, but it's past business hours for the US-based IT team. There might be a helpful knowledge base article, but it's not in your language. You're stuck.It's of the utmost importance to give your workforce the same experience no matter where they are — and it's tough. But if you don't think inconsistency is a problem,

understand this: the people furthest from your HQ will be the first to exit your company. It's easy to leave for greener pastures when getting the software you need to work is hard work itself. The last and perhaps biggest stumbling block is enabling self-service. It's just not scalable if every time someone needs help, they have to talk to a person. Companies 100% realize this, and they try to rectify the situation with chatbots. Now, chatbots don't exactly have a great reputation. In fact, they can be a nightmare. Companies deploy them, and employees ignore them, because chatbots don't understand whatever the employee is going on about. Every interaction leaves people feeling frustrated and willing to do just about anything to talk to a live person.I've watched this cycle for years now, and I've seen companies adopt a new chatbot toolkit every couple of years, starting again from scratch. That kind of turnover should be a wake-up call; this approach isn't working. You need a solution that looks simple on the outside, but under the surface is incredibly sophisticated.The thing is, we're primed for transformation. The landscape is totally different from a decade ago. It isn't 2016 anymore. Today, hundreds of millions of people spend their days on Microsoft Teams and Slack. We're seeing an AI renaissance, with sophisticated new models that have figured out linguistic patterns. And more teams

working asynchronously, meaning that digital hubs are on the cusp of getting the investment they deserve. It's time to take the future into our hands and take concrete steps to build better workplaces. For six years now, I've worked directly with top executives at DocuSign, Hearst, Palo Alto Networks, and others to not just help them fix what's broken, but also to help them find new ways to inspire their people again.I found that the future of work isn't more perks. It's AI.It's not the surface-level perks that keep people coming to work every day; it's the fact that they're inspired to do meaningful work. You need something substantial to simplify the complex work lives that your people have. You need a digital HQ that frees people to do their best work in the same way old offices did, and the only way to build that kind of digital HQ is with AI.Here at Moveworks, we want to do more than fix everyday problems. We want to help our customers create a magical experience for their employees. This is the idea that's motivated us to create a new kind of employee experience platform. We started by thinking, What are the hallmarks of an incredible digital experience? What's going to attract, retain, and empower employees in the same way that Google did, decades ago?To deliver on this promise of a workplace that puts employee experience first, it's going to take AI. When it comes to AI, there's a big difference between some basic automation cooked up by a couple of engineers and genuinely intelligent models capable of conversation. Real-deal AI — AI built over the course of years by a team of engineers — understands exactly what someone is asking for, even if they don't know what they're asking for. It treats every question as complex words and phrases with different context and intent, not just as clusters of keywords. And because of all this effort, this AI can make sense of incredibly ambiguous issues: My screen turned blue. I think I need the link to the security training. ¿Cómo configuro mi 401k? Happy employees are focused on meaningful work — not trying to explain their problems to a chatbot for the hundredth time. Some dinky chatbot dialog flow isn't the solution. Automation isn't enough. Helping people requires a deep understanding of conversation. And that's possible with a sophisticated AI platform. Flexibility and adaptability are essential to an effective digital HQ. People within the same company often have wildly different work preferences. When new resources, better answers, and updated platforms are added every day, a pre-scripted conversation won't have the flexibility to keep up.A probabilistic system, on the other hand, looks at every possible path forward at each turn of the conversation — serving up a form to get a new laptop, sending a troubleshooting article, or creating a ticket. For support teams, it's a massive burden to craft a personalized answer, every time an employee has a question. AI, meanwhile, can consider an infinity of factors in its response: the employee's location, department, seniority, preferred language, and security permissions. It then decides the best answer for this specific user in a tenth of a millisecond. Answers live deep inside hundreds of different company resources and systems: ITSM and HRIS portals, knowledge bases, etc. Employees shouldn't waste important time sifting through all these documents to get help.You need AI capable of automatically ingesting, standardizing, scanning, annotating, and conversationalizing every knowledge article, form, FAQ, user record, and more into simple, annotated snippets. You need technology that can understand rules and entitlements, which ensure the right information is served every time. Getting help shouldn't just be fast; it should be easy. A good employee experience depends on your employees knowing what's going on. But many organizations still use conventional communications strategies that are noisy, impersonal, and fundamentally not interactive. These traditional approaches only get about

10% engagement, leaving the other 90% of the workforce out of the loop. With AI, you can target a specific audience, sending the right information to the right place at the right time. Employees can even get follow-up questions answered directly in the chat platform where they're already working. People don't forget to update Chrome, overlook the benefits enrollment period, or even miss company Happy

 Hours when their digital world is seamlessly integrated. You can't build a better employee experience without feedback. When you know that resetting a password or finding a particular conference room is a common pain point, you can build resources to prevent people from getting locked out or lost. But it's not just about how to respond when things go wrong. Sitting down every two weeks to discuss improvements won't create the experience your employees expect. You need an AI system that automatically and intelligently incorporates feedback, allowing it to continuously improve over time.With AI, it is possible to create an employee experience that's resilient to change. AI isn't just about automating onboarding tasks or expediting approvals. It's also about helping your teams make thousands of tiny improvements in real time, transforming everyday frustrations into nonevents with every update.We've done all of the above at Moveworks — and at hundreds of companies around the world. The result is something far more transformational than a chatbot. We built something that's never been built before — an employee experience built to last. Our current way of working isn't working. But we have the technology and knowledge to make it better — to create an employee experience that's almost magical.We're taking employee experience out of the office and into the digital world, working backward from the experience we want and building the technology we need to get there. As we witness millions of employees using Moveworks every day, all over the world, we see something that we can only describe as Worktopia. It's a place where everyone focuses on the work that matters.We can build a workplace where employees don't wait for help, where everyone's engaged, where the experience keeps improving, and — most importantly — where people are put first no matter where they work or the language they speak. It's possible. I've seen it happen at companies from Autodesk to Wellstar. They've pioneered Worktopia, and we're beyond proud to have even more join us on this journey in the months and years to come.We're not here to solve a small set of problems; we're here to transform the world of work as we know it. All of us, from Engineering to Marketing to People Ops, joined Moveworks because we share this same vision. A vision where AI has a decisive role in building the best workplaces on the planet.Discover Worktopia.
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Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Vaibhav Nivargi, CTOAt Moveworks, our customers' needs always come first. Recognizing the growing demands for data privacy and residency, especially in light of the evolving regulatory landscape, we are excited to announce the launch of our first regional data centers in the European Union (EU) and Canada. Data privacy is a crucial concern for businesses in today's global

marketplace. By launching regional data centers in the EU and Canada, we can now offer our European

and Canadian customers peace of mind when it comes to implementing conversational AI, powered by the world's most advanced LLMs, safe in the knowledge that they have control over their data.Besides aligning with the shifting regulatory climate, our EU and Canadian data centers also adhere to various data residency requirements across the regions. This global-first approach grants our customers greater flexibility, customization, and control over their data, ensuring our services meet their unique needs. The launch of our new EU and Canadian data centers is a clear indication of Moveworks' growth and commitment to serving our customers on a global scale. As we progress, our focus remains on delivering the best possible solutions, enabling users to have increased ownership of their data.Our new data centers reflect our continued efforts to enhance our services, catering to the diverse demands of businesses worldwide and providing a foundation for exciting developments that are yet to come. With ongoing efforts to enhance data privacy and residency, Moveworks remains your trusted partner.Read more about security at Moveworks.

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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Last updated April 2023Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal MOUNTAIN VIEW, Calif.--Moveworks today announced that Jamf (NASDAQ: JAMF), the standard in Apple Enterprise Management, will roll out Moveworks' conversational AI platform to support its hybrid workforce. The platform will offer Jamf employees 24/7 autonomous support for all IT-related issues — regardless of their location, role, and language preference. Moveworks will enable Jamf to scale a world-class hybrid work support model that's efficient, cost-effective, and personalized to each employee.A recent report found that 63% of high-growth companies have already adopted a hybrid work model. But despite providing incredible flexibility for employees, hybrid models have created deep complexity for IT teams, and frustrating roadblocks for employees as a result. That's why Jamf chose to roll out Moveworks: To ensure its employees get the highest quality support possible — no matter where they're working from — in an efficient and cost effective way. In doing so, Jamf is demonstrating what best-in-class employee support looks like in today's modern, hybrid workforce."Our customers count on us to help deliver a seamless technology experience to their employees," said Linh Lam, CIO at Jamf. "In order to do that, we have to constantly refine our own approach to technology and the way we

support our employees. Moveworks is an exciting technology for that reason — it's helping us deliver an employee support experience that's simple, secure, and innovative."With 100% of Fortune 500 companies now using Apple products to power their business, Jamf has seen explosive growth in both

the number of customers and employees it supports. But onboarding in a hybrid workplace means employees have to navigate technical challenges both in the office and at home. Jamf quickly realized that in order for IT to efficiently keep up with growing demand, it needed the help of AI. That's where Moveworks comes in. When a Jamf employee experiences an IT issue, they simply message the Moveworks bot within Slack, and the issue is either automatically resolved within seconds or it's routed to the appropriate contact for accelerated support."It's become impossible for IT teams to keep up with the demand of the hybrid workforce," said Bhavin Shah, CEO of Moveworks. "AI is the only way to scale IT in a way that offers hybrid employees the fast, personalized support they need to be productive. Jamf recognizes this reality and is taking the initiative to build the support experience that will become table stakes for businesses now and in the future."To schedule a demo of Moveworks, visit: https://www.moveworks.com/request-demoMedia Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Tomasz Jurczyk, Tech LeadAhmed Al-Bahar, Head of ProductThe HR team now has a massive scope of responsibility. Deeply embedded in almost every aspect of the employee experience, from performance reviews to benefits to PTO requests, HR teams are flooded with questions and requests for help. That's why — more than ever — HR needs a new approach to support. Other employee support departments have addressed their expanding roles by enabling employees to self-service routine support issues. Take IT. For years, tech support has consumed a significant proportion of IT's time and resources, leading many to implement rigorous tracking systems and create libraries of content to help employees help themselves. Similar to IT, HR teams create enormous amounts of knowledge. But the real challenge is that HR answers are often complex and unique to each employee. So to get to a point where employees can answer their own HR questions — known as Tier 0 support — HR teams need to connect the dots between employees and content. Here at Moveworks, we asked ourselves: What insights can we gather on service delivery to help HR teams move closer to Tier 0? With this goal in mind, we analyzed thousands of real-world HR requests from several global companies to generate three key insights: The right answer already existsFortunately, HR already has answers to most employee questions. They've recorded tons of information on thousands of pages of knowledge articles and FAQs. When it comes to knowledge creation, HR has literally written the book — the employee handbook, that is. In fact, when we first started to look into this challenge of HR service delivery, we found that the companies we analyzed had tons of HR knowledge. HR creates more content than all the other employee support departments combined. The problem is that employees aren't using that knowledge. Take a 100-page employee handbook. Most employees won't even scroll through it. And even if they read it, whenever HR updates the handbook, that information becomes stale and out-of-date. So what do employees do instead? They do what's easy: email HR directly, flooding the team's inboxes with dozens of support requests.Clearly, there's a massive disconnect between the knowledge HR spends so much time and effort curating and the employees who need answers. Figure 1: HR is responsible for creating and maintaining the majority

 of enterprise knowledge. HR creates so much content because, more often than not, simple questions have complicated answers. In some ways, automatically solving an IT issue is easier than doing the same for HR. A computer is a computer. The computer doesn't change if an employee moves to a different country or switches to a different department. HR issues are fundamentally personal and inextricably linked to each employee's unique location, department, and role. And that means that HR has to write dozens of versions of the same information, accounting for every different employee characteristic.To bring this point home, at least half of HR knowledge — sometimes as much as 70% — is tied to location, while basically less than one percent of IT knowledge is geo-specific.Clearly, with all of this knowledge floating around, finding the answer to a seemingly simple question can become frustrating and timeconsuming for everyone involved. Think about a typical HR question: What are my benefits? Employees rarely include every little bit of context needed for HR to give them the right answer. Point of fact, in our analysis, only 15% of employees specified their location when asking HR a question. So, HR professionals

must manually dig through various siloed backend systems to address each new issue.This need for personalization makes Tier 0 support difficult but not impossible. With layers of AI and machine learning, our solution can look at an employee within the context of their location or role. To sum up: HR teams build tons of content, but it's inaccessible. Either it's hidden away in some siloed, backend system, or it's so specific to employees' locations or roles that finding the right answer is practically impossible without help.Given this complexity, Tier 0 support is only possible with machine learning. Recent advances in the machine learning field of natural language understanding allow automated systems to break down HR questions, analyzing each one in the context of past conversations and who the employee is. Behind the scenes, we also need machine learning to leverage the resources that the HR team has painstakingly created — deconstructing every document, FAQ, and form into bite-sized information snippets. Figure 3: With Moveworks, employees get the support they need in seconds, no matter where they are.With a manual approach, it could take days of back-and-forth between an employee and the HR team to answer a single question. With machine learning, however, that information is surfaced in seconds. Employees get what they need, and the HR team isn't wasting time writing content that no one ever sees. What we've learned in our analysis of HR requests is that enabling self-service is a nontrivial challenge. But we also see a massive opportunity for machine learning to transform how HR teams deliver support. Large companies deal with thousands of HR requests each month, and the majority of these requests can be answered with the knowledge that HR has already created. Using machine learning to surface such knowledge means employees get support in seconds — while HR has more time to help those employees thrive.Contact us to learn how you can use Moveworks to automate HR support.

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representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal 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.Download the datasheetFor 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.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.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.The dashboards provide a comprehensive performance analysis of individual Moveworks skills and shed light on the most requested knowledge articles.Forrester names Moveworks a leader in

Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Moveworks is the AI platform that powers the world's best places to work — but there's nothing quite like working here. As the experts on employee experience, we provide you with cutting-edge technology, total ownership of your role, and unbelievable benefits, so you can create your legacy. Our award-winning culture gives you the trust and resources to truly work magic with us.Here, you'll become a leader faster than anywhere else, supported by world-class training. You'll see the direct impact of your work on millions of people, at companies like DocuSign, Hearst, and Broadcom. And above all, you'll have everything you need to do the best work of your career.About Us
At Moveworks, our engineers are inventors. We get to decide
what the new workplace looks like.
Our Sales Team helps the world's biggest brands get value
from AI — with a process proven to win massive deals.
Every day, our Customer Success Team
creates moments of magic for thousands of employees around the world. Moveworks named the number one workplace in the Bay Area!*Benefits listed are for US based employees. Packages across our other global locations are similarly competitive. Moveworks does not accept agency resumes. Please do not forward resumes to our careers email or to Moveworks employees. Moveworks is not responsible for any fees or overhead related to unsolicited resumes.All qualified applicants will receive consideration for employment without regard to race, sex, color, religion, sexual orientation, gender identity, national origin, protected veteran status, or on the basis of disability.Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal The Moveworks TeamIf you're not considering AI as part of your strategy to reduce IT costs, you're leaving your money on the

 table. Hear me out:There's no question we're operating in an uncertain environment. We're wracked by inflation, key talent shortages, and pressure to cut costs across the board.It's no surprise then that service desks everywhere are under immense pressure to slash budgets, boost productivity, and ensure maximum efficiency — all while continuing to meet ever-increasing employee experience expectations. Even in this environment, digital transformation can become an expensive line item to justify. But that's where AI comes in. Adding AI to your IT cost reduction strategy can help your service desk thrive in today's economy, unlocking new opportunities for growth and success while also driving an efficient, cost-effective support organization. You're overspending on labor costs for repetitive and routine tasks that can be automated. One of the most significant benefits of using AI is its ability to automate many time-consuming, routine, and tedious tasks. By taking care of everything from password resets to approvals to software provisioning with AI, you'll free up employees to focus on more strategic work. In this instance, AI not only improves productivity and offers agents the opportunity to gain higher-value skills but also reduces overall IT spend by reducing the number of tickets that agents are working on. Businesses are wasting money and talent on low-benefit, low-impact tech issues that AI can take care of. This way AI frees up your team's time to focus on revenue-generating, meaningful tasks and providing employees with the best possible service — not busy work. Figure 1: With AI, IT support issues, like account unlocks or software provisioning, won't slow your team down. Avoid costly disruptions from predictable IT issues with AI.By analyzing large amounts of data, AI can monitor your IT systems for unusual patterns and trends that would be difficult for human agents to spot. This approach can help you better understand what is slowing employees down — such as a service outage or software failure — as well as what other important factors are impacting the bottom line.Identifying potential problems before they occur allows businesses to improve the reliability and stability of their support operations by avoiding or mitigating tickets rather than reacting to them after the fact.Figure 2: With AI, IT support issues, like account unlocks or software provisioning, won't slow your team down. Identifying service

gaps saves money by reducing the time and resources required to provide support.AI is perfect for analyzing vast amounts of company data and finding areas where support may be lacking. For example, AI can analyze the types of support requests that employees make, the length of time it takes to resolve those requests, and what resources exist to help that employee to figure out areas where support may be inadequate or inefficient. With knowledge of where they're falling short, organizations can take steps to address gaps by creating new resources or investing in new tools. With these insights, support teams can work to improve the overall quality of support and reduce the number of customer complaints or issues, ultimately reducing the time and resources required to provide support.Figure 3: AI can filter issues intelligently, revealing the real story behind your support tickets. By connecting backend support systems, AI speeds up personalized support. Even the most capable IT team can find it difficult to surface the best IT answer in seconds. It takes time and effort to sift through dozens of disconnected backend systems and pull a solution tailored to the employee's location, permissions, and language.When AI has access to your knowledge bases, ITSM, HRIS, and support systems, tickets can be solved in seconds. Integrating with ServiceNow, Zendesk, Okta, Workday, Duo, Slack, and more — AI can point users to troubleshoot their own solutions by surfacing personalized information snippets. This reduces the need for labor-intensive manual work and allows for more efficient and accurate data processing.AI can help support teams to better meet the needs of their employees — without sacrificing efficiency. By analyzing data and preferences, AI can surface solutions and services tailored to each employee — without wasting time and energy.Figure 4: AI can pull information from any backend support system, from IT to HR to finance to facilities. Staffing agents around the clock costs extra. And it

takes even more time and effort to ensure that the right experts are available across time zones.AI delivers instant support 24/7, so you aren't missing out on opportunities to maximize your people's potential. When AI provides support around the clock, employees can get help whenever they need it, rather than waiting for support staff to be available during business hours. By resetting passwords or troubleshooting basic technical issues, AI helps to improve the overall customer experience and reduce the time and effort required to resolve support issues. AI's ability to work 24/7 can help IT support teams provide better employee support while improving their efficiency and effectiveness. Time is money, after all!Figure 5: AI works 24/7. If an employee is locked out of their account, they won't have to wait hours to get help. Don't pay extra for multilingual support.Supporting employees who speak other languages can be expensive because it may be necessary to hire additional support staff who are fluent in a variety of languages. The alternative is to deploy a conventional support chatbot. But this would require your team to identify every way an employee could ask for help, train — and re-train — a generalized translation model, manually script out dozens of conversations, and then translate every resource in your knowledge base. The usual multilingual support methods are not scalable. AI is. In fact, with AI, it's possible to deliver near-native employee service in dozens of languages out of the box so that companies with operations in Asia, South America, and Oceania, can meet employees on their terms in a cost-effective way that doesn't also discount experience.Separately, AI is capable of translating information from your backend systems and ticket comments between the agents' and users' native languages in real time. Not manually translating thousands of knowledge articles or waiting for ticket comments to be translated can result in millions of cost and time savings. Figure 6: AI can surface the most relevant answer to each employee in their language of choice. Every back-and-forth between an employee and the IT team adds a 1.75-day delay. AI can manage the back and forth, saving IT time and money.In this economy, fast resolution of tech issues is more important than ever. While conversational AI can instantly resolve many routine tech issues without the help desk, what about the more complex, high-touch requests that can take weeks to resolve?Even when it can't solve an issue outright, AI can accelerate resolution by prompting employees to provide additional info as requested by the IT team, updating employees on their tickets' status, and nudging both IT teams and employees to take action on stalled tickets. From a financial perspective, of course, IT organizations that don't eliminate friction with AI are leaving money on the table. But beyond the bottom line, AI empowers IT teams to support employees at the speed of modern business.Figure 7: AI can handle the back-and-forth communication with employees to add comments, nudge agents, check status, and cancel requests, so your help desk doesn't have to. Every support ticket that AI routes is time and money saved for the

service desk. Triage is the process of sorting support tickets into different priority levels based on their severity and urgency. This is typically done by support agents who review each ticket and determine how quickly it needs to be resolved. While triaging support tickets can help improve the support team's overall efficiency, it can also be time-consuming and costly. Because it requires support staff to spend time reviewing and prioritizing each ticket, triage often takes them away from other tasks they could be working on. AI can triage IT tickets more efficiently than a person because it can process and analyze large amounts of data quickly and accurately. For example, AI can analyze the content of each support ticket, as well as information about the employee who submitted it, to determine the priority level and the appropriate course of action. No more waiting days for help!Figure 8: Many companies have hundreds or even thousands of assignment groups, meaning that service desk agents struggle to determine where to route issues. AI understands and routes requests to the right group. You're spending too much time and money on tasks across your support organization that could be

 automated.AI is a versatile technology that can help employees with any question, not just IT questions. With AI, setting up PTO can be as easy as getting approved software access. Instead of filing an IT ticket or emailing the HR team, employees can simply describe any issue, just as they would to a professional, and let the AI determine and then deliver the right resource to resolve the request.The cost savings of bringing together all support under one AI umbrella can be huge. AI can automate tedious, repetitive, and routine tasks that consume a lot of time, allowing employees to focus on more strategic and productive work. This not only improves productivity and allows employees to acquire higher-value skills but also reduces overall support costs. AI can help every support team avoid low-value tasks and provide better service to your employees and customers.Figure 9: HR can create a wonderfully positive work environment — but only if they're not constantly dealing with time-consuming, routine issues. AI can step in, answering questions in seconds and sending info proactively. The best thing about AI? Its value increases over time.Because AI systems can learn and adapt as they are used, they can become more effective and efficient. Weeks, months, and years after deploying an AI solution, it can perform new tasks and provide new capabilities because it constantly learns from your environment. When you add a new tool to your tech stack or update a knowledge base article, AI incorporates that information, surfacing it without effort from the IT team.Organizations that invest in AI can expect to see an increase in the value of their investment over time, resulting in reduced costs and increased efficiency, which can also increase the organization's value.Figure 10: While every company is unquestionably unique, many use the same IT to conduct business. Thanks to Collective Learning, AI can grow as you grow, constantly adjusting as new needs arise and teams evolve. These are exciting times for support teams everywhere. If you want to stay ahead of the curve, AI opens the door to massive gains.Of course, implementing AI can be a complex and challenging process, and it's essential for businesses to carefully consider their goals and priorities before embarking on an AI project. But the potential rewards of using AI are clear: improved efficiency, productivity, and decision-making, as well as new opportunities for growth and success.If you're not using AI, you're wasting money on manual, time-consuming tasks. AI can automate these processes, freeing your staff to focus on more complex and value-added projects. Let your agents handle the hard problems. AI can handle the rest. They shouldn't waste their time on L0, L1 asks or jumping over stumbling blocks like multilingual support. By incorporating AI into your operations, you can give your business the competitive edge — and budget — it needs to thrive in today's economy. Moveworks has been focused on building the world's leading conversational AI platform for the last six years. We're constantly innovating, plugged into the latest advances in the field, and looking for ways to improve our platform.Today, we offer what I — and our customers — truly believe to be the best conversational AI platform:No matter your industry, conversational AI from Moveworks can save your team's resources, improving every interaction throughout their journey. Don't just take our word for it — leading companies like Hearst and Palo Alto Networks have experienced incredible results with our platform. Let us show you all you can get from conversational AI in a quick demo with our team.Your budget is begging for AI. Request a demo today.

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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Varun Singh, VP of ProductIs unsupervised learning truly more powerful than supervised learning in training conversational AI?The debate on the superiority of unsupervised over supervised learning has been ongoing in the field of conversational AI. While unsupervised learning has its advantages, it's crucial to understand the role of supervision in fine-tuning and elevating conversational AI models.My aim is to provide you with: The key difference between supervised and unsupervised learning is the use of labeled datasets. Supervised learning is a machine learning technique where the model is trained using labeled datasets, meaning the data has been tagged or annotated by experts in the field. Data annotated by experts provides clear guidance for the model to follow. Once the model has learned the relationship between datasets, it can be used to more accurately predict the outcomes of new inputs.The benefit of this supervised approach is that the model can be fine-tuned to perform specific tasks in line with human expectations. That's why, at Moveworks, we leverage supervised learning to annotate datasets for our conversational AI platform; this approach allows us to provide consistently accurate answers to end users' questions. Classification algorithms aim to categorize data into specific segments, like sorting dogs and cats, or to offer two more technical examples, identifying fraudulent credit card transactions from real transactions or spam detection in email. Common classification algorithms include:Regression models predict numerical values based on data, such as predicting a stock's performance or sales revenue projections. Common regression algorithms include: The drawbacks of supervised learning are:In short, supervised learning offers more control and direction for the model, allowing for performance that is more aligned with end-user expectations. While unsupervised learning may provide insights into the underlying patterns within the data, this approach lacks expert guidance to ensure that the model's outputs align with specific goals. Unsupervised learning is a machine learning technique where the model is trained using large datasets without any human guidance. Unsupervised learning operates differently, as the model is trained on unlabeled data and is left to identify patterns and relationships within the data on its own.While this can lead to the model discovering natural distributions in the data, it also means that there is no expert guidance to align the model's performance with what the end user is looking for. This can lead to the model making inaccurate predictions that are not in line with the intended outcome, which is problematic for applications where the model's outputs have real-world implications. The drawbacks of unsupervised learning are:Let me offer an analogy. Think of conversational AI as a climbing ivy. Unsupervised learning is like leaving the ivy to grow on its own without any direction or guidance. While it may produce some interesting patterns, it lacks the precision and control that comes with supervision.On the other hand, supervised learning is like guiding the ivy along a trellis, directing its growth and ensuring it produces the desired results. When it comes to conversational AI, which approach will lead to the best outcomes for your technology infrastructure? Let's explore the benefits and drawbacks of both supervised and unsupervised learning in the field of conversational AI. Choosing the right method for you depends on the application for which you plan to leverage the output. That's also assuming you have the required resources, both tech and in-house experts, to accomplish your goal.If you need predictable outcomes for new data, you'll need to go the route of supervised learning.

This also means you need to account for all the other requirements that come with it, like, labeling and annotating your datasets, personnel expertise, and above all, time to accurately label data.If you need to detect surface-level anomalies, work through a recommendations engine, or try to create customer personas — unsupervised learning would be a better fit. That also means you need to take into account the requirements for this method, some of which are tech-focused, such as having access to a massive dataset relevant to your goal. Unlike supervised learning, where you can leverage programs like R or Python, you'll also need powerful tools to work through the large amounts of data required to produce an expected output. Even then, you'll still need to have a person to oversee the output and validate it for accuracy.To determine what kind of learning is most relevant to your specific use cases, you need to look at the application of the learning method. Let's explore a timely example: ChatGPT. ChatGPT is a great reference point for the relative merits of both supervised and unsupervised approaches. GPT-3.5, the large language model underpinning ChatGPT, uses primarily unsupervised learning. Whereas ChatGPT itself applies supervised learning to further train the base GPT model and improve its performance for certain use cases. While annotation was used during GPT's training cycle, there was no domain- or industry-specific expert input. This means that while the model has a wide breadth of knowledge, it could not accommodate more specific use cases without additional layers of models trained on more specific data on top of it. While ChatGPT is based on GPT-3.5, unlike its predecessor, ChatGPT has received additional fine-tuning using both supervised and reinforcement learning techniques, which provided the necessary direction and alignment with human expectations. This finetuning allowed ChatGPT to improve its conversational abilities and better understand the nuances of human communication — however, it is still incomplete, requiring additional training to address more specific use cases, such as solving IT issues within an organization.The incorporation of both unsupervised and supervised learning techniques in ChatGPT highlights the importance of expert input in the development of conversational AI models. While unsupervised learning can provide valuable insights into the patterns within the data, it lacks the direction necessary to ensure that the model's outputs align with the user's expectations. In contrast, the use of supervised learning provides the necessary guidance to create models that can effectively and efficiently engage in conversation with people. The combination of unsupervised learning and supervised learning with human feedback, also known as Reinforcement Learning with Human Feedback (RLHF), has been critical to ChatGPT's breakthrough performance. ChatGPT's success can be attributed to the annotators who were involved in its development. These annotators used a multi-step process to provide the necessary supervision and reinforcement to the model.First, the annotators had conversations with ChatGPT using pre-defined prompts, creating labeled data for the model to learn from. Next, the annotators evaluated ChatGPT's responses to these prompts, creating a reward model that reflected human expectations for conversational behavior. Finally, ChatGPT was able to use this reward model in real-time during conversations, adjusting its behavior based on the annotators' feedback through a process called reinforcement learning.This process of RLHF not only aligns the model's performance with human expectations but also allows for continuous improvement through feedback and iteration. The human element in AI training is essential in creating models that can effectively and efficiently engage in conversations with people. The combination of unsupervised learning and supervised learning with human feedback ensures that the model is able to understand and respond to the complexities and nuances of human communication. In the world of conversational AI, the debate between supervised and unsupervised learning has been ongoing. While unsupervised models may seem like the self-

sufficient, mature plant in the garden, the truth is that a well-tended and nurtured garden with supervised learning can yield the most beautiful and abundant blooms.The importance of supervised learning for companies like Moveworks lies in the fact that it allows us to fine-tune our language models and bring them to perform at a high level of precision.By leveraging the skill of over one hundred annotators to label training data and evaluate live performance, we can ensure that our conversational AI models are aligned with human expectations and can effectively handle complex, specific tasks — such as intent and entity mining — as well as rating the quality of answers and actions. This supervised approach allows us to continuously improve and meet the needs of our customers. The power of AI lies in the combination of unsupervised and supervised learning, where the human element adds the necessary understanding to take on more specific use cases. Without guidance and feedback from annotators, AI models may not be able to perform to their full potential. Don't be misled by false claims,

the truth is clear: supervised learning is essential in the quest for true AI excellence.Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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single employee request. By considering multiple relevant answers, a Moveworks bot confidently always has the right answer — or answers — to even the most unclear employee requests. Sometimes the bot is confident that a single answer will solve a problem completely and with 100% certainty. But frequently, questions have complex answers where more than one answer is helpful and relevant to the user. With Adaptive Response, we can surface the right information after a single user exchange, without dragging them down a pre-scripted rabbit hole. Figure 3: Many questions have more than a single relevant answer.To look at this challenge in context, Angela would have to play 20 Questions with a chatbot to get an answer to her question in Figure 3. She'd have to go back and forth, following a strict dialog flow. But with Adaptive Response, she skips that whole exchange. Based on context and past feedback, the bot infers that there are multiple correct solutions and surfaces both options. Angela is ultimately happier with this experience because she's the one driving the conversation forward. With Adaptive Response, she gets the information she needs in the form of a knowledge base article and she is directed to next steps. The bot isn't trapping her in a volley of questions; it's curating her conversation in real time.And here's the best part — whether Angela chooses the first option or the second option,

the bot uses her decision to inform future responses. With every bit of user feedback, the bot will be able to handle greater complexity, adapting to changing user preferences over time.These feedback loops become especially important because there's an ever-increasing number of ways to resolve a question. From IT and HR to finance and facilities, every employee support team dedicates a monumental amount of energy to building out vast databases of forms and knowledge articles. Moveworks makes it so employees can ask just about anything and expect an accurate response.Figure 4: Adaptive Response leverages user feedback to keep up with complex and changing environments.Since all it takes is a single overconfident and incorrect answer from a bot for an employee to tune it out completely — it's incredibly important for us to offer up the right response every time, even in the face of uncertainty.With Adaptive Response, it doesn't matter how vague a question or how multifaceted the answer. By offering up a spectrum of the most relevant solutions based on context and previous user feedback, the user has the freedom to make their own decisions. Moveworks gets people the information they need to get work done as soon as they ask. The tech behind fluidly conversational AIIf you were to walk up to a service desk agent and just say "Zoom," the agent would probably have no idea what you're talking about. And yet, this is how people use bots all the time. Employees will type in a single word or a random bunch of fragmented phrases. Or they'll ask multiple questions in the same sentence. A Moveworks chatbot can resolve just about any question an employee sends its way. It can provision software, pass along policy updates, take action on existing tickets, update permissions, request or troubleshoot hardware, look up people or places, surface knowledge base articles… The list goes on. The challenge is knowing — from all these options — what will best resolve an issue. To find out how Adaptive Response sifts through all these possible solutions, we had to work backward. Since our goal is to give employees the best support experience, getting them what they need in as few conversational turns as possible is key. We want to make it so easy for users to get help that they never have to bother a busy support team with questions. That's why we focused on building something that could deal with vague or complex questions and give the best possible solution right away.Figure 5: Answering even the most ambiguous, one-word questions is possible with Adaptive Response.To address both of these challenges, we created a sophisticated approach powered by machine learning.First, the bot deeply analyzes the user's question to understand exactly what they are asking for. With that understanding of the user's intent, the bot reviews at every possible response in an instant, weeding out answers that it's confident are irrelevant or not of use. Then, the bot explores all

the remaining potential solutions, applying advanced models to determine which are the most relevant to the user given the available context. Finally, the bot decides how to best resolve the situation, offering up a made-to-order solution. Sometimes that solution is a single answer, and sometimes it's a map paired with a policy update. The result of all this backend effort is that instead of sending Lewis down a series of separate dialog flows, the bot identifies the best option — or options — from the available spectrum of resources, optimizing it to his specific context. Lewis gets what he needs with negligible effort. All he had to do was type "Airtable."With a conversational system that can fluidly respond to the user not through rules but probabilistically and in context, even the most complex or ambiguous question takes seconds to answer. The key to conversation is constant improvementWhen you set out on a long trip, there are many unknowns. Even if you have a map of everything along the way — roads, hotels, roadside attractions — conditions change daily, and that means your static map becomes less efficient over time. What you need instead is a map that's always improving, a map with algorithms that check and recheck conditions, alerting you to traffic and other hold-ups. This kind of map helps you choose your route wisely and avoid any backtracking or delays. A fixed approach to conversation is going to stagnate in the same way as a paper map. As Moveworks moves to support new enterprise environments, new employee experience departments, new regions, new industries, and even new languages, we must be hyper-aware of our ability to get employees the information they need regardless of uncertain conditions. That's why we built Adaptive Response. A fully informed, flexible bot will make the best decisions in every single user interaction. Feedback loops constantly tune our models, so the most relevant information is pushed to the top of the list. Every employee response — negative or positive — is helpful, opening the door to future improvements.To deliver the best experience to each employee, you need a bot that's flexible and gets better over time, instead of one that gets progressively worse. And with Adaptive Response, that's what you get. A chatbot that's smart enough to never get in the way of your conversation.See what Moveworks can do for you. Request a demo.

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Broadcom is resolving 57%+ of IT issues while seeing a 40% reduction in incidents with MoveworksChatGPT's captured our imagination. Moveworks' VP of Machine Learning shares his thoughts.Learn how enterprise IT leaders can get the most out of generative AI and large language models (LLMs).Here are the most important AI terms to know in 2023 and what they mean.Learn how Moveworks eliminates 75% of your help desk's workload using large language models (LLMs) and generative AI, like GPT-3.

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The global shift to work-from-anywhere brings new challenges for IT teams. Your employees are more dependent on technology than ever before, but delivering high-quality support just got a whole lot harder.Download our guide for the 5 essential chatbot capabilities you'll need to support your remote employees and get answers to these questions:Get our guide today and learn how you can automate work-from-home IT support to alleviate IT workloads and ensure business continuity.Success! We have received your

request, and a representative from Moveworks will reach out shortly to get you started with Employee Experience Insights.By submitting, you agree to our Privacy Policy.PlatformSolutionsResourcesCompanyGuidesForrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Bhavin Shah, CEO and FounderInnovation in machine learning related to human language is rapidly accelerating. GPT-3 and other generative AI models have opened a wide range of opportunities, and ChatGPT has made interacting with these technologies highly accessible. For businesses, this means assessing the potential impact on their products, workforce, and overall operations as certain aspects of their business may be disrupted. Every company must consider the implications and how to adopt or adapt to this technology.I recently sat down with HMG Spotlight's Hunter Muller to share my perspective on how ChatGPT will accelerate innovation and spur efficiencies across the modern enterprise. In my mind, new AI technologies, such as generative AI, are becoming crucial for organizations looking to cut costs and boost productivity. Generative AI offers a range of use cases for productivity gains and new revenue opportunities, from instant code fixes to personalized customer offers and even support for employee self-service HR and IT. ChatGPT is showing us a new kind of automation and synthesis that is now available, and understanding what that means for businesses and how to support teams will be a focus in the first half of 2023.Get a deeper understanding of my perspective by watching the video below:Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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Integration of leading AI

 and Natural Language Understanding platform with Microsoft Teams turns chat and collaboration platform into an autonomous IT support channelMOUNTAIN VIEW, Calif., March 31, 2021 /PRNewswire/ -- Moveworks, the AI company that delivers instant help at work, today announced the next evolution of its platform, which now supports departments across the enterprise. With this major expansion, Moveworks resolves employees' requests no matter what they need, from IT support to HR answers to policy information.As of this release, employees can describe all support requests to the Moveworks bot, available in business collaboration tools like Microsoft Teams and Slack. The Moveworks Intelligence Engine™ uses natural language understanding (NLU) to interpret each issue—then provides the right resolution by integrating with other enterprise software. Already, companies such as Palo Alto Networks, AppDynamics, and Nutanix are automating support across multiple departments with the Moveworks Employee Service Platform™.Everything we do at Moveworks is inspired by a simple idea: it shouldn't take days to get help at work, said CEO Bhavin Shah. But to make that idea a reality, we've had to build one of the most complex machine learning systems in the history of the enterprise. Today, after half a decade, Moveworks is the first AI platform that delivers instant help to all lines of business.Founded in 2016, Moveworks has specialized in resolving IT support issues, handling more than 40 percent of IT issues without any manual intervention for many customers. Yet other lines of business, including HR and Finance, face the same fundamental challenge as the IT department: an endless barrage of requests from employees that sideline higher priorities. Moveworks has therefore expanded to these additional departments, enabled by machine learning breakthroughs in understanding language.It's really the small moments that create your company culture, said Elizabeth Wheeler, Senior Manager of Benefits & HR Connect at Palo Alto Networks. With Moveworks, we've made those millions of small moments effortless—by giving our employees what they need, when they need it. The result is that my team can focus on the big projects that move our business forward.A Single Platform for Employee ServiceA one-stop shop for every kind of support issue, the Employee Service Platform is the most significant product release in the history of Moveworks.The platform retains Moveworks' core IT use cases, including unlocking accounts, provisioning software, ordering devices, editing email groups, troubleshooting errors, and more. And now, it also contains Moveworks' new modules for HR, Finance, Facilities, and Employee Communications. Between surfacing relevant forms, pulling answers from disparate knowledge bases, and routing complex requests to the right subject-matter expert, the platform resolves issues concerning all lines of business.Our goal with Moveworks was to make the entry point for support a natural conversation, said Saran Mandair, Vice President of Global IT at DocuSign. The results have been extremely positive. Our employees are now going to the Moveworks bot to get help in real time.The most common type of employee service issue is an information-seeking question. Under the hood, the Intelligence Engine combines domain recognition, semantic search, and deep integrations to address such questions with answers from every department's knowledge base. Employees no longer need to comb through multiple knowledge bases themselves, since Moveworks searches the entire enterprise for answers in seconds.As a fast-growing company, we need to add new employees, without increasing our operating costs at the same pace, said Ravindra Sunku, Senior Director of IT at Stitch Fix. Moveworks' AI platform has allowed us to keep our support costs stable, even as we doubled in size to more than 10,000 employees worldwide.Moveworks goes beyond linking to enterprise resources like articles and forms. Instead, the Intelligence Engine transforms these resources

to display only the important information, in a conversational format, directly inside the collaboration tool. Users can, for instance, fill out an IT form without leaving the Moveworks interface in Microsoft Teams, or receive just the pertinent paragraph of an HR policy after asking Moveworks a question in

 Slack.According to Forrester, a leading research and advisory company: Firms have many systems of record for functional domains such as HR and facilities but struggle to provide timely access to these domains' services. Too often, the default for fielding requests for services is still 'send an email to a shared inbox' ... Employees expect fast, consumer-grade access to the services and information they need to get their jobs done.1Interactive Employee CommunicationsAs part of the expanded platform, Moveworks also released a new Employee Communications module, which enables company leaders to send personalized, actionable, and interactive messages via the Moveworks bot.To revolutionize employee service, resolving support issues is only half the battle. The other half requires preventing issues, before they arise, with effective communication. From policy changes to system outages to software migrations, messages sent through Moveworks achieve dramatically higher engagement than mass emails, since they replace such emails with two-way conversations. The Intelligence Engine ingests each customer's knowledge articles and documents several times per day, enabling the Moveworks bot to answer follow-up questions about these messages automatically.Most company comms today are sent in emails, said Amith Nair, CIO at Vituity. Guess what: no one reads emails! That's why we're shifting most of our comms strategy to using Moveworks over chat. It's about making sure our messages go to the right people on the right platform, so they actually get read.The Moveworks Intelligence EnginePowering the platform is the Moveworks Intelligence Engine, which received a comprehensive update to handle the diversity of HR, Finance, and Facilities issues. Unlike other platforms, Moveworks does not compel customers to fine-tune machine learning models, script out conversations, or program fixed workflows on their own. Rather, the Intelligence Engine automates employee service end-to-end, from the initial request to the final resolution.All five components of the Intelligence Engine are now purpose-built to address any support issue. When an employee engages with Moveworks, Language Core™ understands the issues using advanced NLU, while Dynamic Flow™ handles the unpredictable conversation by generating responses in real time. Action Bid™ then chooses the best way to resolve the issue with probabilistic machine learning, triggering Semantic Match™ to find the most relevant resource inside the Enterprise Cache™, which contains all resources across the enterprise in a format optimized for chat. Together, they allow Moveworks to deliver instant help across all lines of business.The Moveworks Intelligence Engine relies on machine learning techniques that didn't exist just twelve months ago, said CTO Vaibhav Nivargi. By creating extremely precise models for understanding enterprise language, we've solved a critical business challenge—while making the user experience effortless. Media Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Bhavin Shah, CEO and FounderAs a startup founder, the most exciting signal you can get is when the market pull is greater than your market push. That's when you know it's time to scale. I'm proud to announce that Moveworks has completed a $75M Series B financing round led by ICONIQ Capital, Kleiner Perkins, and Sapphire Ventures with participation from our existing investors Lightspeed Venture Partners, Bain Capital Ventures, and Comerica Bank. The round also included a personal investment from John W. Thompson, Partner at Lightspeed Venture Partners and Chairman of Microsoft. The market pull is real. It's our time to scale.We believe that AI has the potential to resolve many common employee questions and requests automatically. We see this play out every day at our

 customers, where we're resolving around 35% of IT issues autonomously. This financing round and the support from our new investors will enable us to really push the boundaries of what's possible with AI.You can read the full press release, or check out the coverage in TechCrunch, Business Insider, and The Wall Street Journal.Since coming out of stealth in April 2019, the interest in Moveworks has been overwhelming. We were featured on Forbes' inaugural AI50 list of America's most promising AI companies. And I can't tell you the number of prospects and customers I've met with during this time,

but I know it's a lot. No matter how big this company gets, I still enjoy the thrill of meeting an IT leader for the first time and showing them a demo of Moveworks. Their reactions to seeing Moveworks in action are energizing — AI is magical when you get it right.But what really sets our company apart are the stories from customers. I particularly enjoyed Broadcom's recent blog about how Moveworks resolved 38% of their IT issues in their first year using our platform. Thanks for the kind words, Stanley Toh.Getting AI to the point where it delivers real-world results — like what we've achieved at Broadcom — isn't easy. In fact, most companies are struggling to make it work. So I thought I'd share a few insights on how we make AI work at Moveworks.Building AI requires a very different talent pool to traditional technologies: ML modelers, ML platform engineers, data scientists, data evaluators, hardware (GPU) specialists, and others. These people are well educated, highly skilled, and in high demand. You have to build a company that can attract and retain this kind of talent. To do that you have to vigorously stick to your rubric and hiring criteria, rather than succumb to the pressure of needing to grow the team by hiring someone who doesn't meet your high standards. It's the only way we can create the highperforman ce culture that propels our product forward.Machine learning news headlines are dominated by advances documented in research papers. While many of these breakthroughs deserve the recognition they get, there is a huge difference between building models that work in controlled lab experiments (with clean data) and building models that work in real-time, live production environments with real customer data. Machine learning and natural language understanding are such fast-moving fields that staying ahead of the pack requires a culture of discovering new research, testing it, evolving it, and then productionizing it. This is a continuous cycle, not a one-off event.Our production environments are typically running thousands of machine learning models at any given time. But models are not like normal code. They drift, they get overfit, they degrade in performance. So building an automated data and model pipeline that can monitor performance, then retrain and redeploy models on the fly is a necessity for us to operate at scale. The reality is that there are no industry-standard frameworks, tools, or processes for doing this. You have to build it yourself. So you need innovative engineers at every layer of the stack.General-purpose AI is still a long way off. Our success stems from our stubborn desire to stay focused on the IT support domain, and only that domain (at least for now). This focus has enabled us to become experts at applying AI to solve employees' IT support issues. We have a huge catalog of labeled data, highly specialized language models that understand the nuances of enterprise IT jargon, a deep understanding of the processes that support common IT support use cases, and dozens of integrations into core enterprise applications. Staying focused has enabled us to reach the high levels of performance our customers benefit from every day.2019 has been an incredible year for me, my co-founders, and the whole Moveworks family. We all know that we're in the early stages of building a really special company. We're truly excited to continue this journey in partnership with our investors.To our customers: thank you for your support, you've been central to our success.To the Moveworks team: thank you for your passion and relentless dedication. You are one of the best teams in Silicon Valley.The journey continues.
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Conversational AI is improving healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.
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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By

checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Rahul Kayala, Product ManagerAjay Raj Merchia, Product ManagerJayadev Bhaskaran, Machine Learning

EngineerTodd Macdonald, Machine Learning EngineerForms are critical to a self-service IT strategy. For the service desk, they're perfect for gathering relevant information in a structured format — translating employees' complex problems into concrete solutions. And in theory, forms should be just as helpful for employees, since they can offer an easy way to get new devices, request specific support, and much more. But here's the simple truth: forms are too often a frustrating and time-consuming experience.Picture the typical journey of completing a form. To start, you have to know a form exists to solve your problem. Then, you likely need to log in to your VPN, access your organization's ITSM system, and track down that form amidst a plethora of options within the service catalog. Filling out the form isn't any easier, with several superfluous and redundant fields to answer before you can finally hit submit. The result? Most people abandon the process and just email the service desk directly — overwhelming the IT team with work that could have been automated. Figure 1: Completing a form tends to be a complicated and frustrating experience, in part because employees must track down the form they needIn an ideal world, forms are effortless. What if you could ask for help in chat using everyday language? Your form could be completed and submitted with just a couple of clicks:Figure 2: Ideally, forms speed up the IT support process from beginning to end.To create this seamless experience, we realized we needed to rethink every step involved in completing a form, from the user's initial request for help to the ultimate resolution of their issue. In this blog, we will explore how Moveworks has transformed each step:Let's start with the big question: Why don't employees fill out forms? For one, an employee might not realize that a form exists to solve their problem. And for another, they often can't pinpoint what's causing the problem in the first place. Improving this experience means helping employees find the right form — even if they don't know what they need.Step one is helping the employee figure out their problem. Suppose a new hire needs access to a certain shared folder. She might know the content of the folder, but not its specific title. And as a new employee, she might not even know if her company uses Dropbox, OneDrive, or something else entirely. Typically, solving this problem would involve reaching out to the service desk and probably some back and forth with her manager. But what if this employee could get immediate help?Figure 3: Moveworks surfaces the right form by first understanding what an employee needs and then surfacing the solution directly in chat.To provide employees with this immediacy — we've moved the entire form experience into chat. Employees can engage conversationally with our bot, explaining their issues naturally. Since we've analyzed millions of IT tickets to understand how employees ask for support, our bot can quickly

 diagnose an issue and provide personalized, actionable next steps.If this next step is to fill out a form, Moveworks surfaces it directly in chat, taking into account all relevant information, from the employee's role and location to their security permissions. By moving the form-finding experience to chat, we remove many of the burdensome steps associated with the process. Instead, problems are resolved over a simple conversation — no more back and forth, no more searching. Beyond just simplifying the work it takes to find a form, we've simplified how employees fill out forms as well.Now that the form is located — it's time to fill it out. The problem is no one likes filling in forms. Spending minutes filling in basic information, checking boxes, and going through drop-down menus is not what most people would call enjoyable. Let's look at a common example. Maybe one day you spill coffee on your Bluetooth keyboard. You want to request a new one, so you go to the customer portal, select the Request New Hardware form — and see a whole bunch of fields that are related to different things: laptops, screens, printers, and so on. Unfortunately, forms like this that try to accomplish too much are all too common. And the chances of actually going through this lengthy process are low. With each additional step, it's more likely that an employee will just email the support team directly, flooding the service desk with unstructured requests.Figure 4: Moveworks personalizes forms by automatically filling in relevant fields.How do we fix this experience? We make it possible for employees to fill out and submit forms directly on their chat platform. By deeply integrating with both Slack and Microsoft Teams, a process that once involved many different platforms and steps can be completed quickly in one place.Moveworks further streamlines the form filling experience by using our AI-powered identity system. With this 360-degree view of employees and their IT environment, our bot deconstructs forms,

optimizing them for each employee by partially filling in basic information, like an employee's job title or email address. Users are only ever asked for additional information relevant to their issue. In some cases, an employee only needs to fill out a single field. Then, our bot will ask only for that last bit of data, instead of forcing the employee to go through several repetitive fields again and again. In the end, massively reducing friction within the form-filling process makes employees more inclined to complete the process, minimizing the amount of work for the IT team and accelerating solutions.A common goal for IT teams is to constantly level up their automation capabilities. And a short, well-designed form experience acts as a strong driver for automation. High-quality forms have cascading benefits: they provide the information needed to reduce the amount of back and forth between the IT department and employees, they route issues to the right experts, and they drastically reduce the amount of time it takes to get approvals.Figure 5: Service desks use our Performance Insights Dashboards to prioritize creating new forms based on user feedback. In addition to improvements in resolution time, with Moveworks it's possible to dig into existing data and think about the most common services requested of the IT team over the last week, month, and three months. With Performance Insights Dashboards, agents can break down patterns and then create new forms or update old ones to keep up with demand. With this kind of visibility, the service desk can constantly improve their backend system, creating a positive feedback loop between what employees need and the resources available.Forms are hard to get right. But when they work — the results are dramatic. From unlocking accounts to troubleshooting hardware, fixing forms massively impacts the service desk's ability to automate hundreds of solutions. With Moveworks, many of our customers achieve greater than 40% autonomous resolution out of the box. And just by adding one skill, Smart Forms, that percentage can jump up by 15%. We're talking about thousands of issues solved every day without touching the service desk.Figure 6: Moveworks constantly invests in improving forms. By making it easier to locate, complete, and submit forms — an increasing number of issues are resolved autonomously.Service desks expend a

monumental amount of energy creating forms and building out a comprehensive service catalog that covers just about everything. But for too long, that energy hasn't fully translated to impact. Working with some of the world's leading service desks, Moveworks has ensured their work doesn't go to waste. With Smart Forms, employees find what they need in seconds — with a simple, automated, and in-chat experience.Contact Moveworks to learn how you can use our Smart Forms to automate IT support. Discover how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.

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3 key takeaways from the Forrester Technology & Innovation Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap. Conversational AI is improving healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.

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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Avi Dalal, Product Marketing ManagerIt's time to rethink how we measure employee experience.Picture this: you send out a survey to gauge employee satisfaction, but it's met with vague responses or unusable answers. You're left wondering what's stopping employees from providing genuine feedback. Surveys just don't seem to work — they're too subjective, and let's be honest, hardly anyone fills them out. Manually tagging tickets is no better, as it's a time-consuming, unscalable task for enterprises of any size. Building and

maintaining ITSM dashboards consume valuable resources that could be allocated elsewhere. And to make matters worse, existing ITSM analytics solutions focus on measuring agent efficiency rather than the employee experience, leaving you missing out on crucial insights that could drive business growth.We need a tool that doesn't require time-consuming efforts to manually review and tag every ticket, a solution that's scalable, and can provide sentiment analysis of employee satisfaction without cumbersome surveys. And there needs to be a clean way to see real-time performance to understand your employee experience as it's happening — not after frustration has built up and productivity has declined.Enter Employee Experience Insights (EXI), which leverages advanced natural language understanding (NLU) to analyze unstructured data within tickets. This untapped source of information is where real insights lie. Read on to discover how AI analytics will change the way we measure and improve employee experience: Employee experience, often abbreviated as EX, is a holistic approach to understanding and enhancing an individual's journey within an organization. It encompasses all the interactions and experiences an employee has with their workplace, starting from the moment they become a candidate for a job.The concept of employee experience is rooted in the belief that a positive environment and meaningful work experience foster employee engagement, satisfaction, and performance. EX is not just about tangible factors, such as compensation and benefits, but also the overall workplace culture, management style, and the opportunities provided for growth and development. Employee experience serves as a crucial aspect of an organization's overall health and performance. The importance of EX cannot be overstated, as it impacts various areas of business

success. Here are some key reasons why employee experience is vital: Why is measuring employee experience KPIs important?Keeping track of employee experience key performance indicators (KPIs) is essential to gauge the effectiveness of your organization's efforts to improve the overall work environment. With these metrics, organizations can identify areas for improvement and drive more informed decisions to improve the everyday employee experience.EX has a profound influence on various business outcomes, such as recruitment, wellness, and retention. By understanding the relationship between these factors, organizations can develop a more comprehensive approach to nurturing a prosperous work culture.High levels of employee satisfaction and engagement are often evident through positive reviews, referrals from existing employees, and a strong reputation as an employer of choice. Monitoring recruitment-related KPIs, such as time-to-fill or cost-per-hire, can help companies fine-tune their talent acquisition strategies and ensure they attract the right candidates for the organization's growth.Employee wellness is significantly influenced by the quality of the work experience, which in turn directly impacts an organization's overall performance.Monitoring wellnessrelated KPIs, such as absenteeism rates, employee assistance program utilization, or job-related stress levels, can help organizations identify potential issues affecting employee well-being. By addressing these concerns, companies can create a healthier work environment where employees can thrive both professionally and personally.Retention is closely linked to employee experience, and monitoring KPIs in this area can help organizations identify, prevent, or mitigate the risk of losing valuable employees. Retention-related KPIs, such as turnover rate, retention rate, or reason-for-leaving patterns, enable companies to understand the factors driving employees' decisions to stay or leave. This valuable data helps businesses develop targeted strategies to improve employee satisfaction, reduce turnover, and maintain a competent and stable workforce.To create a thriving workplace, it's essential to understand the effectiveness of your organization's employee experience initiatives. To achieve this, several measurement methods can reveal valuable insights from employees at various stages of their journey within the company.Traditional methods of measuring employee experience are often centered around collecting subjective employee feedback through various channels:Surveys: Employers can use different types of surveys to gauge employee sentiment, including candidate, onboarding, employee engagement, eNPS (Employee Net Promoter Score), pulse, and exit surveys. These surveys enable organizations to collect feedback from employees at critical touchpoints throughout their tenure.Interviews: One-on-one interviews, such as exit interviews or performance reviews, provide an opportunity for employees to share their experiences, opinions, and concerns. Skip-level meetings, which allow employees to communicate with managers above their direct supervisor, can provide additional insights into the employee experience at various levels within the organization.Focus groups: Gathering small groups of employees and facilitating discussions enables exploration of specific topics or concerns related to employee experience. Focus groups can stimulate open conversations and help

identify areas for improvement or opportunities to strengthen the workplace environment.While these traditional methods have provided valuable feedback, the emergence of innovative tools and techniques, such as AI analytics, makes it possible to enhance employee experience measurement more effectively and systematically. Employee Experience Insights: Reimagining analytics with AIMoveworks' Employee Experience Insights (EXI) is designed to uncover crucial information concealed within everyday employee support tickets. By harnessing our proprietary natural language understanding (NLU) techniques and state-of-the-art machine learning, EXI automates the data analysis process by translating scattered employee concerns into actionable information. And EXI goes beyond examining structured data, diving deep into unstructured data such as emails, chat logs, and support tickets. By analyzing this

information with AI, EXI can uncover underlying issues impacting employee satisfaction and highlight areas that warrant attention or improvement that might otherwise go unnoticed.In this way, EXI allows organizations to answer a wide array of relevant questions, uncovering invaluable insights into employee engagement, workplace efficiency, and core productivity drivers. From identifying top issues affecting remote workers to understanding employee dissatisfaction with critical apps, EXI provides comprehensive knowledge tailored to help organizations boost their workforce's overall experience.All of this boils down to everyone from the CEO to service leaders having a more comprehensive understanding of your workforce and actionable insights that contribute to a better employee experience.Figure 1: Using NLU techniques trained on over half a billion support tickets, AI analytics can pull key insights from unstructured data, like IT support tickets. AI has the potential to enhance the success of your key employee experience initiatives across industries. Let's explore some examples:AI insights can complement and strengthen your company's key initiatives, regardless of industry, by providing insightful data tailored to drive success. The rapidly evolving technological landscape has made employees more dependent on more than 200 different applications, including Slack, Dropbox, Zoom, GitHub, and many, many more, to effectively perform their tasks. Ensuring seamless performance of these tools is crucial to preventING productivity losses in your organization, and this is where AIpowered analytics come into play.EXI provides an in-depth analysis of your organization's app usage and potential issues, enabling you to identify what's working and what's not. This invaluable resource ensures your employees' tools are always operating at peak efficiency, empowering them to focus on their work without disruptions.Figure 2: Not only does EXI let you slice and dice tickets by issue type, but also it lets you view common problems from the perspective of the individual apps and services used in your enterprise.For instance, imagine a situation where an increasing number of your new hires are facing hardware issues, leading them to wait an extra month for keyboards and monitors. With EXI, you can spot this growing trend and take prompt action. After identifying the issue, you can further investigate its root cause, such as a vendor experiencing delays. In response, you can adjust your device policy, making it easier for specific employees to purchase the required hardware themselves.By adopting AI-driven analytical tools like EXI, you can proactively identify and troubleshoot app and service issues before they escalate, ensuring uninterrupted productivity across your organization. These insights enable you to create targeted action plans and make more informed decisions, significantly improving the overall employee experience. The challenge of addressing employee concerns promptly and accurately can seem daunting, particularly for large organizations. With countless employee touchpoints, understanding their issues and addressing their feedback often become overwhelming. Enterprises need a more efficient and precise approach – and that's where EXI comes into play.Specifically, natural language understanding (NLU) is a driving force in identifying and classifying employee issues on a large scale. Using the NLU hotspot grid in the Employee Issues module, organizations extract valuable insights from tickets logged by their workforce. Figure 3: By leveraging AI analytics, specific team-related issues can be identified early on, which enables support teams to address and resolve these problems before they escalate, ensuring a smoother work environment.So, how does this work?The secret lies in implementing more than 200 cutting-edge machine learning models, which also power our enterprise copilot platform. These models enable AI to decode and understand various issues experienced by employees. Now, organizations can identify and classify employee feedback within these vast datasets, unearth hidden patterns, and address those concerns systematically.AI insights offer a solution to the complex task of identifying employee issues at scale, enabling organizations to foster a more engaged, productive, and satisfied team. "I'm using EXI to

understand where the problems are across my organization. Do we have problems in Sales that don't manifest themselves in Marketing? Do we have remote employees struggling with problems that inoffice e mployees don't have right now? I'm blind to those things. EXI will help us better focus our resources to where they're needed — now." — Chuck Adkins, SVP, Information Technology, Intercontinental Exchange How to improve your employee experience KPIsIn today's competitive business landscape, staying informed about industry benchmarks can be crucial to making strategic decisions that bring growth and success. But traditional analytics solutions may only provide benchmarks relative to your past performance, which isn't always enough for a comprehensive comparative analysis. Figure 4: By analyzing both industry and company size benchmarks with EXI, you can compare your business' performance against a broader range of companies similar to yours.However, Moveworks' data from over 250 customers offers a more holistic perspective, allowing you to set informed, targeted goals and remain agile in a constantly evolving market. By analyzing both industry and company size benchmarks with EXI, you can compare your business' performance against a broader range of companies similar to yours. These benchmarks are regularly refreshed and hold the key to refining your strategies to meet industry standards and stay ahead of your competitors. And the automatic updates provided by Moveworks save you countless hours of sifting through reports, ensuring that you have the most current data at your fingertips. Leveraging Moveworks' extensive customer base data empowers you to make well-informed decisions, set ambitious yet realistic goals, and maintain a competitive edge within your industry. "When you look at data in a traditional ITSM, you're looking at pure ticket metadata, but that's ignoring the actual language of the tickets itself. EXI makes sense of the raw data, offering a whole new perspective. We finally have the answers to help us focus." — Gerhard Nel, Senior Global Services Director, Albemarle The future of EXIThe traditional ways of measuring employee experience are no longer sufficient. But thankfully, the power of AI presents an innovative solution to uplevel the process. We've just explored how EXI can effectively supercharge strategic enterprise initiatives and breathe new life into your employee experience. But our journey doesn't end here! There's much more on our roadmap, and we're excited to introduce developments in the future. Here's a glimpse of what's in store: The transformation of employee experience measurement is not only a nice-to-have but a business imperative, and AI is the key. With exciting future developments lined up, we're confident that harnessing the potential of AI and dynamic tools like EXI will greatly enhance the way organizations understand and respond to their employees' needs. See your entire employee experience, on a single screen. Request a demo.Learn more about our EXI roadmap. Watch Moveworks Live on-demand.

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you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Bhavin Shah, CEO and Founder, MoveworksYousuf Khan, Partner, Ridge VenturesBeing a new CIO is

daunting. You're in charge of solving big problems across your organization, and you need to create impact fast. That said, challenging the status quo is hard. And it's even harder when you're not yet embedded in your organization.Whenever I consider this challenge, I am immediately drawn to Yousuf Khan. Currently a Partner at Ridge Ventures, Yousuf has over two decades of experience as CIO. He's mastered what it takes to lead an IT organization, and given his extensive experience advising new leaders, he's uniquely qualified to offer a perspective on how to succeed.Recently, I had the great privilege to sit down with Yousuf. In the conversation below, you're not going to find specific metrics to care about or specific tools to invest in. That's not what's most important.What's most important for anyone stepping into a C-level role is the ability to make the move from functional expert to leader and executive. Yousuf and I both know from experience that this transition involves a massive mindset shift. And that's why I'm excited to share these insights with you. Let's dive right in.Yousuf: Ask questions and listen. From day one, you need to kick off a continuous top-down review of your organization. That starts with your own onboarding. Since you're new to the organization, you have all the benefits of being an outsider. Ask yourself, "Are new employees having a great experience with IT during the first week?" So put yourself in the shoes of the tens, hundreds, thousands of employees who've gone through the same experience. Then, look for room for improvement. Ask the obvious questions of yourself, your team, and other teams. What's working? What isn't working? Why did we not mention this new initiative? It's important to use your common sense. Dig into the ticket queue to understand the pulse of the IT organization: What frustrates people? What do they care about? Why are 50% of tickets about Salesforce? As you get closer to the everyday issues, you'll get a clearer picture of what's actually going on. It doesn't take much to see the patterns and where the problems are.It's just as important to engage with your fellow executives and figure out what the perception of IT is, as it is to identify the specific issues that are causing trouble. Perception is the operable word. An employee's viewpoint is steeped in their reality. And in my experience, there's a pretty consistent gap between what IT can do, change, and enable versus what people think IT can do, change, and enable.Why not aim to sit in another executive leader's all-hands meeting to hear if anything that relates to issues with systems or data. These are not just their problems. These problems are your problems. Armed with feedback from these conversations, you can better position your vision for the future of the IT function and prioritize the initiatives that will transform the way your new organization perceives your role and your team's role. The last thing I'll mention is this: You need to lean into your experience as an IT leader. You don't have to have some internal reference point to assess what's working and what isn't. Use your experience to question the status quo if something looks off. Yousuf: First off — having a vision for the future is hugely important for any new CIO. But you also need to understand that priorities are constantly changing because business environments are constantly changing. To look at an example, two years ago, the number one priority was enabling remote work. You better have Slack or Teams, and you better teach your employees to properly use Slack or Teams, or you're going to fall behind. Now, the priority is budget optimization and automation because, hey, guess what? The economy's in a bit of a downturn. So regardless of that original vision — certain initiatives aren't going to happen.When you have to decide where to focus your energy, personally, I recommend a prioritization matrix. On one axis is priority (how much is this initiative going to move the needle?), and on the other is complexity (how many resources will be required to enact this initiative?). By mapping different initiatives on this matrix,

I'm better able to visualize the trade-offs. Maybe I have one big, high-priority initiative, but it will take a lot of time and energy to get it done. Does that mean I sacrifice three smaller, low-priority projects to be able to do it? In the end, what matters is focusing on what will bring me the biggest win.Figure 1: Good decision-making is all about understanding the trade-offs between priority and complexity.All that said, prioritization is something that is best done collectively. Given that priorities shift on a regular basis, the best CIOs, in my viewpoint, are the ones who prioritize in partnership with their executive team. Working with other executives not only gives you an opportunity to communicate your vision, it also lets you triangulate with other teams' goals and work towards a common purpose. The point is — CIOs have to fix everyone else's problems. Solid internal partnerships can give you access to information that makes it seem like you can see around corners because you know what's affecting each business division, and you're working to fix those problems proactively. Knowing what each team's biggest pain points are means that you suddenly have the tools you need to solve the problem. Are salespeople complaining about how complex Salesforce is? Are engineers waiting too long for hardware? Are

investors concerned about profitability? Knowing what's challenging other company leaders allows you to properly prioritize solutions and be proactive about solving them. A simple "Let me fix that problem for you" can go a long way.Yousuf: So — no. There's no one-size-fits-all approach to benchmarking. Measuring success involves a lot of intuition and practice. It's tough because the shape and strategy and philosophy of every company are different. And as a result of that, IT operations are kind of all over the map, which is why I say that quantifying success is more about intuition and your experience as an IT leader. Of course, there are some quantitative measures to take into account, but these represent operational improvements, not the results of a strategic change in the short term. And that's why being part of a CIO community is very important. If you're a new CIO, meeting and engaging with other CIOs in your network will offer you a leg up. Other leaders can offer a different vantage point and call out things you should look out for. You'll learn more from failure and mistakes than from success. Work to learn from other CIOs on a regular basis.Figure 2: Success sits at the intersection of your ability to provide a high-quality employee experience and run efficient IT operations. The greater the overlap, the greater your success.All that said, I'll share my perspective: Measure success by your ability to address pain points efficiently. If a certain process is taking long, is frustrating, or is wasting resources, it shows up. It shows up in meetings. It shows up when you want to get things done. That's when it's time for you to start asking questions: What process is causing the pain? How can we iterate? Can we automate? Does the process need to be removed? Make the necessary changes and revisit the initial pain point. Did you solve the problem? Yes? Well, that's success. Yousuf: CIOs, IT leaders — we're geeks. We like to solve problems with technology and automation. We're always looking for the next opportunity. Mainly, it takes a lot of pure observation and analysis. To back up a bit, one of the key anchors for a CIO role is to drive employee productivity. And a big part of increasing productivity is building a great experience and ensuring that every employee can easily get what they need to get their job done.When I'm looking to deploy automation or AI, for me, it's a very binary decision. I figure out which processes are manual, cumbersome, and repetitive. Then, I look for ways to automate. And hopefully, automate in a way that doesn't just create more work for everyone.To go back to the prioritization matrix I mentioned earlier, sometimes CIOs get fixated on solving a problem that helps their twenty or so agents be more efficient. And that's great! But it's also important for CIOs to more often look for opportunities to make all employees or a particular department more productive instead. Automation has a role to play on both sides of the service desk. Because, again, perception matters. By improving the operations of not just your own team but the company as a whole, you'll make a big impression on other company leaders and

how they understand IT's function.I mean, if something, anything is taking an exorbitant amount of time and resources, then you're asking yourself why. Is there anything I can change to speed up the process? Is there a technology I can use? Is there a vendor other CIOs are using successfully?So, to sum it up: Automation, obviously, can play a massive role in your IT operations. The key is finding the most practical and the most impactful use cases within your organization. And to do that, it goes back to your first question. You constantly have to pay attention, looking for what's working and what's not.Yousuf: To start — not all C-level executives are on the same footing. The CIO's role evolved only recently. It's not just about "keeping the lights on" anymore. CIOs have to be ready to work alongside CEOs and other C-level executives. To build good partnerships among the executive team, you've got to be excellent at communication. You've got to be excellent at communicating within your team, across the company, and with the executive team. Be very clear about your roadmap and your vision for the company from day one. Then continue to communicate that plan on a forward basis. The CIO role might just be the most cross-functional position in every company. So really, to be successful, you've got to communicate effectively.The other piece of getting a seat at the table is by defining yourself as a leader. The "table" is for leaders, so you have to be a leader to get a seat at the table. You can be a very, very good manager. You can do that really well. But if you're not a leader capable of making hard decisions, enabling people, and executing change across your company — you're not going to get that seat. It's fair to say that as a new CIO, you can do everything I've suggested so far, but if you don't have the ear of the CEO and other execs, you won't be able to realize your vision. And to wrap up my answer here, the number one thing you can do is to be an active part of the CIO community. You'll be able to learn more from your peers' experiences and strategies than anything I could say in a single interview.Yousuf: Oh, 100%. Feedback. I never got enough feedback. And as a result, I wasn't able to develop my career as much or as fast as I would have wanted. If I could turn back the clock, I'd make sure that when I became a CIO, I'd make sure

that I got plenty of feedback and was consistent about doing that early, both informally and formally. Feedback gives you an amazing opportunity for character building — and to show that you're interested and capable of improving yourself.Figure 3: Continuous feedback helps you and your team to develop the skills needed to succeed.Giving feedback is just as important as getting it. You've got to connect with your team. Your team's morale and motivation hinge on your ability to think about and demonstrate an interest in your people's careers. And your success as CIO hinges on your team's ability to perform. So give your team the information and the support they need to be their best. Let's be honest. If you're a new CIO, you don't have a lot of time. So here's the TLDR. It should go without saying: Today's CIO jobs are big, complex roles. To succeed, new IT leaders will have to make their mark fast. That's why I think this conversation with Yousuf is incredibly valuable for any IT professional looking for an edge. Given his wide variety of experience, Yousuf's able to offer a uniquely insightful perspective on what it takes to "crush it" as a new CIO. He's seen firsthand how the massive disruption of the past few years has led to a unique moment for leaders, and businesses cannot afford to allow leadership to only focus on just one part of the business. Before I sign off, let's revisit four core themes from this conversation: Know exactly what's slowing your people down with Employee Experience Insights. Sign up for a demo today to see it in action.

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first. We're hiring across every department — both in Austin and around the world. Come join our team!Visit Careers to see open positions and apply now!

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integrations with your existing enterprise software - including your enterprise messaging tool, IT Service Management (ITSM) platform, Identity Access Management (IDAM), knowledge bases, email systems, facilities, and more.Moveworks integrates with ITSM platforms to deliver end-to-end resolution, including creating tickets automatically, serving the correct forms, triaging, tracking, and closing the ticket. We do the busywork.No one should be stuck resetting passwords. Moveworks provides 24/7 support, helping employees stay productive even when your IT team is asleep. Get instant help with Moveworks in your favorite chat platforms.Knowledge is powerful, but usually lengthy and buried in siloed systems. Moveworks ingests all your resources, and helps employees save time by serving them the most relevant information. Stay connected with your coworkers. Moveworks integration provides out-of-the-box email orchestration to automatically look up contact information and add people to email groups.Let Moveworks answer your facilities questions automatically. Our AI chatbot gives directions to conference rooms, resolves building access requests, and provides contact info for everyone in the company.Extend the power of Moveworks anywhere on the web, including enterprise portals, intranets, and more.Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Damián Hasse, CISORahul Kukreja, Security Solutions ArchitectConversational AI is rapidly transforming how business is done. But with great power comes great responsibility — and one of the biggest responsibilities is protecting users from security and privacy risks.Thanks to advancements in conversational AI, like ChatGPT, creating sophisticated and natural-sounding chatbots has become easier than ever before. However, these advancements also come with essential questions around trust and responsibility.Today, we'll discuss strategies for using this powerful technology in a way that prioritizes security and privacy, and responsible AI.This post will answer the following questions: Whether you're a seasoned AI expert or new to the field, this guide is designed to help you navigate the fast-moving world of conversational AI and make informed decisions when choosing a solution. Conversational AI is the technology that allows machines to hold natural language conversations with users. For example, ChatGPT uses conversational AI to answer questions, hold discussions on a wide range of topics, and generate text based on prompts given to it by users.Enterprise-grade conversational

AI is explicitly designed for use in a business setting. Layering on top of large language models that power general conversational AI, like ChatGPT, enterprise-grade conversational AI often integrates with enterprise collaboration platforms, like Slack or Microsoft Teams, and popular enterprise portals, like Workday and ServiceNow, to surface the best information. Additionally, enterprise-grade conversational AI has been fine-tuned with additional domain- and enterprise-specific data to accurately respond to user queries with relevant results.To offer a comparison: If you go to ChatGPT and ask it to add you to a sales distribution list, it won't work. On the other hand, an enterprise-grade conversational AI like Moveworks would use the information at its disposal to know who you are, what your role is, and which distribution list you're referring to. Then, it would interface with the relevant systems and add you to that list in moments.As you can probably imagine, getting accurate and actionable responses like the example above requires gathering data from different systems in a company's environment. As enterprise-grade conversational AI is often used in sensitive and business-critical situations that might involve employee data, financial transactions, or other critical operations, it's unsurprising that security and privacy are paramount. And that begs the question: What makes conversational AI trustworthy?

When deploying conversational AI in an enterprise setting, there's more to consider than just the technology itself. Building trust into conversational AI means implementing proper data privacy protections throughout the platform to ensure that customers' information remains secure. To make sure your conversational AI is trustworthy, you should consider eight fundamental elements as described below.Figure 1: Conversational AI platform overview detailing eight fundamentals of conversational AI trustworthiness.A conversational AI vendor should consider building customer trust by establishing and maintaining information security and privacy processes and mechanisms. This requires an explicit commitment from the executive leadership to continuously invest in such key initiatives in a timely manner. Ultimately, the vendor's goal should be to ensure that customers feel confident sharing their data.Some questions to keep in mind: You should ensure that the information exchanged between the bot and your environment is properly validated and that user identity is safeguarded. The conversational AI's infrastructure should also be properly configured with secure defaults in place.Some questions to keep in mind: In the context of conversational AI, proper access controls are key to ensuring that AI is making the information accessible to individuals who are authorized to access it. Moreover, the vendor should store customer data separately with permissions in place to ensure it is only authorized to users who absolutely need it. Some questions to keep in mind:Hardened infrastructure is crucial for a secure conversational AI platform. It dramatically reduces the risk of cyber attacks by eliminating common vulnerabilities that malicious actors could exploit. Implementing robust security measures and then regularly assessing and updating them is imperative to ensure resilience against threats.Some questions to keep in mind: Conversational AI in an enterprise needs to access and process data to service requests and generate user-specific responses. Therefore, to successfully deploy a conversational AI, it is crucial to consider how it accesses and processes data to provide accurate and personalized responses. A reliable conversational AI should utilize machine learning (ML) to improve over time, requiring proper privacy-enhancing technologies to safeguard customer data.Some questions to keep in mind: In an enterprise environment, conversational AI should be capable of handling sensitive data to serve various use cases. However, users may inadvertently enter sensitive data that is not necessary for the conversational AI to do its job. Therefore, it is important to mask such sensitive data from being exposed.Data masking ensures that sensitive customer data is concealed from people who might need to review or access data as part of their job, such as data annotators. A trustworthy conversational AI has this functionality to ensure that sensitive data is not exposed. Some questions to keep in mind: One way to ensure that a conversational AI vendor is taking the necessary precautions is to see if they've obtained industry certifications and adhered to recognized security standards. These certifications demonstrate a commitment to safeguarding customer data and ensure that baseline security controls are in place to protect against potential breaches. The vendor should demonstrate its commitment to going above and beyond industry certifications.Some questions to keep in mind: Ensuring minimal bias in the development of ML models is a crucial factor in establishing trust in a conversational AI. Responsible AI practice involves ML developers ensuring that patterns learned from data do not perpetuate implicit or explicit biases. Anonymizing data, tuning models for fairness, and conducting bias-detection evaluations can show a vendor's commitment to building a responsible AI, securing the platform while promoting fairness.Some questions to keep in mind: When it comes to

conversational AI, C-level decision-makers face big decisions with enormous consequences. It's crucial to approach any AI development and deployment with responsibility and caution as more and more industries adopt these solutions.At Moveworks, we've seen this technology's benefits firsthand, and we also recognize the importance of implementing robust security and privacy measures and ensuring

 unbiased machine learning models. By taking a thoughtful and informed approach to conversational AI that includes the fundamentals above, businesses can harness its power while protecting their users and promoting secure and responsible AI practices. From day one, Moveworks has been committed to ensuring the proper safeguarding of sensitive data in conversational AI. As a leader in the enterprise conversational AI space, we have been solving actual business problems for our customers, including DocuSign, Luminis Health, and Broadcom, for years.Our authenticated platform offers support through popular enterprise portals and collaboration platforms such as Slack, Microsoft Teams, and ServiceNow. Unlike other AI platforms, Moveworks leverages integrations with these native platforms instead of creating a standalone environment accessed by employees.At Moveworks, security and privacy are not just industry best practices but top priorities. We go above and beyond to safeguard customer data with innovative data segmentation features on top of AWS S3. Check out our conversational AI trustworthiness whitepaper to see how Moveworks excels in each security area outlined above.Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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Raise your hand if this sounds familiar: You arrive at work only to find a flood of urgent incident alerts. Servers are down, networks are congested, and your team is scrambling to prevent a total meltdown. You spend the day

fighting fires without any time to understand why these issues keep happening. Just when you think you've got things under control, another avalanche of alerts arrives to start the cycle all over again.If this stressful game of Whac-A-Mole resonates with you, you're not alone. Modern IT environments have become extremely complex and chaotic. Most IT teams remain stuck in reactive mode, lurching from one crisis to another. But what if there was a better way? What if you could detect anomalies before they escalate into major incidents? Or if your systems could self-tune and optimize without constant human intervention? That's exactly what AIOps aims to accomplish.AIOps, or artificial intelligence for IT operations, is the advanced usage of analytics and machine learning to help IT teams transition from reactive to proactive. It's like having a data scientist monitoring your systems 24/7 and providing constant performance tuning in the background. Rather than simply reacting to problems, AIOps enables you to get ahead of issues before they even start. It's a game-changer for maximizing availability and efficiency.In this post, we'll explore: AIOps originated from Gartner as an industry category and stands for Artificial Intelligence for IT Operations. It refers to advanced platforms that combine big data and machine learning to automate and enhance IT operations and workflows. The core goal of AIOps is to enable continuous improvement and optimization of IT systems and processes.At its foundation, AIOps ingests data from various IT monitoring tools and applies analytics and AI algorithms to detect patterns and surface insights. This allows AIOps platforms to correlate events across disparate systems, identify root causes, and even predict potential issues before they occur.Key capabilities of AIOps include:The overarching value of AIOps is enabling IT teams to shift from reactive firefighting to continuous optimization and improvement. By applying AI to monitor systems, detect patterns, and surface insights, AIOps platforms can help transform IT operations. Without AIOps, many IT Ops teams can be stuck in a reactive rut. Their days can often involve a constant stream of fire drills triggered by alerts and incidents. Despite any heroic efforts, resolving issues can take far too long due to reliance on outdated tools and manual processes.A typical incident response workflow might go something like this:This reactive model resulted from the growing complexity of modern tech stacks coupled with a lack of AI-driven process automation. No amount of hiring can help ops teams keep pace with the deluge of data and the constant need for system optimization. With only 23% of IT leaders saying that their current strategy allows them to keep pace with the demands of modern business — the solution to this challenge lies in technology evolution. The technological landscape has changed dramatically over the past decade, making traditional manual IT operations analytics inadequate to handle the scale, complexity, and speed demanded by modern businesses. Some of the key drivers behind the growing need for AIOps are:As business demands on IT continue accelerating, AIOps have become an imperative to tame the complexity and keep systems humming. Applying AI to analyze data, identify insights, and recommend actions is the only scalable way to maintain continuous improvement. AIOps enables sustainable IT operations. Organizations that implement AIOps realize a range of powerful benefits that positively impact IT operations and the broader business:Leading organizations across industries like Luminis Health, Intercontinental Exchange, and Albemarle have adopted AIOps to transform IT operations. These companies have sped up support, lowered mean time to repair, and rapidly identified major workplace disruptions by investing in AIOps.Their success stories prove that AIOps delivers gamec hanging benefits. This AI-powered approach enables support teams to finally break free of reactive work and shift their focus to continuous improvement and innovation. The result is ultra-reliable, highperfo rmance IT that drives business growth. AIOps platforms leverage a combination of technologies to enable continuous intelligence and automation for IT operations. Here are the key capabilities: Together, these capabilities allow AIOps to apply AI/ML to continuously analyze IT data, identify

optimization opportunities, and take actions that drive intelligent decision-making. The result is a selfopti mizing IT operations engine.AIOps platforms have diverse applications across IT operations, empowering teams to optimize systems proactively. Here are some common use cases:Additionally, AIOps delivers value across many verticals:Advanced AIOps platforms can analyze your support tickets so you know exactly what's slowing down your teams in real time. These platforms can look at your

unstructured data and visualize the most important problems slowing down your organization so you can fully see the experiences behind your services. You can even filter the data by individual departments and time periods. Companies like Intercontinental Exchange (ICE) leverage these advanced AIOps platforms to prioritize and address issues that are reducing productivity in their workforce. Simply put, the applications are endless. AIOps enables proactive optimization by continually tuning systems based on AI-detected signals rather than reacting to problems. This drives major improvements in service reliability, efficiency, and cost. While AIOps promises significant benefits, there are also important challenges and considerations when adopting these platforms:With careful planning and execution, these hurdles can be overcome. The key is to start with limited use cases and feed the AIOps platform higher-quality data over time. AIOps capabilities will compound as the system learns more about the IT environment. The journey requires patience but pays continuous dividends. Implementing AIOps to achieve continuous optimization requires careful planning and execution. Here are some best practices:With an iterative, collaborative approach, AIOps can transform IT operations. But rushing into automation without the right foundations risks undermining both AIOps and cultural adoption. Patience and sustained commitment to improvement is key.AIOps represent a seismic shift for IT teams bogged down in manual drudgery. By applying advanced analytics and machine learning, AIOps enable the longs ought vision of self-driving, self-optimizing IT infrastructure.This is not some far-off fantasy. Companies are already slashing incident resolution times. Outages are prevented before users even notice. And systems tune themselves so agents can focus on innovation.The rise of cloud-native technologies like containers and microservices will only accelerate the need for intelligent automation. Manual solutions simply cannot keep pace with the complexity. A whopping 85% of leaders whose companies enjoy fully accessible data say the organization can embrace change readily. With a commitment to continuous improvement and fully accessible data, AIOps will unlock unprecedented scale and reliability.Long gone are the days when fire drills reduced forward progress to a standstill, and your best and brightest are bogged down addressing these issues. With a commitment to continuous improvement, AIOps will unlock unprecedented scale and reliability. Employee Experience Insights is an AIOps tool from Moveworks that gives you unparalleled insights into your employee experience in a single, easy-to-use screen. Using advanced natural language understanding, powered by the most powerful large language models, it allows IT leaders to easily: Ready to upgrade your IT operations? Try EXI.

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Valley Business Journal
Read on SiliconAngle
Read on VentureBeat
Read on
Forbes
Read on SF Business Times
Read on The New Stack
Read on InfoWorld
Read on CIO
Read on WIREDMicrosoft announced the general availability of Azure OpenAI
Service. Moveworks CTO, Vaibhav Nivargi, discusses the unique use-cases Moveworks has been able to
develop in partnership with Azure OpenAI service.
Read on Economic Times
Read on
TechRepublic
Read on Datanami
Read on All Things Talent
Read on AIThority
Read on InsideBigData
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Read on Spiceworks
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Media Brief
Read on BetaNews

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Read on The Economic

TimesMoveworks is recognized as a leader in conversational AI for internal employee engagement.

Read on ForbesPalo Alto Networks partnered with Moveworks to create an AI-powered digital workplace that gave its employees the freedom to choose how and when they want to work.

Read on VentureBeatMoveworks ranked as the 12th Best Startup Employer in America out of 500 startups by Forbes.

Read on ForbesConversational AI requires a careful balance between speed and sophistication. Jiang Chen, Moveworks VP of Machine Learning, explains how our AI systems can deliver relevant responses — in real time.

Read on VentureBeatMoveworks CRO Marcello Gallo shares his blueprint for building a successful sales team.

Read on Built InVentureBeat reports on how Moveworks uses Conversational AI to support the world's top companies as they shift to hybrid work.

Read on VentureBeatMoveworks ranked #1 Overall Best Place to Work in the San Francisco Bay Area by Built In.

Read on Built InVentureBeat recaps the most exciting AI developments of 2o21, including Moveworks raising $200 million in Series C funding.

Read on VentureBeatIn this exclusive story, VentureBeat explains how Moveworks created the first multilingual AI platform that's built to support employees.

Read on VentureBeatHearst has dominated the media industry for 134 years. But to remain relevant in this era of instant news, its CTO needed to support a lightning-fast workforce — with Moveworks AI.

Read on DiginomicaBuilt In, the online community for tech companies and startups, features Moveworks' expansion to Austin in its weekly roundup.

Read on Built InWhat's the most important skill for IT professionals today? Our VP of Product Varun Singh shares why top IT teams are focused on mastering employee experience technology.

Read on CIO DiveMoveworks CEO Bhavin Shah talks about how an employee-centric culture has contributed to the company's rapid growth.

Read on Built InMoveworks CTO Vaibhav Nivargi explains how data is the key to creating AI models that survive real-world challenges.

Read on SD TimesHow are the world's top AI companies using synthetic data? Moveworks CTO Vaibhav Nivargi tells The Wall Street Journal how synthetic datasets allow for even more accurate predictions with machine learning.

Read on The Wall Street Journal

Read on Business InsiderMoveworks CEO Bhavin Shah discusses on eWeek what it takes to build tech that not only keeps working, but also improves over time.

Read on eWEEKBay Area trend spotter Built In calls out Moveworks as an industry leader following last week's $2.1 billion valuation.

Read on Built InVentureBeat reports today that Moveworks, a start up using AI to revolutionize how companies support their employees, announced that it closed a $200 million series C funding round.

Read on VentureBeatBloomberg sat down with Moveworks CEO Bhavin Shah to discuss the company's $200 million Series C round — and what it means for the future of support at work.

Read on BloombergFollowing Moveworks' latest funding round, SiliconANGLE breaks down how the company built its conversational AI platform — overcoming significant technical barriers along the way.

Read on SiliconANGLEIn a week of newly minted unicorns, Moveworks stands out with a $200 million C Series funding round, the largest investment ever made in an AI

platform for employee experience.
Read on Silicon Valley Business JournalNow valued at $2.1
billion, Moveworks is the first AI platform that provides instant help to remote and in-office employees.
Read on Yahoo FinanceSustaining fast company growth in 2021 means prioritizing the employee
experience. Moveworks' Head of People Ops Al-Husein Madhany tells Built In exactly what it takes to
keep scaling — without lowering the hiring bar.
Read on Built InHow do the fastest-growing
companies, like Reddit, MasterClass, and Gong, make every employee feel at home — wherever they
work? Built In interviewed their Heads of People Operations, including Moveworks' own Al-Husein
Madhany, to find out.
Read on Built InThe future of work is anybody's guess. Moveworks CEO
Bhavin Shah tells Fast Company how to build a workplace designed for any kind of collaboration.
Read on Fast CompanyThe shift to hybrid work has accelerated the use of artificial intelligence across
the economy. In its third annual list of the most promising AI companies, Forbes shares the technology
that's defining the new normal.
Read on ForbesThe Moveworks Founders take ZDNet under the
hood of the new Moveworks platform, which now solves HR, Finance, and Facilities issues.
Read
on ZDNetEverything at Moveworks is inspired by a simple idea: It shouldn't take days to get help at
work. Today, after half a decade, Moveworks delivers instant help to all lines of business.
Read
on VentureBeatToday, Moveworks announced its platform: a single solution that resolves employees'
requests across all lines of business. Moveworks CEO Bhavin Shah tells TechCrunch why the platform is
tailored to the new normal of work.
Read on TechCrunchWhat do the latest large language
models — like GPT-3 and Switch Transformer — mean for the future of NLP? Moveworks CTO Vaibhav
Nivargi gives his expert opinion.
Read on DatanamiDigital signature and contract management
company DocuSign's IT automation projects paid off when the pandemic lockdowns hit. Here's why.
Read on InformationWeekThe pandemic and the effects of remote work, with employees isolated from
colleagues and the Help Desk, has led to a renewed focus by some CIOs on improving employee user
experience.
Read on The Wall Street JournalFind out which tech companies have enough
momentum to become successful businesses and accelerate your career growth.
Read on
WealthfrontMoveworks CTO Vaibhav Nivargi explains how AI is making proactive tech support a reality.
Read on ForbesIn this eWEEK EXPERT Q&A, Moveworks CTO Vaibhav Nivargi explains why we're seei
ng
more AI in more apps in more places than we've ever seen before.
Read on eWEEKOur CEO
Bhavin Shah shares how truly interactive AI frees up the service desk.
Read on HMG StrategyThe
Information selected 50 companies across six sectors to be on our inaugural list of the most promising
private tech startups.
Read on The InformationChatbots are the top use case of AI in the
enterprise. If you are looking for a chatbot use case, here are five to consider.
Read on

 InformationWeekMoveworks CTO Vaibhav Nivargi explains how we're finally fixing enterprise search.
Read on Tech MonitorTransfer learning and collective learning enable enterprises to build machine
learning models using small data when big data isn't available.
Read on VentureBeatSapphire
Ventures released its second annual CIO Innovation Index, which includes insights from more than 100
CIOs to better understand spending, strategies guiding innovation, and more.
Read on

TechRepublicBay Area professionals speak to the career openings they've been given — particularly when it comes to chasing innovation in product and technology in their respective industries.

Read on Built InIn the battle for your attention, SaaS applications must engage with you on your terms to emerge victorious.

Read on ForbesNatural Language Understanding (NLU) has made progress in reducing the language barrier between people and AI by solving semantics with mathematics.

Read on ForbesThe information compiled a list of 12 AI startups worth watching.

Read on The InformationHow Will COVID-19 Shape The Future Of Work? Answer by Josh Coyne, Investor at Kleiner Perkins.

Read on ForbesEquinix CIO Milind Wagle provides an update on the company's AI initiatives and how they helped during the COVID-19 crisis.

Read on InformationWeekVaibhav Nivargi, CTO of Moveworks, talks about Natural Language Understanding, interacting with users using chatbots, and augmenting customer service with AI.

Read on The CloudcastForbes AI 50 founders predict what artificial intelligence will look like post coronavirus.

Read on ForbesForbes compiled a list of the 25 best enterprise software startups to watch in 2020.

Read on ForbesForbes second annual AI 50, a list of private, U.S.-based companies that are using artificial intelligence in meaningful business-oriented way.

Read on ForbesCB Insights put together a list of 50 future unicorns, companies they think will eventually be valued at $1B or more.

Read on CB InsightsForbes list of the 25 fastest-growing venture-backed startups most likely to reach a $1 billion valuation.

Read on ForbesA new report shows that three-quarters of business leaders expect automation to accelerate in the wake of the crisis.

Read on ZDNetThe abstract challenge of "democratizing AI" can be reduced, in part, to a concrete technical problem: how to fuel machine learning with small data. And — even more fortunately — that problem is fast getting solved.

Read on ForbesHere are 15 tech startups that Darling, Chambers, and two other VCs plucked from their portfolios that they expect to come out of the COVID-19 crisis stronger than before.

Read on Business InsiderThe coronavirus crisis sees CIOs accelerating their adoption of automation, analytics and new processes to cope with the pandemic's disruptions and steer the enterprise forward in uncertain times.

Read on CIOFreedom Financial Network wanted to prioritize its employees' experience by resolving their IT issues within seconds—not days. Moveworks now enables those employees to get the IT support they need, straight on Slack, in real time.

Read on eWEEKThe Core Challenges in Moving To Remote Work Overnight, What Does Great Change Management Look Like & The Optimal Position For Customer Success In The Organisation with Bhavin Shah, Founder & CEO @ Moveworks

Read on SaaStrMoveworks CTO Vaibhav Nivargi explains how conversational AI bots have finally modernized IT support — allowing employees to get tech help on their terms.

Read on ComputerWeeklyAppDynamics has found its year-old installation of Moveworks devours more of the support tickets generated by a four-figure workforce.

Read on DiginomicaMoveworks has swung above its weight and developed deep learning models that are much more accurate and precise compared to traditional machine learning approaches.

Read on DatanamiMoveworks aims to

utilize natural language processing together with AI to decipher and solve everyday IT problems that users may send tickets to resolve.

Read on CloudWedgeBusiness Insider reached out to a select group of successful venture capital firms and asked them name the startups that are poised to have very good years.

Read on Business Insider$10.7B was invested in AI startups this year in their seed, early-stage venture, or late-stage venture funding rounds.

Read on ForbesMoveworks AI is focused on resolving internal IT help desk issues autonomously.

Read on Siliconindia47 enterprise startups to bet your career on in 2020

Read on Business InsiderIn this collection, we put together a list of some of the most interesting startups to keep on your radar in 2020. The list is based on our internal survey of numerous AngelList employees who interact with thousands of startups every year.

Read on AngelListCRN looks at the 10 hottest startups of 2019 that are developing new offerings for artificial intelligence and machine learning.

Read on CRNMoveworks raised an additional $75 million in venture capital, bringing its total raised to $105 million.

Read on The Wall Street JournalMoveworks today revealed that it's raised $75 million in a series B fundraising round, bringing the company's total amount raised to $105 million following a $30 million round in April 2019.

Read on VentureBeatMoveworks, a startup using AI to help resolve help desk tickets in an automated fashion, announced a $75 million Series B investment today.

Read on TechCrunchConversational AI specialist Moveworks has raised $75 million in a Series B financing round, bringing the company's total amount raised to $105 million, putting a chunky feather in the cap after a blistering 2019 during which it came out of stealth mode.

Read on Computer Business ReviewMoveworks has been bringing natural-language bots to help desk applications, and it just got a giant new round of funding to commercialize large-scale NLP processing models such as Google's BERT.

Read on ZDNetHere's the pitch deck AI startup Moveworks used to convince Kleiner Perkins to lead a $75 million funding round after missing the opportunity 2 years ago.

Read on Business InsiderYousuf Khan, CIO of Moveworks, discusses his career and the greater tech landscape in today's edition of CIO Spotlight.

Read on IDGEvery Monday morning we fire five questions at a leading C-suite figure. Today we're pleased to be joined by Vaibhav Nivargi, co-founder and CTO of conversational AI and IT support company Moveworks.

Read on Computer Business ReviewArtificial intelligence is infiltrating every industry, allowing vehicles to navigate without drivers, assisting doctors with medical diagnoses, and giving financial institutions more nuanced ways to predict risk. But for all the authentic use cases, there's a lot of hype too.

Read on ForbesArtificial intelligence can provide timely and efficient IT support, freeing up tech pros' workloads.

Read on TechRepublicThis time is different for a simple reason: artificial intelligence, in its latest incarnation, called deep learning, has become industrialized.

Read on ForbesMoveworks is an AI startup that uses AI and natural language processing resolve basic IT issues in a company. The company has raised $30 million.

Read on Business InsiderA financial services company will retrain its help desk staff to be app developers and SREs, while AI handles the grunt work for the company's call center employees.

Read on TechTargetHelp-desk tickets are regularly stranded for 72 hours while admins try to figure out what people are actually asking. Startup

Moveworks is adapting natural language understanding to decipher and automate those mysterious requests.

Read on ZDNetNew graduates should jump on board one of these high flying
companies and go along for the ride

Read on Medium BlogMore tech tasks are being done by
robots as businesses look to keep costs down

Read on The Wall Street JournalThe three-year-old
firm is coming out of stealth mode on the heels of a $30 million Series A investment from Lightspeed Venture Partners and Bain Capital with a product that can automatically complete a range of tech support chores like unlocking accounts or managing email lists.

Read on Forbes

Moveworks, the leading AI copilot platform for the enterprise, today announced two key appointments to its Bengaluru office: Mayank Khanwalker and Rajesh Anandaramu

Moveworks' NLU-powered
analytics solution, Employee Experience Insights, is being honored as an innovative service and software

 solution

Within one month of deployment, Starburst saw 50% autonomous IT and HR issue
resolution with the Moveworks bot

Moveworks' AI-powered solution will enable Lucid
employees with sophisticated self-service support so IT agents will be freed up to work on high impact projects

The partnership offers customers a cost-effective IT solution that delivers the quality,
personalized experience employees expect

Jamf will leverage Moveworks' conversational AI
platform to scale a best-in-class hybrid work support model

EXI uses new techniques in Natural
Language Understanding to help businesses identify the biggest issues slowing employees down

By combining DEX management with conversational AI, businesses can minimize workplace disruptions and dramatically increase productivity

Moveworks partners with Tata Consultancy Services to
provide seamless support to their employees at any time, in any language, and from any location.

Moveworks today announced that it won the "Best Overall Bot Solution" at the fifth annual AI Breakthrough Awards,

Employees can automatically resolve workplace requests through simple
conversations with Moveworks — freeing up HR teams to focus on the projects that matter most

The company will hire top engineers at its new headquarters in Bengaluru to improve the world's leading conversational AI platform.

As European companies compete to deliver the best
employee experience, Moveworks brings its AI platform to the UK, France, and Germany.

The
API enables companies to send their employees critical messages and requests — with workflows that are automatically triggered by events across the business.

Employees can now instantly resolve
their workplace requests by asking Moveworks in English, Spanish, Italian, French, German, and Portuguese.

The company continues its hyper-growth by establishing a presence in Austin -- an
emerging hub for top talent.

Moveworks unveils a new, self-learning conversational AI
technique, which solves employees' requests by generating customized responses based on real-time data.

Now valued at $2.1 billion, Moveworks is the first AI platform that provides instant help to
remote and in-office employees

Moveworks now automatically resolves issues across all lines of
business, including IT, HR, Finance, and Facilities.

Integration of leading AI and Natural Language
Understanding platform with Microsoft Teams turns chat and collaboration platform into an autonomous IT support channel
New AI and Natural Language Understanding solution identifies
IT support issues in any channel within the Slack collaboration hub, and resolves them automatically
Oversubscribed financing round underscores significant impact of autonomous AI solution; Company acquires new customers Align Technology, LinkedIn, Symantec, Belkin, Stitch Fix, AppDynamics and more
Company emerges after three years in stealth with dozens of Fortune 500 and leading
enterprise customers, and venture backing from Bain Capital Ventures and Lightspeed Venture Partners
Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal
Varun Singh, VP of ProductHR leaders, you already know the stakes are high. Hybrid work is fast becoming commonplace. Burnout is rampant. The pandemic is ongoing. There's no way to know what will disrupt business as usual next.Now is not the time to focus on abstract company culture. Instead — with this much uncertainty — it's critical to quantify your impact on the bottom line. That's why top HR leaders are so focused on their most impactful job: keeping employees productive. To help employees be their best, the most forward-thinking HR teams in the world are turning to conversational AI. With AI, employees receive world-class support in seconds, and their HR teams can focus on what matters most

 — helping people, not muddling through support queues.Teams at CommScope and Palo Alto Networks are using this technology now to speed up support, saving their people time and their companies money. Today, I'll walk you through a fraction of the ways these HR teams use AI to efficiently support their employees. HR can create a wonderfully positive and happy work environment — but only if they're not constantly dealing with time-consuming, routine issues. Conversational AI can step in, answering questions in seconds and sending relevant information proactively.New hires have dozens of important things to do. By sending onboarding materials via a conversational chatbot, employees can start their jobs right — with the ability to prioritize top-of-mind questions on day one. Surface company holiday schedulesEspecially in a hybrid world, keeping track of where employees work can be a massive undertaking. With a deeply integrated conversational AI strategy, HR teams can offer up a personalized holiday schedule depending on where employees are located.Taxes can cause complex — but familiar — problems for employees. AI can surface answers to common questions in seconds, instead of drawing on resources needed for more convoluted issues.Answer travel policy questionsPolicies change constantly. With conversational AI, employees can ask a chatbot and get the most up-to-date travel information instead of any older, outdated documentation.Help employees make smart decisions by sending out targeted reminders to enroll in benefits programs. By sending the message via chatbot, employees can ask follow-up questions and get them answered immediately. HR issues aren't always as simple as a question and an answer. In more complex situations, AI can play an important role: It can triage sophisticated requests. A chatbot can route issues to the right HR specialist by understanding precisely what kind of support an employee needs.Addressing a payroll issue is a process that often involves many different platforms and steps, but with AI, issues can be submitted quickly and conversationally.Help employees update benefitsHR teams typically have dedicated specialists to manage benefits situations, but employees rarely know who the experts are. With a chatbot, anyone can ask for help and receive the right resources, whether they're asking about insurance or their 401K.When someone relocates, it can take a lot of time and effort from both the employee and HR team to just update a mailing address. AI can surface a form, which can be sent directly to the team or specialist who manages relocations. No more painful phone tag.Conduct COVID attestation followupThere are times when HR really needs to move fast. When an employee tests positive for COVID, you need to immediately get in touch with them and offer resources and assistance. A chatbot reaches out in chat, setting up a direct line of communication as soon as possible.Whether an employee is buying a house or applying for a visa, employment verification needs to happen quickly. But — getting an employment verification letter from HR can take days. An AI-powered system cuts through red tape by

helping employees find and submit the right information to the right HR specialist.Manage training requestsAI makes it easy for employees to request training on the fly. Instead of dealing with complicated processes on platforms they rarely visit, they can find relevant courses just by asking. Modern HR teams depend on various systems to manage a half dozen different function areas. The challenge is that systems are often difficult to integrate. This puts both HR teams and employees in difficult positions. Implementing multiple standalone systems increases the risk of data inaccuracies, confuses the user experience, and creates unnecessary admin work. Here's where AI really shines, weaving together multiple systems into a single, seamless user experience.HR teams are already juggling dozens of projects. Let AI help employees check their remaining PTO and request any time off in a single conversational interface. Handle role change requestsAI unifies existing HR systems to provide the best up-to-date answer or action, pulling from systems like Workday. Employees don't need to remember multiple systems, and HR teams don't have to manually update dialog flows.AI can automatically route

 approvals to the right hands. Managers can quickly approve a timesheet using natural language, ensuring employees get what they need ASAP.Approve leave requestsThere are dozens of ways to ask about leave: My wife is pregnant; I'm interested in a sabbatical; I'm dealing with a challenging family situation. AI breaks down language to understand vague user requests and respond with relevant information and next steps. The world is changing fast, and it's up to HR teams like yours to keep your company connected. That's why you need to find a solution that makes an immediate impact, instead of adding more to your plate.You need a comprehensive solution that addresses the employee experience holistically. And when it comes to conversational AI, Moveworks is the only solution that does it all. Employees can read the latest policies, look up their PTO balance, or update their personal information in no time at all. HR teams can say goodbye to "Oh! I missed the enrollment period!" and "I need my timesheet approved now!!!" practically overnight. When it comes to HR, you can't compromise. You need the best conversational AI. And that means Moveworks.Learn how Palo Alto Networks saved 351,000 hours of productivity with AI-powered HR. Check out our case study!

Discover how AIOps
transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.

Learn how AI & automation can immediately provide ROI and
elevate service experience at scale for federal and state government and the public sector as a whole.

3 key takeaways from the Forrester Technology & Innovation Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap.

Conversational AI is improving
healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.

From spelling correction to intent classification, get to know the
large language models that power Moveworks' conversational AI platform.

AI is transforming
IT operations analytics (ITOA). Here are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples.

Forrester names Moveworks a leader in Chatbot for IT operations.
Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Click here to read the full press release.Employees can now instantly resolve their workplace requests by asking Moveworks in English, Spanish, Italian, French, German, and Portuguese.MOUNTAIN VIEW, Calif. -- Moveworks, the AI platform that automates support at work, today announced two critical product enhancements that allow global workforces to stay productive from anywhere.The first is multilingual support: Moveworks now understands and resolves requests from employees, whether they ask in English, Spanish, Italian, French, German, or Portuguese. They simply describe their requests to the Moveworks AI chatbot — in normal conversation — to get what they need right away. The second enhancement is Moveworks for Web, which provides the same conversational experience directly inside enterprise portals, including ServiceNow, SharePoint, and Epic.

Combined, they deliver 24/7 help to employees in their language and channel of choice.Artificial intelligence is the only way to give immediate support to every employee — wherever they live and whatever language they speak, said Moveworks CEO Bhavin Shah. We've spent years developing the deepest understanding of what people need at work, based on hundreds of machine learning models that are trained on more than 250 million requests. Extending our technology to these new languages and platforms means our customers can empower everyone, equally, to make an impact.Moveworks is now multilingualFor non-English speakers, getting help at work can be a frustrating experience, since their options are often limited to emailing an English-speaking service desk or navigating through an

 English-only portal. Conventional solutions to this challenge involve an enormous effort for support teams. For example, most support chatbots require them to script out entire conversations for every use case, by hand, and then update each script as enterprise resources change over time. And because such chatbots rely on rote translation, they struggle to understand real requests, which contain companyspecific jargon and entities in multiple languages.Moveworks is the first solution that makes multilingual support automatic: it takes no training for employees and no scripting for support teams. Employees submit issues to Moveworks in their preferred language, just as they would to a local service desk agent, and they can even seamlessly switch to a different language on the fly. Under the hood, the platform determines the most useful solution — or combination of solutions — to each issue and responds in the appropriate language, without any human intervention.As a global company, we need to provide the same quality of support to every employee at Albemarle to empower their potential, no matter which languages they speak, said Patrick Thompson, CIO at Albemarle Corporation. Moveworks gives our people 24/7 help in their native language — just by having a natural conversation with the bot. Now, they can get support right away, without us needing localized service desks in each location.Becoming truly multilingual meant evolving the entire Moveworks Intelligence Engine,™ the array of machine learning models that power the platform. To engage with employees on their terms, Moveworks uses a probabilistic bidding system that weighs every possible response, including switching languages, rather than sticking to a script. To understand support issues in any language, the platform goes beyond translation, using bespoke NLU models trained to recognize entities, like conference room names, that shouldn't be translated at all. And to resolve requests end-to-end, Moveworks employs techniques like cross-lingual information retrieval, which lets it find and rank potential answers. All of that complexity is invisible to end users, who ask for help and receive a personalized response in seconds.Introducing Moveworks for WebToday, most employees engage with Moveworks via Microsoft Teams, Slack, and other enterprise messaging tools that enable real-time conversation. But about 25% of employees get support through portals like ServiceNow. That's why Moveworks has brought its conversational AI interface to several portals and web platforms, allowing companies to deliver faster support across all channels.To provide the immediate care that our patients expect, we need to support our workforce — the moment they need help, said Dianne Kokotoff, Executive Director of Enterprise Solutions & Automation at Wellstar Health System. Moveworks has made real-time support possible, meeting our team members where they work. And now with Moveworks for Web, we've brought that instant experience to ServiceNow. We're looking forward to bringing the same experience to SharePoint and Epic.By design, Moveworks intelligently follows users across channels to guarantee consistent, personalized, and secure support. An employee who engages with Moveworks via Slack to request a new laptop, for instance, is able to check the status of her request in SharePoint, without completing a separate authentication process. Both multilingual support and Moveworks for Web pave the way for more efficient and more equitable companies, where productivity doesn't depend on an employee's native language or unique working style.Moveworks offers the ability to go anywhere for help — email, Slack, our ServiceNow portal — and still end up in the bot's hands as the first line of support, said Steve Januario, Vice President of Digital Employee Experience at Palo Alto Networks. It's letting us get the fastest response, right up front.About MoveworksMoveworks is revolutionizing how companies support their employees — with the first AI platform that makes getting help at work effortless. The modern workday is full of disruptions, from IT issues to HR updates to policy changes. Moveworks understands exactly what employees need and provides the right solution in seconds, using conversational AI built for the enterprise. Our platform allows customers like DocuSign, Hearst, Broadcom, Autodesk, Equinix,

 and Palo Alto Networks to move forward on what matters.Media Contact Sophia Xepoleas, Sr PR

ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Kyle Hirai, Head of IT & SecurityJason Chin, Principal Technical Program ManagerMoveworks is proud to announce that we are now compliant with SOC 2 Type 2, the gold standard for information security. This compliance validates our continued commitment to protecting your data — and affirms the security of our AI solution.Since we founded Moveworks, we've built bleeding-edge security into everything we do, from our machine learning models, to our operational practices, to our employee training. As a result, we achieved both ISO 27001 and SOC 2 Type 1 compliance in our first year out of stealth mode. SOC 2 Type 2 compliance represents the biggest milestone to date in demonstrating that, from the very beginning, we've prioritized security across the board.Service Organizational Control (SOC) 2 reports ensure that compliant companies maintain confidentiality when transmitting, storing, maintaining, processing, and disposing of customer data. SOC 2 Type 1 assesses an organization's security standards at a given moment in time, while SOC 2 Type 2 proves that the organization has maintained those standards over a sustained period. Typically, only large, mature organizations are able to achieve this level of compliance. But we've worked diligently to get ahead of the curve, understanding that we can't compromise when it comes to our customers' data.Simply put, it means you can trust Moveworks with your data. IT leaders place emphasis on SOC 2 Type 2 compliance because it's one of the few audits that attests to an organization's security posture over a sustained time period. Because we know that companies look to partner with vendors who not only innovate quickly, but also maintain the highest bar for security, we've focused on attaining compliance from the very start.At a high level, our specific SOC 2 Type 2 report shows that we've upheld three core commitments:Security readiness policies and procedures are built into our platform. As we develop our products, we conduct frequent security code reviews and partner with third-party security experts to test for vulnerabilities.To ensure that our people are as secure as our technology, we conduct in-depth security awareness training. Every employee must complete it both as part of new employee onboarding and as part of an annual education program. Additional security training is customized based on role and team to ensure that everyone is up-to-date with the latest information.We know that data privacy is critical. That's why all customer data in our possession is always encrypted — both in transit and at rest. For each customer, we use unique encryption keys to keep your information secure. Additionally, Moveworks employees can only access customer data on a need-to-know basis, according to strict, role-based policies and procedures.Data confidentiality extends to how we develop our product. We use common, anonymized language to train our global machine learning models. Your private data is only used to train models specific to your organization.Moveworks is available day or night, weekdays and weekends. To maintain our 99.5% SLA availability, we rely on a leading cloud infrastructure provider to ensure all our customer data has redundant, secure backups in geographically dispersed locations.SOC 2 Type 2 is a major achievement, but we work to continuously maintain and improve our core security framework over time. Our privacy and compliance roadmap includes CSA STAR, HIPAA, FedRAMP, and more. We understand that security requirements differ by industry, and we remain dedicated to meeting those requirements as Moveworks grows.The full SOC 2 Type 2 report is available upon request, in addition to more information on our architecture and security practices.

 Please contact us for additional details and to view the full report.Contact Moveworks to learn how AI can supercharge your workforce productivity.
Discover how AIOps transforms IT operations from
reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.
Learn how AI & automation can immediately provide ROI and elevate service experience at scale for federal and state government and the public sector as a whole.
3 key takeaways from the
Forrester Technology & Innovation Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap.
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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Click here to read the full press release.The company will hire top engineers at its new headquarters in Bengaluru to improve the world's leading conversational AI platform.BENGALURU, India -- Moveworks, the AI platform that automates support at work, today announced the opening of its first location outside the United States. The new office, located in Bengaluru, Karnataka, India, will serve as its second headquarters, where team members will perform groundbreaking research and development, establish strategic partnerships, and rise into senior leadership roles.Founded in 2016, Moveworks is one of the fastest-growing AI companies in history, having raised $315 million in funding to date. Its platform is powered by the latest techniques in natural language understanding (NLU), conversational AI, semantic search, and Collective Learning, which combine to automatically resolve issues in the workplace. Whether employees need IT support, HR service, or a map of the new office, they can describe any issue to Moveworks to get the most relevant solution in seconds — without any manual intervention.Moveworks is a rare opportunity for engineers: we're applying the bleeding edge of machine learning to help millions of people stay productive, said Mihir Gore, Moveworks' Director of Engineering and India Site Leader. Our India team is making our platform even more powerful by building deep integrations with other systems, and by providing customers with total visibility over their employee experience. Ultimately, we'll give every employee the support they need — the moment they need it.The company's expansion into India continues a year of rapid growth for the business. In 2021, both its revenue and its team size more than doubled; it now has more than 500 employees around the world. Moveworks also reached several milestones, including: Moveworks is hiring aggressively in India — it plans to double the size of its team in the next six months, with a focus on roles in research and development (R&D) as well as general and administration (G&A). As the #1 Best Place to Work in Silicon Valley and and the #12 Best Startup Employer in America, the company has brought its award-winning culture and benefits to Bengaluru. Interested in solving complex business challenges with AI? Come join us! Apply at moveworks.com/careers.About MoveworksMoveworks is revolutionizing how companies support their employees — with the first AI platform that makes getting help at work effortless. The modern workday is full of disruptions, from IT issues to HR updates to policy changes. Moveworks understands exactly what employees need and provides the right solution in seconds, using conversational AI built for the enterprise. Our platform allows customers like DocuSign, Hearst,

Broadcom, Autodesk, Equinix, and Palo Alto Networks to move forward on what matters.Media Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Anand Sainath, Software EngineerSushanth Bhaskarabhatla, Product ManagerQuinn Sure, Product ManagerAt Moveworks, we talk a lot about how slow IT support limits productivity and lowers the bottom line. Particularly with the majority of US employees now reliant on technology to get anything done during work-from-home, solving tech issues faster has become business-critical. When an application isn't working or you can't log into an account, you can no longer tap the shoulder of the IT professional sitting next to you. If you're locked out, you're locked out.Regular readers of this blog know that AI can resolve many tech issues instantly, with no involvement from the help desk. About half of these issues

are relatively routine — unlocking accounts, provisioning software, creating email lists — yet still take an average of three days to address using the traditional approach. Our primary focus is eliminating that delay from end to end: Employees describe their problems to our chatbot, and Moveworks solves them seconds later.But what about complicated, high-touch requests, which require experts to resolve? These are the issues that often drag on for weeks, that take multiple interactions between employee and IT team, and that sometimes get lost in the shuffle for good. After analyzing millions of such complex requests, we identified three fundamental challenges:With the above challenges in mind, we spent the last several years engineering, testing, and implementing a single solution. The result of that effort is Moveworks Concierge: an AI system that accelerates IT issue resolution, while also providing unprecedented visibility for both employees and service desks. In this post, we'll explain our journey from idea to impact. When tech issues take forever to fix, it's usually because they involve lots of backand -forth communication between IT teams and employees. At a time when other types of communication occur in seconds, exchanges with IT still span days. The primary culprit is the way IT teams engage with employees: email and siloed support portals. These channels live outside employees' regular workflows and aren't inherently interactive, so when high-touch issues require several conversations to complete, the whole process comes to a grinding halt:While most IT issues require less than two comments to resolve, high-touch issues that need more comments significantly increase the mean time to resolution, or MTTR. The fundamental obstacle here is that IT agents need to take action every single time an issue progresses, whether the employee is asking for a status update or the IT team needs business justification. The result? Help desk agents read through thousands of ticket comments each month — an endless queue that makes communication delays inevitable.Reducing that delay from days down to just seconds is a task tailor-made for an AI system, provided it could:We created Concierge to tackle these core challenges. With advanced natural language understanding (NLU), Concierge could converse directly with employees — without help desk agents needing to intervene. But in order to do so, we had to rethink such communication from the bottom up. How do you make communication instant and interactive? Step one is to acknowledge that email is broken, so simply moving the conversation to Slack or Microsoft Teams — where most of us now spend the workday — is a gamechan ger. Rapid collaboration on these messaging tools is the new normal, and we believe IT support should be no exception.However, bombarding employees with constant Slack and Teams messages is not the answer, since such an approach becomes just as cluttered as email — and just as likely to be

 ignored. Employees respond immediately on the messaging tool because conversations there tend to be time-sensitive and important to their job. The key for Concierge, then, would be to meet that expectation with AI — surfacing only relevant information to cut through the noise. If successful, we knew Concierge would speed up tech support every step of the way. Unlike emails, which can sit unread for days or even weeks, Concierge is designed to take advantage of the nature of Slack and Teams to conduct thousands of IT conversations in real time. From allowing employees to check the status of their issues, to nudging the help desk when those issues remain unresolved, Concierge would ensure that IT help happens as quickly as other enterprise workflows.Concierge comprises numerous capabilities — three of which are especially responsible for accelerating resolution: Needless to say, what matters isn't just good ideas but actual results. That's why Moveworks analyzed over one million IT tickets from across our customer base. What we discovered was an even more profound impact than we anticipated. When employees engaged with the Concierge capabilities above — Engage, Status, and Nudge — we found an average decrease in MTTR of 57.4%. In other words, Concierge cut the average resolution time for high-touch IT issues in half.Faster resolution time for the average IT issue, by individual Moveworks Concierge capability.Crucially, this acceleration does not disrupt backend workflows or force IT teams to adjust to a new process. Instead, Concierge handles employee-facing communication and uses AI to drive faster engagement, enabling those teams to concentrate on resolving issues. We built Concierge to do what AI does best — manage a mind-numbing amount of information — to complement the areas where IT specialists excel.For the large enterprises that have already implemented Concierge — Equinix, Autodesk, Broadcom, Nutanix, and Medallia, to name a few — such time savings translate directly to profits. With multimillion-dollar IT budgets to maximize, better efficiency means not only fewer delays for employees but also more resources to allocate on other projects.In the era of remote work, productive employees are those who collaborate on tools like Slack and Microsoft Teams, in real time, wherever they're located. Concierge brings this new normal to IT communications, allowing employees

to add comments, receive updates, and request action on tech issues on the messaging tool. From a financial perspective, of course, IT organizations that don't eliminate friction with AI are leaving money on the table. But beyond the bottom line, Concierge empowers IT teams to support employees at the speed of modern business. Contact Moveworks to learn how AI can speed up your IT support. Discover how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.

Learn how AI & automation can

immediately provide ROI and elevate service experience at scale for federal and state government and the public sector as a whole.

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Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap. Conversational AI is improving healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.

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Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Margo Poda, Content Marketing ManagerThe world of Generative AI is vast and ever-expanding, with the potential to

 transform entire industries and change how we create and consume content.Generative AI is a subset of artificial intelligence that can produce an array of content such as images, videos, audio, text, and even 3D models. As a result, it is becoming a valuable tool across industries such as gaming, entertainment, and product design.But before we get ahead of ourselves — what exactly is Generative AI, how does it work, and what can it do? These are the questions we will explore today. From the recent breakthroughs in the field, such as GPT-4 and Midjourney, to its real-world applications and tools, we will cover everything you need to know about Generative AI. With its potential to assist in scientific research, create art, and solve complex problems, Generative AI is an emerging technology poised to shape our world in the years to come. So, let's dive in and discover the fascinating world of Generative AI.This article will answer the following questions: Generative AI is a type of artificial intelligence that can create new data, such as images, music, or text. It uses algorithms to learn patterns and produce new content that mimics the style and structure of existing data. For example, if you give a Generative AI model a few lines of poetry, it can use that to create an entirely new poem with similar themes and language. It's like having a virtual artist or writer that can come up with new ideas and content off the cuff. Generative AI learns patterns from existing data, then uses this knowledge to generate new and unique outputs. Unlike traditional AI models designed to classify or predict based on existing data, Generative AI creates new data from scratch. It's like having a machine that can dream up new ideas and concepts without human intervention.The key to Generative AI is using large language models, typically trained on massive datasets — think entire collections of books and vast amounts of web content — to understand and generate content with impressive fluency.But what sets Generative AI apart are its core strengths: extraction, summarization, and generation. Generative AI models can produce a wide variety of output, including text, images, audio, and video. Let's take a look at some examples. Generative AI has become a catalyst for innovation, reshaping how we approach creativity and problem-solving. Here are a few remarkable examples of its transformative potential across various industries: Generative AI has many potential benefits, including: Generative AI has made significant advancements in recent years and has many benefits, but there are also limitations to its capabilities. Here are some of the main limitations of Generative AI:It is essential to consider these limitations when developing and implementing Generative AI systems to ensure they are used effectively and ethically. As Generative AI becomes more widespread, addressing these ethical and legal challenges and establishing guidelines for

its responsible use is crucial. Generative AI tools are becoming increasingly popular and diverse. Here are some examples of different types of Generative AI tools: Generative AI refers to AI models that create various types of content, such as text, images, audio, and video. Generative conversational AI, on the other hand, specifically refers to AI models that can generate human-like responses in conversation with users.While Generative AI focuses on creating content, generative conversational AI aims to mimic human conversation by generating responses to user input. Both types of Generative AI have unique applications and use cases, with generative conversational AI being particularly useful in chatbots, virtual assistants, and customer service applications. Generative AI is an exciting and rapidly evolving technology that has the potential to transform a wide range of industries, from entertainment to scientific research. With its ability to generate creative and innovative solutions to complex problems, Generative AI is becoming an increasingly valuable tool for businesses and researchers alike.While there are still limitations and concerns surrounding Generative AI, such as ethical considerations and potential biases, the future of this technology looks promising. With continued development and advancement, Generative AI has the potential to unlock new frontiers in art, design, and problem-solving.As we continue to explore and harness the power of Generative AI, it's important to stay informed and

engaged with the latest developments in the field. Whether you're a business owner, a researcher, or simply a curious learner, many resources are available to help you dive deeper into this exciting technology.So, let's continue to discover and unlock the possibilities of Generative AI together and see where this technology will take us in the years to come.Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Vaibhav Nivargi, CTOThe rapid rise of ChatGPT has ignited a race to adopt smarter and more powerful AI models across the enterprise. Companies are increasingly exploring what are coming to be known as AI copilots to boost efficiency and performance across various tasks. With the continuous advancement of these copilots, businesses must have a clear strategy in place to capitalize on their potential. We introduced a four-tier AI copilot framework during our Moveworks Live event to clarify what you should consider when implementing an AI copilot solution in your business and what tech investment level you'll need to make to successfully achieve your goals.Today, I'll dive into this framework to help you determine your copilot strategy, answering questions such as: >> Learn how to build an AI copilot strategy that works for you.

Check out our webinar! An AI copilot is a conversational interface that uses large language models (LLMs) to automate tasks and retrieve information. By leveraging LLMs, copilots understand and respond to human language effectively, making it easier for users to interact with and navigate digital platforms.As AI continues to develop rapidly, copilots will play an increasingly vital role in helping users streamline their tasks and better use their digital resources. In light of this, defining a well-structured copilot strategy becomes essential for businesses aiming to harness the full potential of AI technology. Before developing an AI copilot strategy, you need to understand what it takes to build a copilot-like experience into your enterprise. There is a vast difference between ChatGPT and an enterprise copilot platform that is fully integrated within an organization. This is not to say that ChatGPT isn't helpful. It is incredibly helpful for certain use cases. But it's limited in its ability.For a copilot to own more enterprisefoc used tasks, you need a less general, more tailored approach that can manage:Given the above, it should be clear that incorporating a copilot experience into your organization takes considerable effort. While some use cases might be lighter lifts, others will require heavy, long-term maintenance. The scope of the problem you're trying to solve will require varying degrees of investment. For example, using AI to provide enterprise-wide support will, by definition, need a much better understanding of and investment in the bullets above than using AI to write web copy. Figure 1: When looking at AI copilot use cases, we start to see the relationship between the scope of the problem and the investment required to solve it, enabling decision-makers to make informed choices when embracing LLMs for their organizations. This is to say that an AI copilot is not something you can build and maintain on your own, particularly if you want to expand its functionality across the enterprise. Investing in the right partner with the right resources is the key to successfully implementing a helpful and efficient AI copilot. The four-tiered AI copilot strategy frameworkWe created a four-tiered framework to help leaders better understand the technology and investments necessary to integrate LLMs into production environments.By grasping the nuances between various AI copilots and their unique capabilities and limitations, you will be better equipped to create a compelling and tailored strategy for your organization. A tier-one copilot involves a basic API call of a large language model (LLM). In this approach, prompt engineering is used to help a user access general information, and the copilot is primarily aimed at improving efficiency across high-level use cases.A tier-one copilot simplifies various everyday tasks by leveraging AI-powered assistance. Some common use cases include:Figure 2: Tier-on e
copilots rely on basic LLM integrations to solve small-scale enterprise challenges.Tier-one copilots are relatively easy to kick off, requiring minimal resources and offering a low barrier to entry, making them an attractive starting point for organizations exploring AI tools. Launching the copilot boils down to accessing an LLM, such as GPT-4. LLM-as-a-service providers, like Hugging Face and OpenAI, make thi s
process even more accessible. You simply subscribe to a reliable API provider for your chosen LLM and integrate their API into your software or platform. This streamlined approach needs little beyond developer resources dedicated to implementing the API integration, ensuring a smooth and costeffective way to introduce AI-driven assistance into your organization.Prompt engineering is a crucial machine learning technique that bolsters the effectiveness of tier-one copilots. By thoughtfully crafting and refining user prompts based on previous interactions, you can elicit more accurate model responses that better align with users' needs. While prompt engineering is more art than science, advanced tactics such as auto-prompting and prompt tuning can significantly enhance your tier-one copilot's

performance, taking it one step closer to the desired outcome. A tier-two copilot is a customized implementation of an LLM fine-tuned and grounded with an organization's domain-specific data. Unlike off-the-shelf models trained on general internet data, tier-two copilots are designed to perform tasks

and generate answers that cater to specialized areas.A tier-two copilot is better prepared to manage some domain-specific tasks. Some common use cases include:Figure 3: Tier-two copilots offer more customized LLM implementations.Developing a tier-two copilot involves a substantial upfront investment in resources and expertise. Key elements include pre-trained models, supporting infrastructure such as GPUs, and a skilled team of developers and machine learning engineers capable of selecting a suitable pre-trained model, like LLaMA, RoBERTa, MPNet, or Flan-T5, and fine-tuning it with the organization's domain data for a more customized LLM implementation.Annotation is also critical for this more focused approach. And while the annotation process can commence with external service providers like Scale.ai, it's essential to transition in-house as you advance to higher tiers with increased domain specificity and scrutiny. Although tier-two copilots demand more resources and investment than their tier-one counterparts, the payoff is a high-performance, domain-specific AI solution that tackles your organization's unique challenges.Optimizing the performance of an AI-driven copilot necessitates leveraging key machine learning techniques such as fine-tuning, grounding, and retrieval augmentation. Fine-tuning involves adapting the chosen base model to a specific task using labeled, domain-specific data. Then, both grounding and retrieval augmentation can enhance the copilot's factuality and accuracy by utilizing contextual information from user data, unique entities, query patterns, and curated documents. These techniques work in harmony to deliver tailored AI-driven assistance that caters to an organization's unique needs and challenges, providing highly relevant, meaningful, and contextually accurate results. A tier-three copilot involves chaining multiple LLMs together, creating sophisticated pipelines optimized for multi-step use cases that leverage the strengths and capabilities of each LLM involved. As a result, the tier-three copilot can provide tailored assistance and solutions for intricate domain-specific challenges.By incorporating multiple LLMs and advanced techniques, tier-three copilots can tackle a broader range of use cases, enhance productivity and efficiency, and address challenges in more sophisticated domains. Some common use cases include:Figure 4: Tier-three copilots bring together multiple LLMs to manage complex use cases.To get started with a tier-three copilot, there are several key elements and investments you need to consider. First, you must create a multi-LLM stack consisting of various pre-trained models designed to work together for more complex tasks. It is essential to have connectors in place to enable seamless system integrations and facilitate the interactions between different LLMs.As is also the case with tier-two copilots, investing in fine-tuning is crucial for optimizing the models in the multi-LLM stack. Along with this, system integrations help the copilot assimilate into your organization's existing workflows and automation.Allocating resources for annotators to generate high-quality domain-specific data will ensure improved performance for your copilot. Likewise, assembling dedicated AI and machine learning teams is vital for developing, implementing, and optimizing the tier-three copilot.Developing a robust tier-three copilot capable of tackling complex, multi-step tasks involves several advanced machine learning techniques. First, chaining allows for the seamless integration of multiple LLMs in a pipeline, tapping into the combined strengths of each model for superior performance. This is further complemented by entity extraction and linking, which enable the identification and correlation of crucial data points within the input context, providing richer layers of information for the copilot.Connectors also play a vital role as intermediaries between the LLM stack and existing systems, facilitating efficient communication and enhancing the overall coherence of the AI-driven solution. By incorporating these sophisticated techniques, tier-three copilots can effectively address intricate use cases, driving productivity and efficiency within an organization.Tier-four copilots work to address the challenges inherent in providing extensible employee support and facilitating autonomous decision-making.As a sophisticated LLM

system specifically designed for enterprise-wide deployment, these tier-four copilots encompass advanced features like a reasoning engine, analytics, security, and privacy, as well as out-of-the-box connectors catering to the demanding requirements of large organizations. A tier-four copilot can handle issues across multiple functions, channels, languages, and departments. Here are just a handful of examples:Figure 5: Tier-four copilots are specifically designed for enterprise-wide deployment.Accuracy and factuality are of paramount importance when incorporating a tier-four copilot

in enterprise settings such as legal, corporate development, or finance departments. Organizations must invest in multiple specialized teams to effectively implement a tier-four copilot, including design, UX, annotation, machine learning, systems integration, and security compliance and privacy infrastructure.Advanced reasoning techniques further enhance the performance of a tier-four copilot, enabling it to tackle complex problems and improve employee productivity. Organizations can leverage robust language models to optimize their decision-making processes and streamline operations across departments by grounding the copilot to specific use cases.As organizations increasingly rely on language models, powerful decision-making and reasoning capabilities have become indispensable. As mentioned, generalized LLMs struggle to navigate complex challenges as more use cases, systems, and teams are added. Tier-four copilots, with chained models explicitly designed for decision-making and reasoning, are essential to bridge this gap.However, as use cases expand, managing and scaling these models without compromising performance is a complex task for machine learning engineers and data scientists. Models must be agile, delivering accurate results even as they evolve.The rapid growth in system complexity and ever-changing use cases requires deep integrations in systems across the enterprise. Tier-four copilots must be adept at scaling quickly and adapting to new environments. These integrations allow for improved information flow across various systems in an organization for better reasoning capabilities. Moveworks sets itself apart as a tier-four copilot by both harnessing hundreds of machine learning models, specifically fine-tuned to enterprise data, and deeply integrating with the organization's disparate tech stack to fully connect the enterprise ecosystem.By partnering with Moveworks, organizations can access accurate, verifiable information through controlled outputs that leverage proprietary data for precision and relevance.Extensibility is at the heart of Moveworks, enabling users to expand the copilot into new domains and use cases. The recently launched Creator Studio embodies this concept, providing the Moveworks copilot with extraordinary capabilities tailored to the needs of growing enterprises.Our commitment to retaining task-level precision is critical for delivering a high level of service and addressing complex enterprise challenges. And our domain expertise, extensibility, and customization position us as a leading tier-four copilot, empowering organizations to leverage advanced language models to improve efficiency, accuracy, and innovation in today's competitive business landscape.Figure 6: The Moveworks enterprise copilot platform integrates with every business system, meaning it can support any use case across any department. It goes without saying that now is an exciting time to build using large language models. We're at the beginning of a massive enterprise transformation driven by new AI tools like copilots. And as businesses adopt these cutting-edge solutions, having a well-defined copilot strategy is paramount to success.Throughout this article, we've explored our four-tier AI copilot framework to help you better understand the investment levels and implementation considerations when integrating AI copilots into your business. By assessing your organization's unique requirements and goals, you can align the appropriate copilot tier to maximize the benefits of these advanced AI models.In an ever-evolving business environment, staying ahead of the curve is vital. A deep understanding of AI copilots and a commitment to developing an effective strategy will propel your organization to new heights. It's time to seize the opportunities

 offered by this technology and empower your people with innovative AI copilot solutions.See the rest of Moveworks Live. Check it out!
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are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples.

Chang Liu, Tech LeadLarge service desks are flooded with hundreds of IT support issues a day. And because no two issues have exactly the same wording, service desks must manually resolve each one — from resetting passwords to provisioning software to answering questions about policy.New employees, for instance, inevitably encounter a number of IT issues during onboarding, such as: "Hi! I joined the marketing team two days ago and I just realized I don't have a Zoom Pro license. I'm sure you get a ton of these requests, but I'd really appreciate help as soon as possible. Thanks!" At most companies, this kind of issue requires the attention of service desk agents, who read through a long and complex description to find what is often a simple fix.In fact, under the surface, one-of-a-kind support requests describe surprisingly similar problems. The rise of SaaS applications in particular — Zoom, Salesforce, Office 365 — is driving homogeneity across companies and industries, which means that just a handful of automated workflows can resolve thousands of issues on the back end. Ultimately, the challenge for us at Moveworks is to understand the unique ways that employees talk about these same issues.Figure 1: While every company is unquestionably unique, many use the same IT to conduct business.One of the critical techniques we use to understand these support tickets is Collective Learning. At Moveworks, we benefit from analyzing over 75 million IT issues, and by analyzing what they have in common, our machine learning models can understand the language employees use to explain their IT problems. In this blog, we'll cover:The idea behind Collective Learning is simple: strength in numbers. What we realized was that — as a third party — Moveworks could aggregate data from dozens of different companies to gain universal insights about seemingly unique IT issues.Behind the scenes, Collective Learning requires pooling anonymized data from as many sources as possible. Anonymization has two major benefits: first, protecting internal data; and second, allowing our models to identify linguistic patterns under the surface.After we anonymize data, the next step is normalization, which throws these patterns into sharp relief. Simply put, normalization means transforming language into a generic form in order to highlight common characteristics. Consider Figure 2. "Mark" and "sales email list" are specific nouns, but, these entities can be considered in broader, more universal categories, like $PERSON or $GROUP. By generalizing these entities, a model receives a large input of training data relevant to the IT world and applicable across many companies and industries.Figure 2: By normalizing data, specific entities become generic entities, which can be used to train machine learning systems. So what does

Collective Learning look like in a live environment?Let's explore Figure 3: three different questions from three different organizations in three different industries. Attempting to train a machine learning system on these specific issues at each company will result in poor performance because there are simply not enough examples.However, Collective Learning gives us an opportunity to use machine learning to solve all of these issues. Through normalization, we can apply the same name — video conferencing application — to entities like Zoom, Webex, and Google Hangouts:Figure 3: Collective Learning takes advantage of common IT entities, like video conferencing application, to automatically resolve issues.And Collective Learning can go even further, normalizing entire sentences to learn the underlying logic of language. Here in Figure 4, at first glance, these look like completely different IT issues that would require the service desk to address manually. But, considering "Zoom" and "Confluence" and "Trello" all as $SOFTWARE makes it easier for the model to pinpoint patterns in how people ask for support.Figure 4: Collective Learning applies this logic of normalizing entities to entire sentences, illuminating patterns across companies and industries. Despite starting with only a couple of examples, generalizing language patterns allows us to generate many alternate combinations. That way, our machine learning models already recognize the structure of future issues — even if they look different from the original examples.Figure 5: Learning language patterns lets us generate similar utterances from a few examples.In the past, machine learning has been the exclusive domain of large enterprises, which have access to larger data sets. The power of Collective Learning lies in allowing smaller companies to reap the benefits of machine learning — by transforming a couple of examples into millions of data points.In fact, when Moveworks onboards a new organization to our platform, Collective Learning allows us to recognize an ever-increasing percentage of relevant entities, on day one. Now, this network

effect means our bot can make sense of 99.9% of IT entities, without additional training.Figure 6: As our customer base grows and we continue to collect IT ticket data, Moveworks' ability to recognize entities increases exponentially. Thanks to Collective Learning, Moveworks immediately understands our customers' IT environments, regardless of their size or industry. Every company has its own support challenges, of course, but understanding the language of IT issues shouldn't be one of them. The trick is capturing the right information, giving machine learning models the data needed to make accurate predictions about what employees need. For Moveworks, that trick is Collective Learning.Contact Moveworks to learn how AI can supercharge your workforce productivity.

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IT operations analytics (ITOA). Here are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples.

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we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal

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AI is transforming IT operations analytics (ITOA). Here

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How to manage the risks of deploying Generative and Discriminative LLM in your enterprise during pretraining, training, fine-tuning, and usage.

Moveworks is honored to be recognized on the 2023

Forbes Cloud 100 list which spotlights companies that pair strong values with top performance.

Grounding AI links abstract knowledge to real-world examples, enhancing context-awareness, accuracy, and enabling models to excel in complex situations.

Data annotation trains AI systems to tackle

complex business challenges. Annotation prepares AI to adapt to unique enterprise use cases.

Moveworks' data center expansion in Europe & Canada means European & Canadian customers have control and flexibility over their data privacy and data residency.

Here's your AI transformation

roadmap. Learn more about what AI transformation is, what's needed to make it happen, and the role AI copilots play.

AI copilots can streamline tasks & boost productivity in businesses. Transform your operations & enhance communication with these intelligent assistants.

Every enterprise needs an AI copilot strategy. Here is a 4-tier framework to successfully implement these powerful tools for efficiency and performance.

Moveworks' Total Economic Impact™ Study by Forrester finds organizations can achieve 256% ROI with average savings of $11.5 Million over 3 years with Moveworks.

Microsoft held its annual developer conference, Build 2023. Moveworks shares 4 takeaways on the latest innovations in AI, user experience, and plugins.

The Moveworks Enterprise LLM Benchmark evaluates LLM performance in the enterprise environment to better guide business leaders when selecting an AI solution.

Learn how to measure the employee experience with AI analytics, natural language understanding and real-time performance insights with EXI.

Conversational AI uses natural language understanding and machine learning to communicate. Learn more about benefits, examples, and use cases.

Read the Moveworks Live event recap for key takeaways, product innovations, and announcements from all Moveworks Live speakers.

The new Moveworks-Carahsoft strategic partnership brings conversational AI to the public sector.

Check out the most impactful Artificial Intelligence applications, from self-driving cars to IT support, and see why you should use AI in your business.

Introducing Creator Studio, a generative, no-code platform connecting employees to all systems across the enterprise with a unified, natural language interface.

Discover the 50 best private AI companies shaping the enterprises of tomorrow, from chatbots to predictive analytics, to elevate your operations.

What are examples of companies using conversational AI? Learn how 5 leading companies boost efficiency, customer satisfaction, and employee experience.

What is Generative AI, how does it work, and how can you use it? Let's dive in and discover the fascinating world of Generative AI.

What's the difference between a chatbot, conversational ai, and a conversational ai chatbot? Let's get into the differences and how it applies to the enterprise.

GPT-4 is the first large multimodal model released by OpenAI that can accept both images and text inputs. Learn its applications and why it's better than GPT-3.

When evaluating conversational AI platforms it's important to ask 5 key questions to understand the true capabilities and avoid costly investments

Discover the fundamentals of trustworthy enterprise-grade conversational AI and how to prioritize chatbot security

and privacy.

The future of chatbots and LLMs for modernizing the employee experience is here. Learn how conversational AI is transforming businesses.

Unleash conversational AI in your enterprise. Learn how to navigate the opportunities and risks of implementing generative and conversational AI.

Large language models (LLMs) are advanced AI algorithms trained on massive amounts of text data for content generation, summarization, translation & much more.

Supervised and Unsupervised Learning, what's the difference? The key difference is labeled data. What are the benefits? Let's use ChatGPT as an example.

Reduce IT costs while also focusing on improving the end-user experience. Here are 10 reasons why AI needs to be part of your IT cost

reduction strategy.

Understanding the difference between generative ai businesses is crucial when making investments in tech. Here's how to tell which are real and which are hype.

ChatGPT is only the start of the future of generative AI. Moveworks CEO Bhavin Shah shares his take on ChatGPT and how the Human-AI partnership will progress.

Bhavin Shah shares his perspective on how ChatGPT will accelerate innovation and spur efficiencies across the modern enterprise in 2023.

Know the value of AI in your organization. Read on to understand the 8 key performance indicators (KPIs) to pay attention to before you invest in AI.

ChatGPT is a groundbreaking technology that's captured our imagination, but it is not without limitations. Moveworks' VP of Machine Learning shares his thoughts.

AI can now scale multilingual support to 100+ languages. Learn how Moveworks solved the many technical challenges needed to provide multilingual support.

In its latest report on Chatbots for IT Operations, Forrester named Moveworks a leader among top vendors, giving Moveworks the highest possible score in 19 criteria, including chatbot readiness.

Being a new CIO is daunting. Yousuf Khan, 5X CIO turned VC, and Bhavin Shah, CEO of Moveworks, have a conversation about what it takes to succeed in the complex C-level role.

Moveworks' Employee Experience Insights (EXI) uses AI to tap into information hidden in support tickets and reveals your workforce's everyday experience.

Fresh from Forrester's Technology & Innovation Forum, Moveworks shares 3 takeaways on the future of work and how enterprises should focus on practical AI.

3 companies — DocuSign, Palo Alto Networks, and Procore — optimized help desk forms to upgrade their support processes and improve employee productivity.

Moveworks uses its own conversational AI to better onboard new hires and make sure they have what they need to succeed in their role on Day One.

Great leaders are great decision-makers. Learn how employee experience leaders, like you, can use the Idea Funnel to turn ideas into impact.

When it comes it using AI in HR, you need a solution that makes an immediate impact. Read on to see just a few of the ways HR teams can use AI now.

The Moveworks-Nexthink partnership enables proactive tech support in the digital workplace.

Today, we're incredibly excited to announce Moveworks for HR — a sophisticated artificial intelligence solution built for human resources.

Our current way of working isn't working. But we have the technology and knowledge to make it better, to make an employee experience that's almost magical.

There are an infinity use cases for conversational AI. Here are just 13 of many ways you can use it today.

As European companies race to support flexible work, Moveworks brings its AI platform to the UK, France, and Germany.

Moveworks API empowers customers to send critical updates through our platform. Now, employees get the support they need — before running into problems.

With omnichannel support, employees can use whichever channel they prefer to get help and receive the same seamless experience.

We often believe in the power of big ideas to increase employee satisfaction, but the truth is that small moments define the HR experience.

Moveworks announces two major additions: multilingual support and Moveworks for Web. These changes will deeply support the new normal for companies

with global workforces.
Moveworks built the first multilingual AI platform for employee
support. To do so, we had to evolve all parts of our Intelligence Engine™. Here's how.
Are you
interested in joining a ground-breaking AI company? Now you can... in Austin! Moveworks is proud to
move our expansion strategy forward in Texas.
Companies are using virtual agents to support
their workforce. But what constitutes an impactful virtual agent? Here are the 7 metrics that matter.
Moveworks earns Gold certification for CSA STAR Level 2, validating our security programs and
demonstrating our commitment to safeguarding customer data.
How Moveworks'
conversational AI technology can generate a tailored response to every single employee request, across
all departments.
Moveworks announces major enhancements to its conversational AI
platform, designed to automate support for the world's largest companies.
Now valued at $2.1
billion, Moveworks is the first AI platform that provides a seamless employee experience to both remote
and in-office employees.
The 5 components of the Moveworks Intelligence Engine™ work in
unison to make getting help at work effortless.
How can companies engage thousands of
employees as effectively as people do one-on-one? This article explores three strategies to fix employee
comms.
What does it take to create an entirely new category of product? Ultimately, it's about
empowering the right people with the right company culture.
We analyzed thousands of realworld HR requests to offer insight into how to HR teams can move closer t
o Tier 0 service delivery for
their companies.
Solve every issue for every employee — across IT, HR, finance, and facilities.
Introducing the Moveworks employee experience platform built on conversational AI.
Moveworks takes every piece of your company's disparate data into account to match questions to
precise, personalized answers.
Moveworks helps HR take on the endless barrage of employee
requests so HR teams can focus on higher priorities.
With Moveworks for Employee Comms,
employee experience teams can send targeted, personalized messages at scale, preventing support
issues before they happen.
Forms are critical to a self-service IT strategy. See how Moveworks
makes forms smarter at every step of the experience.
To build a computer capable of
understanding language, natural language processing (NLP) and natural language understanding (NLU)
have proven critical.
Learn what it takes to build an enterprise identity system, how unique
identity maps allow for personalized support, and why service desks depend on personalization to
manage complex IT environments.
One-of-a-kind IT issues describe surprisingly similar
problems. Collective Learning allows Moveworks to see the similarities under the surface.
In its
latest report on Chatbots for IT operations, Forrester awarded Moveworks the highest possible score for
our Strategy and Market Presence.
New approaches to natural language understanding (NLU)
and conversational AI have streamlined interactions between people and machines.
Moveworks is now compliant with SOC 2 Type 2, the gold standard in information security. This
compliance validates our continued commitment to protecting your data and affirms the security of our

AI solution.
In this post, we'll dive deep into the history of human-computer interaction, from early chatbots to today's AI-powered conversation engines.
In this blog, Dan Powers, Director of IT, Robert Half, explains how they used Moveworks to turn Microsoft Teams into an AI-powered virtual workplace.
The Moveworks chatbot app is available for customers to install directly from either Microsoft AppSource or the Microsoft Teams store.
Moveworks Concierge streamlines IT communication, allowing employees to add comments, receive updates, and request action on support issues in real time.
Moveworks is today announcing its integration with Microsoft to transform Teams into an autonomous IT support channel.
Fresh off his appearance on the SaaStr podcast, Moveworks CEO Bhavin Shah reflects on how IT teams are

 transitioning to the new work-from-home economy.
As companies respond to the COVID-19 outbreak by transitioning to WFH, Moveworks has released new capabilities to support remote employees.
By prioritizing security from day one, Moveworks managed to earn ISO 27001 certification, demonstrating our commitment to safeguarding our customers' data.
Moveworks Channel Resolver resolves IT support issues posted on Slack channels, saving employees time while eliminating work for the service desk.
Thanks to groundbreaking advances in natural language understanding and deep learning, AI can now instantly route 90% of IT support tickets.
It still takes five hours for the average IT ticket to be routed to the right expert. Learn how AI can help.
Moveworks raises a $75 million Series B funding round to scale its automated AI resolution of enterprise IT issues.
With AI-powered resolution, enterprise chat platforms fill a void left in the patchwork of IT communications via phone, email, portals, and walk-up kiosks.
Overcome enterprise search challenges with machine learning and novel natural language understanding (NLU) techniques like embedding and Seq2Seq.
Broadcom celebrates a year with the Moveworks conversational chatbot. Learn how Broadcom automatically resolves 38% of employee IT issues every week with AI.
Conversational AI chatbots rely on natural language understanding (NLU) to engage people and get work done. We explore how hard it is to get this right.
Slack chatbots can automate IT and onboarding processes seamlessly. See how the IT team at Achieve rolled out a MoveWorks powered chatbot in Slack that facilitates onboarding and lets employees ask questions when they need IT help.
Advances in Natural Language Understanding (NLU) and machine learning are enabling IT support issues to be resolved instantly and autonomously.
Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations.
Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Andrew Mairena, Product ManagerCody Kala, Machine Learning Tech LeadWaiting for an important IT issue to be resolved is frustrating. Fortunately, for many common issues, the IT team can all but eliminate that delay by providing automatic resolution, powered by artificial intelligence. We've already seen on this blog how AI tackles tickets that once took three days

to remediate and handles them from start to finish in under a minute.Of course, there will always be some issues that require human intervention — AI software can't replace the toner in your printer, for instance. In these cases, it's critical to get the right subject matter experts involved as quickly as possible. The trouble is, for most service desk teams, assigning tickets to the correct resolver group is complex, slow, and prone to human error.It takes an average of five hours, in fact, before an IT service desk agent first looks at an employee-submitted IT ticket, based on Moveworks' analysis of millions of such tickets across dozens of organizations. For most of that time, the ticket is simply sitting in a queue in an IT service desk system, waiting for someone to review it and then either act on it or route it to a different team. In an era when business travel, conference rooms, and even catered lunches can be reserved in a matter of moments, urgent IT issues still spend hours or days before the remediation process even begins. Figure 1: IT tickets can take days to reach the right hands with the proper context — all before resolution gets underway. In Part 1 of this two-part series, I'll explore the many obstacles that have hindered efficient ticket routing in the past, from insufficient contextual knowledge to the challenge of small datasets. Next week in Part 2, I'll then explain how Moveworks uses machine learning (ML) to overcome these obstacles and route tickets to the best "assignment group" in seconds, including in organizations with hundreds of assignment groups that are each responsible for a specific type of

 issue. But first, we need to understand the problem:IT support organizations typically organize themselves into a three-tiered support model:When you file an IT ticket for an issue — such as "Help, I forgot my password!" — the L1 frontline agents are usually first on the case. For something simple like a password reset, these L1 agents can resolve the issue pretty quickly themselves once they get to it, as they have the means to either reset the password or to direct the user to the relevant page on a selfservic e portal. This means that delays for routine IT issues are a product of the limited capacity and availability of the L1 team.Figure 2: Common IT tickets like this one are easy to fix — but still can spend hours in the queue. More complex issues to troubleshoot, like "I lost access to a database on an internal server," cannot be resolved by the L1 team — they require a technical support specialist. So when this variety of ticket appears in their queue, L1 agents read the ticket content and must then assign it to an L2 support team. But with dozens or even hundreds of available support groups to choose from, it isn't hard to see why L1 agents frequently assign the ticket to the wrong L2 team.At this point, tickets can fall victim to what's known as the "ping-pong effect" — getting assigned back and forth between the L1 service desk and different support teams until finally reaching the right one. Each ticket reassignment can add hours to the life of a ticket. And needless to say, this effect is a headache for everyone involved: employees wait in the dark for their ticket to be assigned, support teams deflect away misrouted tickets, and IT leadership fields complaints from both groups. Using this conventional system, organizations have to strike a difficult balance. On one hand, it's useful to have lots of very precise assignment groups so that tickets get to the subject matter expert faster. On the other hand, with too many assignment groups, service desk agents struggle to identify the right group — usually from a picklist in the service desk software — for a given ticket. Faced with this long list, agents tend to use the few assignment groups they're most familiar with, which, in turn, forces a second agent to do another round of triage to remedy the error.In an attempt to avoid these complications, some companies have outsourced their L1 and L2 service desks to a managed service provider (MSP). According to a 2017 survey by Harvey Nash and KPMG, 32% of companies now use an MSP for their service desks, enabling them, at least in theory, to focus their efforts on core business initiatives rather than on IT issues. But while MSPs offer an alternative business and organizational model for IT support, they don't address the functional difficulties of ticket routing. The core predicament still exists: no human can accurately remember the responsibilities of each assignment group when there are 50 or more to choose from — even within specialized IT support companies like MSPs.Figure 3: Routing a ticket to one of 50 or more assignment groups is a challenge for human agents. This type of problem — one involving hard-to-remember values, large volumes of relatively similar inputs, and often significant time pressure — is tailor-made for machine learning. As we'll see in the following sections, however, applying ML to an individual organization's IT support infrastructure is a daunting task.The job of a machine learning system is to learn from past data to generate predictive models, also known as ML models, that will inform the system's decisions. In the case of IT ticket triage, the predictive model reads various fields of a ticket to predict what the assignment group value (and other ticket fields, if desired) should be.Classical machine learning models that tried to predict these values learned only from the short description — essentially

the subject line of the ticket — and one or two other, hand-picked fields. By consuming just a few input values, which are called "features" in the ML community, learning algorithms missed out on a mountain of useful data. And because classical learning required the IT team to choose those few features in advance, it forced them to ignore fields that could have ultimately provided the best basis for making triage predictions. By contrast, the latest approaches to machine learning can consider all fields of a ticket and mathematically determine which are most predictive — but we'll save that discussion for Part

 2.Figure 4: Making sense of data entails training ML models on certain features, but deciding which features are predictive requires sophisticated, modern techniques like BERT. Beyond the feature selection challenge, perhaps the biggest barrier standing in the way of automated ticket triaging is the small data problem. Historically speaking, machine learning has relied on "big data": datasets that are sizable enough to reveal patterns and generate insights. But the ticket history of a single organization is usually too small to power deep learning on its own; in fact, even large organizations with tens of thousands of IT tickets may not have enough data to get good results from deep learning, which in general requires a million-plus data points. And as we show in the illustration below, the actual number of tickets to learn from is far smaller than expected, since each round of filtering the tickets reduces the number exponentially.Figure 5: Even in a company with 2,000 employees like the one above, ticket triaging models must be able to cope with small amounts of data, since each assignment group only deals with a handful of tickets regarding a particular IT issue.For ML models that learn from just one organization, the small data conundrum marks the end of the road, since each new ticket might be entirely unfamiliar to the model. It's the equivalent of googling the word "platypus" and having the search results predicated on just your own previous search history about platypuses — which is likely nonexistent — as opposed to the billions upon billions of related searches that actually inform Google's algorithms. Of course, as we learned, different organizations face different challenges in the IT domain, so generalizing between them isn't easy. But insights about the similarity of words, as well as the role they play in determining a sentence's overall meaning, are more universal. Again, that's Part 2.The long delay that comes after submitting an IT ticket seems to be an unfortunate fact of life. Service desk agents are always busy, and as human beings, they're inevitably susceptible to human error. Consistently assigning IT tickets to precisely the right resolver group, with all of the right information, in under a minute is simply not a realistic goal given the myriad assignment groups in most organizations. And while classical machine learning models attempt to address this problem by making automated routing decisions, they suffer from major shortcomings:But that, thankfully, is not the end of the story. A seemingly uncrackable code just a few years ago, the problem of automated ticket triage has today been overcome with deep learning and supporting techniques. To discover how, you'll have to check out Part 2. Contact Moveworks to learn more about how our deep learning automates ticket triage.
Discover how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.
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Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Moveworks now

automatically resolves issues across all lines of business, including IT, HR, Finance, and

 FacilitiesMOUNTAIN VIEW, Calif.-- Moveworks today announced that Starburst, the analytics anywhere company, has rolled out the Moveworks AI platform to provide an efficient and streamlined onboarding experience amid rapid growth. Within just one month of deployment, Starburst saw an average of 50% autonomous IT and HR issue resolution through the Moveworks bot, with 62% of employees using the bot as their first line of defense for all support issues.Starburst is a hyper-growth company with a staggering valuation of $3.3B. The company saw 122% YoY customer growth and 61% YoY employee growth in Q2 of this year alone. With each new employee added, Starburst has several key considerations top of mind — like ensuring a smooth onboarding process, providing support for any questions in a timely manner, and making sure employees have the hardware and software they need to be successful. Starburst wanted the ability to deliver this experience at scale without having to place the heavy manual burden on its existing IT and HR teams.That's why Starburst chose Moveworks: to scale employee support with AI so IT and HR teams can increase efficiency and focus on more complex problems that drive the business forward."Getting new employees quickly ramped is critical to maintain our momentum," said Kevin Smith, Director of Information Technology at Starburst. "But successful onboarding isn't as simple as getting someone up and running on week one. It's getting them answers to their most critical questions throughout their entire onboarding experience — which can take up to a year. At the rate we're growing, it's just not possible to provide that same quality support experience without the help of a sophisticated AI platform like Moveworks."Starting from their first day on the job, Moveworks will provide Starburst employees with one place to go for all of their support needs — all in their preferred language. When they experience an IT issue or have an HR-related question, they'll simply message the Moveworks bot within Slack and the issue will either be automatically resolved within seconds. And, if the bot isn't able to resolve the issue autonomously, it'll be routed to the appropriate contact for accelerated support. Moveworks will also streamline internal processes with automated workflows. It will automatically reset passwords, provision software, pass along policy updates, update permissions, request or troubleshoot hardware, and look up people or places — all within Slack so employees don't need to leave their preferred communication platform."Effective onboarding increases productivity, accelerates employees' time to value, and increases operational efficiency in the long run," said Bhavin Shah, CEO of Moveworks. "When it comes to hyper-growth companies, like Starburst, these are all critical factors in maintaining and increasing momentum. Conversational AI is truly the only way to deliver an onboarding experience that enables these results in a way that's scalable, cost-effective, and highly efficient."To schedule a demo of Moveworks, visit: https://www.moveworks.com/request-demo Media Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal MOUNTAIN VIEW, Calif.--Moveworks, the leader in conversational AI for the enterprise, today announced its partnership with Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO), a leading technology services and consulting company. The joint solutions enabled by the partnership allow customers to transform their IT departments from cost centers to strategic assets. These joint solutions provide a scalable, cost-effective IT solution that improves both operational efficiency and employee satisfaction.Employees submit, on average, 1.1 IT tickets per month, with a typical wait time of 3 days before they're resolved. For large enterprises, this has a

 serious impact on employee productivity and the overall bottom line. As it turns out, 60% of these tickets are extremely routine for service desk agents — like resetting passwords, providing access to software, following up with employees, and more. The Moveworks and Wipro partnership aims to eliminate this problem altogether with the help of AI."While employee experience is at the forefront of digital workplace transformation in the hybrid model of work, driving digital imperatives for enterprises with a focus on personalization and human-digital augmentation is key," said Jo Debecker, Senior Vice President & Global Head, Cloud and Infrastructure Services, Wipro Limited. "This requires empowering employees with AI-powered contextualized, omni-channel support that is effective at point of need and

promotes automation at scale. With our strategic partnership with Moveworks, we bring in advanced machine learning (ML) algorithms, collective intelligence, dynamic language core, deep semantic match engine and a probabilistic approach to decision-making. So, employees can focus on the bigger projects that drive the business forward."Employees simply chat with the Moveworks bot within their existing messaging tool — like Microsoft Teams or Slack. The Moveworks bot then uses hundreds of machine learning and natural language understanding models to resolve issues instantly. And, if the bot can't resolve it autonomously, Moveworks routes the request to the appropriate service desk agent for accelerated support. Wipro's deep industry knowledge and domain expertise in the digital workplace complements these deep AI and machine learning capabilities.Wipro offers businesses the scalable service desk experience required for businesses to keep up with growing IT demand. Together, the partnership offers employees a simple, streamlined IT experience. And, it saves businesses a significant amount of time, money, and resources that were previously dedicated to keeping up with increasing demand."Businesses are stuck between a rock and a hard place," said Bhavin Shah, CEO of Moveworks. "A positive employee experience remains critical for running a successful business, but the looming recession means there is more pressure than ever to improve operational efficiency. Our partnership with Wipro gives businesses the best of both worlds. Not only do customers get best-in-class support for their employees, they'll also increase productivity and have access to the insights they need to improve operational efficiency as a result."Clients of Moveworks and Wipro have already greatly reduced their service desk costs, as well as their mean time to resolution (MTTR) for employee issues — including some of the top manufacturers, pharmaceutical companies, and technology vendors from around the world. And, because Moveworks' machine learning models continuously learn over time, these numbers will only continue to improve.To schedule a demo of Moveworks, visit: https://www.moveworks.com/request-demoMedia Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Andrew Mairena, Product ManagerCody Kala, Machine Learning Tech LeadFor those who follow the tech world, hardly a week goes by without the news of another domain conquered for good by machining learning (ML). From IBM Watson's victory over human Jeopardy champions in 2011, to DeepMind's defeat of the world's best Go players in 2016, to Libratus's win against millionaire poker pros in 2017, ML is redrawing the boundaries of the possible in math, logic, and strategy. Yet one of the last frontiers left for machines to demystify — the nuances of language — has long remained an uncrackable code. The result? While ML automates routine tasks across nearly every industry, those that require language comprehension still tend to be performed by

 human professionals, creating busy work for them as well as frustrating delays for all involved. The complex way that we communicate with one another simply cannot be reduced to fixed rules, decision trees, and other hard-coded strategies that previous language understanding models have employed.Figure 1: Unlike math problems that computers can approach as a series of discrete operations, the meaning of a sentence can't be gleaned from its individual words without context.A notable example here is the challenge of routing IT support tickets to the right subject matter experts. As I discussed in Part 1 of this series, the average IT ticket sits in a queue for five hours before a help desk agent first looks at it, at which point the agent must decide which among hundreds of specialized "assignment groups" is the correct one. This anachronistically slow and error-prone process is an obvious candidate for a machine learning solution, yet past ML-powered attempts at automated triaging were unsuccessful for the reasons listed in Part 1:In the sections below, I'll explore how we overcame each of those sizable obstacles by synthesizing a number of new approaches to ML, including bleedinged ge techniques like BERT. Ultimately, after years in the making, ML can now triage IT support tickets with better than human-level accuracy — and at machine speed.At a high level, automated ticket triage entails correlating an IT ticket's various fields with the assignment group that can best resolve the issue — exactly what help desks are trained to do. Enter deep learning: a family of ML based on artificial neural networks (ANNs) that emulate the variable connections our brains form over time between related concepts, albeit in a more formalized fashion. To train neural networks, Moveworks uses

supervised learning, which includes the following operations:Figure 2: After learning from labeled tickets, Moveworks' models can then make predictions about unlabeled data.Needless to say, supervised learning depends on a historical set of tickets that are accurately labeled. That's why — before supervised learning begins — Moveworks validates both that the historical tickets have indeed been labeled consistently and that machine learning is the right solution to the problem at hand. In rare cases, we see an erratic distribution of labels for a given field, which prompts us to work with the service desk team to identify the problematic areas and suggest ways to improve the quality of the labels. While that all sounds straightforward enough, in practice, any individual field of an IT ticket is likely insufficient to determine the proper assignment group on its own. And as the number of fields increases, so too does the complexity of the computations involved. As we saw in Part 1, classical machine learning models were able to read just a few fields and struggled to transform them into useful outputs. Fortunately, the unprecedented computational power of deep learning today enables us to analyze every field of an IT ticket, as well as metadata like the time it was submitted and the department of its author.But why is that context important? Couldn't an automated triaging tool assign each ticket to the correct assignment group based on the keywords in their short descriptions, without worrying about other fields or metadata? To answer that question, consider the situation below, where two employees have submitted similar-sounding tickets that classical models would interpret as identical requests. Based on the additional context furnished by the fields Role and Dept, Moveworks recognizes that the sales director's request belongs in the queue for Salesforce provisioning, while the financial analyst is having an issue with Tableau. It is this difference that makes context indispensable. Figure 3: Historical tickets submitted by employees in the same department help Moveworks differentiate between these requests — facilitating not only ticket routing but also resolution. Of course, the ability to analyze so much contextual ticket data comes with its complications. With this feast of information to digest, how can we hope to separate the signal from the noise? One thing we do know is that human beings are illsuit ed for the job. Consuming 50-100 data points, rapidly determining their relevance to a particular IT issue, and then routing that issue to one of hundreds or thousands of assignment groups is

overwhelming for service desk agents. Doing all of that in three seconds, meanwhile, is humanly impossible.Yet even machine learning models are prone to miss the needle in such an enormous haystack, as we explored in Part 1. Grasping just a single, literal sentence requires is incredibly complex — let alone the task of understanding how that sentence is altered by its broader context. Imagine trying to train an ML model to find the intent of this ticket:Figure 4: A superficial analysis of keywords would probably assign this ticket to the IT Service Desk, as opposed to the Salesforce Admin group where it belongs.To avoid the problem of information overload, service desk teams trying to automate triaging would have to guess which fields would be the most predictive of the right assignment group, ignoring critical data points. For instance, an ML model that only looked at the short description of the ticket above — "more problems with browser and settings" — would never discover the employee's intent: requesting Salesforce access. To find that intent, we must turn to BERT… While understanding language doesn't come as naturally to machines as it does to us, they compensate for it by being really, really, really good at math. In fact, BERT — a breakthrough technique we use to pre-train natural language understanding (NLU) models — has about 110 million parameters, while a larger version of BERT — fittingly referred to as BERT-Large — has 340 million. That's slightly more parameters than there e
are seconds in an entire decade, and it's almost exactly 340 million more numbers than the average person can remember (we start forgetting beyond seven).This allows BERT to turn arbitrarily long strings of text into vectors with a standard length — in other words, to convert language into mathematical representations that can be manipulated, analyzed, and categorized. Central to BERT is another fittingly named machine learning concept, "attention," which focuses the model on semantically important elements of the text, like the direct objects of verbs. Much like the human brain strengthens the connections between neurons that are frequently activated at the same time ("neurons that fire together wire together," the saying goes), so BERT learns from millions of examples of which words and phrases are most correlated with the desired output, and then assigns them greater weight. Confronted by the complexity of BERT and of deep learning in general, it's easy to lose sight of the astounding big picture: we can now represent the meaning of a whole sentiment as essentially a single point in space. Of course, even small children can sort individual words along one dimension — say, by ranking foods

like "cookie" and "broccoli" according to their sweetness. But mapping passages of text onto 1,024dimensi onal hyperspace? That's big.Despite these advances, it's here that we reach perhaps the biggest obstacle standing in the way of automated ticket triage: the small data problem. In Part 1, we established that different companies face different IT challenges, and that machine learning usually isn't effective without millions of training examples — more than any one service desk can provide. Even techniques as sophisticated as BERT aren't equipped to learn from the handful of historical IT tickets relating to a particular issue at a particular company.To overcome the problem of small ticket datasets, we need to augment the data. Moveworks takes a number of approaches to do so, and chief among these is collective learning, which uses tokenized ticket data gathered from many organizations to generate universal insights. Tokenization — the substitution of specific nouns like employee names and software packages with tokens like $PERSON and $SOFTWARE — protects the privacy of each organization while furnishing our ML models with tens of millions of IT tickets, enabling them to approach each new ticket with more "experience" than any human agent could.In order for this experience to be useful, however, the models must be able to generalize between tickets gathered from different companies by grouping analogous words by meaning. Moveworks does so by transforming the specific words that employees use to describe their IT issues into vectors known as word embeddings — learned representations of text where words that have similar meanings are given similar

 representations. For example, at Moveworks, we call every employee a "Movester," so "Movester" would be linked to "Moveworks" in the same way "employee" would be linked to "company." Figure 5: Understanding the relationships between words allows Moveworks to generalize insights about syntax and semantics, despite the superficial differences between organizations. With ML-powered triage, nearly every ticket is automatically routed, dramatically reducing the total time to resolution. The result has been a gigantic step change for employees and IT professionals alike.Figure 6: Automated ticket triaging is finally a reality — and the technology is only getting better.Machine learning still has ample room to improve in the fast-evolving field of natural language understanding — the most significant breakthroughs to date have occurred in just the last few years. And no matter how advanced ML becomes, some IT tickets may never be resolved without a human touch. The key, then, is to ensure that every one of those tickets, no matter how convoluted, finds itself in exactly the right hands. Contact Moveworks to learn more about how our deep learning automates ticket triage.
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Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Kyle Hirai, Head of IT & SecurityJinpei Shan, Security Technical Program ManagerWe're excited to announce that Moveworks has achieved Gold certification for CSA STAR Level 2! This certification is considered the most powerful security assurance program for the cloud, and Gold is the highest level, given only to organizations with the most mature cloud security programs.Moveworks has built robust security and privacy into every component of our platform, which

is why we've already achieved both ISO 27001 and SOC 2 Type 2 compliance. Given the increasing importance of SaaS security in particular, this CSA STAR certification requires a rigorous third-party assessment of how Moveworks identifies, mitigates, and monitors security threats, validating our comprehensive approach to security across every part of our platform.While organizations often have to overhaul their infrastructure to reduce the risks introduced by cloud computing, for us, security has always been a priority. Our customers' data stays safe because security is built into everything we do. In our increasingly cloud-centric environment, we believe it's critical to go the extra mile. This CSA STAR certification validates the policies, procedures, and protections we use to safeguard our customers' data in the cloud. Security is ingrained in every aspect of our business:Security starts with our employees. We have strict requirements and access controls in place for every employee who works with customer data. Rigorous background checks, data privacy, and security training ensure that your data is always in the right hands.Every part of our information security program is tried and tested. With comprehensive security monitoring, our team is able to detect and respond to any potential issue. We constantly

 monitor our platform for threats, abnormal activities, access patterns, or unauthorized behavior in our production environment. Security is built directly into the Moveworks platform, from coding to testing to deployment. As we develop our products, we conduct frequent security code reviews and partner with third-party security experts to test for vulnerabilities. Built on the most secure global infrastructure, Moveworks offers monthly uptime of 99.9%, meaning that our platform stays accessible.We're proud of our efforts to improve our cloud security posture, and we will continue to look for new ways to refine every layer of security that we have. Security is a never-ending process that doesn't end with this CSA STAR certification. We regularly review and update our controls to keep pace with the most advanced practices.Security is a moving target. That's why we are constantly working to hit a bullseye every time. We will never stop refining our platform to lead our industry — ensuring that customer data is always restricted, encrypted, and secure.Read more about our security values
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Varun Singh, Co-Founder and PresidentIt's no secret that the world of business is abuzz with the potential of AI. Just this past month, headlines have been dominated by CEOs who recognize the power of AI to dramatically change their businesses and boost efficiency. But is it all hype, or are we really standing on the precipice of a transformative era?We recently sat down with Jason Ballard, Toyota's Head of IT for North America, to chat through how Toyota is leveraging LLM-powered conversational AI to transform their employee productivity, workplace satisfaction, and enterprise efficiency. During the webinar we talked through the importance of why businesses are embarking on this journey now and the material impact they are seeing to the bottom line.Let's take a step back and

 explain AI transformation. What does it truly entail, what do companies need to successfully implement it, and what role do copilots play in this new ecosystem? AI transformation is a strategic paradigm characterized by the integration and deployment of artificial intelligence solutions within a business infrastructure with the objective of enhancing operational efficiency.At the core of this idea lies the replacement of manual, repetitive tasks with advanced AI systems designed to optimize performance and streamline processes. The current landscape of employee service is heavily people-intensive, often leaving workers waiting to receive assistance due to lengthy manual processes and uncertainty about where to turn for help. The good news is that AI is positioned to transform this reality, with huge strides in conversational AI, like GPT-4 and other large language models, natural language emerging as the new user interface, enabling employees to swiftly and efficiently complete tasks without enduring long waits for support.Figure 1: Right now it takes your employees so long to get help because it's such a manual process and they don't know where to go for help. In fact, AI is already making waves in the enterprise world, enhancing efficiency and yielding tangible results. 80% of the U.S. workforce could have 10% of their tasks affected by LLMs. AI tools, like chatbots, helped boost worker productivity by 14%, helping agents with 2 months of experience perform like those with more than six months of experience. So it shouldn't come as a surprise that already 40% of enterprises are already embracing AI or carefully evaluating its potential use cases. This remarkable shift embodies the growing momentum toward fully realizing the incredible advantages AI has to offer in optimizing employee service and expediting operational processes.Figure 2: Enterprises will continue to experiment with AI. According to Bain, 40% of enterprises are already embracing AI or carefully evaluating its potential use cases. What's needed for AI transformation?Managing AI transformation for any organization is no small feat. It requires a thoughtful combination of elements designed to work in unison. By focusing on multiple aspects of your organization's structure, you can build a robust AI transformation platform composed of: It's crucial to understand that copilots, while an essential part of the AI landscape, are just one piece of a much larger puzzle. Figure 3: AI transformation extends beyond AI copilots.It's also important to note that merely relying on point solutions, such as chatbot toolkits, standalone LLMs, and single-ecosystem copilots, can lead to disappointment, as they often target small, isolated problems rather than the broader challenges that need to be addressed. In contrast, a well-rounded AI transformation approach involves strategic integration of copilots with the tools, systems, and products employees use daily. It's worth highlighting the value of copilots in the context of AI transformation. Copilots serve as valuable assets designed to improve the products and tools that your employees depend on every day. By harnessing their capabilities, you can further optimize daily processes while ensuring seamless integration with your existing systems.Figure 4: AI copilots are going to enhance the products you and your employees already use on a daily basis.Moreover, the copilot landscape is continually evolving, with new options emerging all the time. It's not unrealistic to envision a future where every system has a copilot tailor-made to enhance its functionality. With constant innovation, copilots are proving to be indispensable components in leading your organization toward a successful AI transformation journey.The past few months alone have seen an impressive array of copilots being announced, including offerings from industry giants like Informatica, Tableau, Box, Slack, Atlassian, Microsoft, GitHub, and more. With such significant developments occurring in quick succession, it's safe to assume that soon, every app will boast a copilot designed to enhance its capabilities and deliver transformative results. The future of AI is undeniably bright, signaling a monumental shift in how organizations evolve and interact with technology. As we stand on the precipice of a transformative era, we can't ignore the real-life impact this technology is making today. Toyota isn't. Currently, generative AI is being explored across a variety

of domains, from research to call centers and connected vehicles, with the goal of improving employee productivity and enhancing their experience.Here at Moveworks, we offer a custom model, MoveLM™, that's capable of integrating all your existing systems. harnessing AI transformation for your organization. Developed through years of collaboration, enriched with enterprise-specific data, and stacking best-in-class LLMs, MoveLM™ surpasses its competitors in achieving end-to-end task completion. For a deeper look, we invite you to watch our webinar with Microsoft, showcasing Toyota's success in boosting productivity and workplace satisfaction through conversational AI and demonstrating how businesses can embrace these innovations and leverage them to drive growth across the organization. As organizations navigate the rapidly evolving technological landscape, it is essential to understand the role of AI copilots, such as the Moveworks platform, in unlocking the full potential of AI transformation. As we move forward, success stories such as Toyota's will continue to guide us as we explore the future of AI in shaping the way organizations operate.Watch our webinar with Microsoft to learn more about Toyota's AI transformation with Moveworks. Check it out!

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Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Ahmed Al-Bahar, Product LeadWe live in a world of choice. If I want to talk to my friends, I can choose to call them, text them, ping them on WhatsApp or maybe Facebook Messenger, I can email them, or even send them a letter! There is no single communication channel to rule them all, and there probably never will be, because we're all a little bit different: we have likes and dislikes, habits, behavioral traits, and experiences that make us unique. And our preferences and styles shift over time, too.So it should come as no surprise that when an employee is in a moment of need in the workplace — they just got locked out of their account, or their monitor won't turn on, or they need a license for a new app — they will want to reach out for help through a channel that makes sense to them at that moment in time, for that specific situation, and for that particular issue.Figure 1: IT teams need to support many communications channelsAn important factor to consider is that getting help from an IT support team is something most of us do roughly once a month. Sometimes we might go months without an issue, and other months we file a bunch of tickets, all in one go. But on average, it's a once-a-month thing, and that means that even with the best of intentions, you'll find it hard to remember about the new "self-service portal" that your IT team rolled out a few months ago, or the "app" they told you about that you forgot to download, or that "walk-up station" that was mentioned in a company newsletter… "What floor is that on again?"Chatbots are the new kid on the block when it comes to IT support channels, but the truth is that

many chatbots become burdened by the same issues that hurt other channels. If your employees don't know the chatbot exists, or don't immediately think of it in their moment of need, it's going to be a very lonely chatbot. This is why at Moveworks we obsess about making sure the chatbot gives employees results that are so good, they'll want to return with their next question. It's why we specialize in the art and the science of driving the adoption of AI-powered chatbots. More on this shortly. When we think

about the effectiveness of employee support channels, we need to consider two sides of the coin: which channels are best for employees, and which channels are best for IT service desk agents?Consider a good old-fashioned email. For an employee, it's a great channel, because you can simply type out your issue, fire off an email to the service desk, and then forget about it until someone is ready to help you. But on the IT agent's side, things are more complicated. The IT agent has the task of parsing the unstructured text of an email, and on top of that, employees are not always super explicit about what they need. If the agent needs to gather more information from the employee, back-and-forth conversations over email (to clarify the request) are notoriously slow. Figure 2: Issues filed and managed via email often suffer delays in resolutionAll of this shifts the burden onto the agent. It might be easy for an employee to submit a ticket this way, but the inefficiency of email means it takes a long time for the issue to get fully resolved.This is why IT teams have been so keen to find alternatives, like self-service portals. Portals looked like a huge opportunity for improving IT efficiency: if only employees had the foresight to use the portal and could correctly self-diagnose their issue, if only they'd find their way to the right form and fill out all the required fields, then the IT team could implement all sorts of workflows, scripts, and automation to handle the rest. Alas, "if only" is the operative term here: truly automated self-service was the theory, but rarely the reality.It's worth pointing out that some employees do use portals. Some even prefer portals. Portals haven't completely failed enterprise employees. But they aren't the panacea that many had hoped for. According to the Service Desk Institute, less than 12% of organizations have realized their anticipated return on investment in selfservice portals. Figure 3: As portals become complex, employees find them hard to navigate The logic behind portals seemed reasonably sound a few years ago. It went something like this: Amazon.com is really popular for shopping; people must love the Amazon UI experience; therefore, let's create an "Amazon-like" web UI for IT support. And so, creating an "Amazon-like" employee experience became the mantra of many IT support teams building out portals.However, there are some flaws in this logic.First, only a small portion of people actually shop through an Amazon-like experience. Even today, Amazon represents only 5% of the retail market in the US. Even the entire e-commerce category accounts for just 14% of retail sales. So while some people do like the Amazon experience, most people still prefer to go to a physical store. Old habits die hard, in both retail and IT support. Second, there is a big contextual difference between shopping and getting help. When you're sitting down to browse an online store, you're probably pretty relaxed; you're up for reading a few reviews, looking at some suggested alternatives, and enjoying the whole shopping experience. But when you need urgent support, things are a little different. Imagine you've just been involved in a car accident. Would you want to navigate to a web page and identify which service you require, select the most relevant incident type, and then fill out a form to provide details? Or would you prefer to call the emergency services, tell them what happened, and have them figure out the best course of action? Probably the latter. In a moment of need, you want to shift the burden onto somebody else (an expert) as quickly as possible.Of course, your computer crashing isn't as serious as your car crashing. But it's important to understand the difference in mindset of someone who needs help compared with someone who needs new shoes. It's a different experience.There are more things to consider here:When thinking about the relevancy

and efficiency of channels, it's important to understand the wider context of IT support communications beyond just filing tickets.Consider a few common scenarios in IT support: Many of these scenarios require two-way, back-and-forth communication, which is why enterprise messaging platforms are becoming increasingly popular as a support channel. Being human, employees want an easy way of requesting help. Until recently, most employees would choose email or chatting with a live agent. Now, with enterprise chat quickly becoming the predominant way for employees to get work done, a growing number of employees prefer to engage with the IT team over chat. A statistic from Slack illustrates this point: 87% of Slack's enterprise chat users say that chat messaging improves communication and collaboration in their organization.Often an employee's input is needed to resolve an issue. If you've just requested a new monitor, but forgot to mention what size monitor you need, then the service desk agent will add a comment to the ticket asking you which size to order. This comment generates an email, but you don't notice it in your inbox for a few days. There's a better way. A modern support system must be able to reach out to the employee in a way that gets their attention instantly and without wasting their time.Enterprise chat offers the solution for this. An average of 60-70% of employees are active on their enterprise chat platform each week, and that number is growing steadily.

That makes chat a great way to contact the employee when the IT team needs information to help resolve the issue, or just to update the employee on progress.Best of all, it doesn't matter what channel the issue originated in. Even for an issue that started out as an email, a reach-out over chat will usually get a faster response from the employee.A well-instrumented IT environment often knows about an issue before the affected employee is aware of it. For example, IT knows the minute an employee has exceeded the limit of failed login attempts and been locked out. In this case, a quick chat message from IT can save hours of time for the employee.Figure 4: IT systems can reach out to employees to alert them about issuesLikewise, the IT team wants to be able to alert employees in advance of planned downtimes and migrations. Here, too, the IT team can reach affected employees over chat before trouble has a chance to happen.The cases we outlined above seem wide-ranging — when an employee needs a fast way to ask for help; when an employee has filed a ticket, but now the agent needs more information; and when IT needs to inform the employee about an issue — but what they have in common is a need to work across many channels with a minimum of burden on the employee and agent. This demands a system that can inform itself of issues across a wide range of channels, and respond appropriately.And that's what Moveworks has built. We've addressed this by building an AI platform that can intercept tickets across the board, seamlessly, through its integrations with other enterprise platforms. There is no new app for employees to install or portal for IT to maintain. Moveworks simply plugs into an organization's existing infrastructure. Because Moveworks is accessible as a chatbot in enterprise chat, it's nearly effortless for employees to ask for help. They simply type their questions or describe their issues using everyday language. Moveworks takes care of the rest and resolves the issues completely, often in just a few seconds.Enterprise chat platforms fill a void left in the patchwork of IT-related communications that happen via phone, email, portals, and walk-up counters. A majority of employees now spend their day communicating over enterprise chat, so they're quick to embrace an IT bot on that platform. Chat platforms are built for fast, lightweight communication, which is essential for fast IT support: employees tend to read and respond quickly to IT reach-outs over chat, regardless of whether they're currently using their laptop or mobile device. To see how this plays out in an organization that's quickly adopting chat as its main IT support channel, see the guest post from Stanley Toh, Head of Enterprise End-User Experience & Services at Broadcom. Toh talks about how his team has driven chat adoption for IT help and explains that employees have embraced chat-based

 support so fully that he expects to turn off telephone-based support soon for L1 issues. Other relevant case studies include:
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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Vaibhav Nivargi, CTOKyle Hirai, Head of IT & SecurityGreat news! Moveworks has been certified under ISO 27001. ISO 27001 is a leading global standard for building a secure organization — one that guards both its corporate and customer assets against loss and unauthorized use. For Moveworks to become

certified, an independent audit firm rigorously reviewed our approach to protecting the integrity of our organization and systems, as well as our measures to guard the confidentiality of the customer data with which we've been entrusted. In short, our ISO 27001 certification shows that Moveworks follows industry-leading practices to keep your information safe and to react effectively at the first sign of a security issue.ISO 27001 certification marks a significant step in the security and compliance component of the Moveworks service, which has been integral to our company's DNA from the very beginning. Most organizations take years to get certified — often overhauling their entire digital infrastructure in the process. But Moveworks managed to earn its certification just ten months after coming out of stealth mode, in large part because we'd structured not only our technical infrastructure but also our organization as a whole for robust security. At a time when security breaches have become so frequent that we take them for granted, Moveworks views data protection as the critical foundation of our digital world. We believe that those who use online services should have the confidence to assume data privacy is a given — not a new source of risk. That's why every single Moveworks employee and contractor undergoes comprehensive security training, while our leadership ensures all team members adhere to the Moveworks Information Security Management System, which enumerates internationally accepted best practices for data protection.In addition, we've embraced several measures to comply with stringent data protection laws like GDPR and CCPA: for example, we grant data access only to those employees who need it and retain customer data for a limited time. Security is a primary consideration in every decision we make — not just for our technical teams but across the company — because businesses simply cannot succeed without the trust of their customers. The same logic applies to our array of best-in-class controls that ensure the confidentiality and integrity of customer data at all access points, since no digital infrastructure is immune to human error and malicious cyber-attacks. Sensitive information — including customer conversations, system keys, and tokens — is encrypted in transit and at rest. Moveworks stores encryption keys securely and rotates them periodically.When it comes to our internal technology stack, we institute mandatory two-factor authentication for all employees on all

 applications where it is supported. And before deciding to implement a new third-party cloud service, we assess the type of data that would be stored there, as well as that vendor's security practices to ensure they meet our high standards.Moveworks' security readiness and vulnerability management efforts span our product lifecycle, from security-focused design reviews to external and internal security testing. During the product planning and design phase, we consider the potential security risks associated with each product or feature, including enhancements to our product's cloud environment or a new system integration. We conduct biannual, third-party penetration tests and vulnerability scans on all such changes to our technology — always with an eye on eliminating risk and reinforcing our defenses against likely attack vectors.Moveworks provides clear communication and fast handling of security events, as set forth in the Moveworks Incident Response Policy. Our state-of-the-art security stack detects potential incidents, allowing the Moveworks security team to respond quickly. We continuously evaluate our procedures and systems to keep pace with changes in the threat landscape.Running a secure service has been a top focus of the Moveworks leadership and team since the company was founded, and we're pleased to have achieved ISO 27001 certification quickly as a result. But while this milestone validates our commitment to the integrity of the processes, people, and technology that power our machine learning platform, it has only inspired us to accelerate our securityrelated efforts moving forward. Indeed, getting ISO 27001 certified was just one of many pit stops on the security roadmap we created early on in our company's journey. Among the future goals on that roadmap are SOC 2 compliance — Type 1 and Type 2 — as well as compliance with sector-specific regulations like HIPAA and FedRAMP.Thank you for your continued support. To learn more, please contact us at security@moveworks.ai.
Discover how AIOps transforms IT operations from reactive
to proactive. Understand the AIOps revolution and shift from firefighters to innovators.
Learn
how AI & automation can immediately provide ROI and elevate service experience at scale for federal and state government and the public sector as a whole.
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AI is transforming IT operations analytics (ITOA). Here are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples. Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Bhavin Shah, CEO and FounderIt turns out that running an AI company is a great way to stay busy while stuck at home. Whether I'm speaking with IT teams on the front lines of supporting their remote employees, or video conferencing with my own colleagues to help those IT teams do more with less, it's not often I have time to simply reflect on the whirlwind of a journey that led us to this point.That's why it was such a pleasure to chat with my friend Harry Stebbings on his SaaStr podcast. On today's episode, we dive deep into that journey at Moveworks, from our founding as an industry disruptor four short years ago, to becoming an industry leader on the strength of my 150 fellow Movesters.Of course, Harry and I spent much of the conversation discussing the road ahead — not only for Moveworks but also for the entire work-from-home economy that has taken shape overnight. Here are just a few of the

 thought-provoking topics we covered:Check out the full episode.

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Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Dan Powers, Director of IT, Robert HalfEditor's note: This is a guest post by Dan Powers, Director of IT at Robert Half.There's no playbook for the unprecedented challenges that IT leaders face in 2020:Working at the top-ranked recruiting firm in the United States, the team at Robert Half is reminded every day that companies succeed when their employees are satisfied and productive. Unfortunately, the challenges of working remotely have made supporting a productive workforce more difficult than ever. With employees unable to collaborate in person or get troubleshooting help at a physical walk-up bar, our IT team needed to transition the company to a fully digital workplace.For us, that workplace was Microsoft Teams. Given its tight integrations with our existing collaboration tools, we recognized the potential of Teams to become a unified hub for teamwork. The task then became encouraging employees who haven't used enterprise messaging tools to adopt a whole new way of working. That's where Moveworks was critical: The Moveworks bot not only fixes our employees' IT issues instantly, straight to Teams, it also organically drives new employees to the Teams

platform.Whether you're starting a diet or switching to an unfamiliar workflow, breaking habits is hard. Leaders should expect resistance when rolling out new technologies, both from hesitant employees and from naysayers whose instinct is to oppose change. So when we set out to get the entire company onto Microsoft Teams, we knew we needed to take a proactive and comprehensive approach.With Moveworks, we've managed to implement that approach successfully. In fact, just four months into our promotion campaign for Moveworks on Teams, we've seen a roughly 6X increase in Teams' adoption companywide:Figure 1: Adoption of Moveworks on Teams has continued to increase, thanks to our ongoing promotional campaign.Prior to working remotely full-time, most employees at Robert Half relied on conventional communication channels like email. The shift to remote work exacerbated the problems with these channels, since waiting hours or days for a response over email is even more of a drag on productivity when you can't meet face-to-face. Microsoft Teams, on the other hand, is fundamentally interactive and location-agnostic, making it the ideal virtual workplace.Moveworks has accelerated the switch to that virtual workplace by making all roads lead to Teams. No matter where employees ask for IT help or pose questions about company policy, Moveworks intercepts the request and resolves it directly on the Teams platform — gently nudging them toward the most efficient pathway to productivity. And by receiving instant support from the Moveworks bot, these employees remember to come back to Teams the next time they need help.Clearly demonstrating the value of new

 tools to employees is crucial. To invest time and effort into learning how to use something new, employees need to understand why it is an improvement — and why the existing model, such as sending emails, is broken.Moving away from conventional channels like email meant rethinking how our IT team communicates critical information to our employees. Rather than firing off a mass email that will likely get lost in the inbox, Moveworks lets us send targeted broadcast messages directly on Teams. The result is that employees are more likely to get eyes on the content and respond accordingly.Figure 2: Moveworks allows us to send key updates to employees on Teams.It is important to note that these broadcast messages are interactive. So, if an employee has follow-up questions, they can ask the Moveworks bot directly. And not just questions about the broadcast. Through the bot, employees can learn more about the Teams platform, get troubleshooting help, or read more about company policies.Not only does this interaction method 1) bring new users on to Teams and 2) enable them to better leverage the platform, it also 3) demonstrates the value of Teams in making work happen faster. People are willing to stick around when a new technology has an unmistakable and positive impact on their work.With our rapid adoption of Microsoft Teams, we have already started to see a substantial transformation in the way we get work done here at Robert Half.For employees, Microsoft Teams facilitates real-time communication, getting everyone on the same page. With Moveworks on Teams, getting IT support takes seconds. But critically, these tools have also allowed our IT team to work more efficiently, as well. Rather than reading through all of the support requests submitted via email, the Moveworks bot instantly resolves many issues without any input from the service desk, which was especially important given the influx of basic support tickets early on in the transition to remote work.Figure 3: Moveworks provides real-time IT support, automatically tracking and resolving issues, even for employees working from home. Now, Moveworks is resolving a growing portion of our tickets across many use cases, but there will always be tickets that AI can't resolve — that's where we lean heavily on Moveworks Triage to help get the right issues to the right assignment groups accurately and instantly. 60% of our service desk actions are more complex and require input from subject-matter experts. The conventional model of email and manually sorting through everything that comes into the support desk is time-intensive. Now with Moveworks, 70% of all IT issues that need to be reassigned are automatically handled by Moveworks Triage.Across the board, we've embraced a model that is AIpowere d. We wanted Robert Half to be a more networked, more connected company. To do this, we had to change the way our employees interacted with one another. Deploying the appropriate technology, like Teams, helped tremendously.After launching our internal Moveworks bot, groups that had once resisted this type of virtual collaboration for years began to engage meaningfully with their colleagues. Adoption of Teams grew exponentially in just a couple months, and our IT team hasn't broken its stride with the surge in support tickets from increased remote work. It's safe to say that we are well on our way to a full-fledged virtual workplace in tune with the needs of the modern employee.Figure 4: Moveworks automatically surfaces relevant knowledge base articlesto answer employee questions directly in Teams. Contact Moveworks to learn how AI can supercharge your

workforce productivity.

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Moveworks is compliant with both SOC 2 Type 1 and Type 2, proving we
keep your data confidential at all times. Read the blog Moveworks complies with the General Data Protection Regulation when handling all customer data, both inside and outside the EU. Moveworks' ISO 27001 certification validates the integrity of our systems and processes. Impact for customers ISO 27017 certification covers the security management process and cloud provider specific controls. Learn more ISO 27018 certification is a code of practice that focuses on protection of personal data in the cloud. Learn moreSaran Mandair VP of Global IT, DocuSignWe embed data security into the entire product lifecycle — from coding to testing to deployment — with strict checkpoints at every phase.Each step of our machine learning pipeline introduces another layer of protection — the equivalent of encryption occuring thousands of times over.Our security journey doesn't end with a certification. We regularly review and update our controls to remain best-in-class, while training our employees to keep pace with the most advanced practices.Moveworks implements robust defensive measures, including role-based access control (RBAC), Zero Trust Network, and multifactor authentication (MFA).We put our protections to the test with penetration testing and Application Security testing. We regularly validate the integrity of both our hardware and software.Moveworks frequently scans for operational vulnerabilities to maintain customer confidence.We train all employees on the most up-to-date security practices.We collaborate directly with governing bodies to improve our data protection policies.Moveworks conducts regular reviews of our source code throughout the development process.We employ independent security consultants to test our new products.We subject our entire platform to frequent, third-party vulnerability scans.We know our customers rely on Moveworks to ensure business continuity and provide urgently needed support. By leveraging multiple availability zones, we enable their employees to access our technology wherever they are — and whenever they need help.Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours.

Close this modal Varun Singh, VP Product, Moveworks The genius of a great IT service desk team lies in the agents' ability to listen to employees, understand their issues, determine the underlying causes — and then proceed to resolve them as quickly as possible. After all, employees aren't expected to be IT experts. They're expected to focus on their increasingly demanding work, and when an IT issue gets in

 the way, they contact an IT agent to report the symptoms they're seeing. A great agent listens, understands what the employee is reporting, and resolves the issue or guides them towards rapid resolution.Scaling a great agent is a herculean task. With a limited number of agents, the unavoidable reality is that bottlenecks arise — agents have limited bandwidth to understand and know everything — especially given that enterprises today run hundreds of cloud applications and distributed systems across a range of commoditized hardware and operating systems.In order to scale IT service while controlling costs and improving reliability, enterprises have implemented processes that help prioritize issues and route them to the most suitable agent or group. IT uses a set of service level agreements (SLAs), as well as metrics like First Contact Resolution (FCR), First Time Right (FTR), and Mean Time to Resolution (MTTR), to ensure that the quality and speed of service doesn't degrade beyond acceptable levels.Large IT service desks have become more coordinated thanks to the IT processes and underlying workflow systems they've implemented, but the results for employees haven't been as good. For employees, these systems often fail to provide fast, high-quality IT service. IT ticketing systems are good at helping agents move tickets into queues where service desk agents serve as nodes, but ticketing systems don't actually resolve issues themselves. As a consequence, great employee experience, characterized by instant resolution of employees' issues, has remained elusive.Over the past decades, there have been many attempts to find technology solutions to this problem of slow employee support. Unfortunately, many technologies deployed to help employees find answers or resolve issues have failed to live up to the promise.IT portals and workplace automations remain elusive destinations for employees, ones they often can't remember or access easily — and when they do, they have a hard time navigating them. They are confronted with a slew of buttons and widgets — few of which make much sense to the employee. For example, if you need access to a folder for your project, would that be a service, or a request, or an incident? Turns out, it's buried under "Request → Active Directory → Modify AD group permissions," which only a small number of employees are likely to know.When it comes to searching for answers, search in enterprise knowledge systems is underwhelming. IT teams often resort to hiring people to augment knowledge articles with keywords to help surface relevant results for employees. In practice, these techniques don't work because employees describe their issues with symptoms. Instead of saying "what's the process for getting a loaner laptop," they will say "I accidentally spilled orange juice on my keyboard."The goal of the IT portal was to give employees a platform where they could find an answer to their question or fulfill a request — without any intervention from an IT service desk agent. But even if employees discover and navigate to the portal, if they only understand the symptoms of their issue — and not the resolution — they'll most likely resort to creating a ticket or calling the service desk so they can get help figuring out the right next steps.You can see this failure when you look at portal adoption and ticket-filing statistics. It's rare to see enterprises where more than 20% of tickets originate in a self-service portal. Adoption just hasn't proved to be strong enough. What's interesting is that even for tickets filed through a self-service form, the majority of these are "Generic Request" forms that have no specific data collection or automation tied to them. They are just another type of free-form ticket that agents will have to triage by hand. The bottom line is that agents are still in the critical path.Portals were an effort to quickly scale IT services while improving speed of service, but the net effect only moved the burden of understanding issues from agents to employees; it didn't materially impact resolution times.If we want to accelerate service, the first step is to understand each issue immediately when it's reported — delays in resolution are usually the result of tickets waiting in queues for agents to interpret them. Doing this requires a system that provides natural language understanding (NLU). Ideally, NLU takes the form of a chatbot embedded

 in an enterprise-wide chat platform (like Microsoft Teams, Slack, Google Hangouts Chat, and others), one that employees already use regularly to chat with other employees — which makes discoverability and access super easy. These two abilities — understanding IT issues as reported by employees, and having follow-on conversations with employees — are at the core of the Moveworks platform.To accelerate service, the first step is to understand each issue immediately, and this requires a system that

provides NLU.NLU goes deeper than the natural language processing approaches that have long been used to identify types of words and sentences. NLU techniques get to the heart of what the employee is saying when they chat with the service desk bot or file a ticket with IT. In order to do this, these techniques consider the employees' organizational context and combine it with domain understanding to successfully interpret IT issues at extremely high levels of precision and coverage.The harsh reality of rolling out a new IT service chatbot is that changing employee behavior is hard. Even if you deploy the world's best chatbot, many employees won't know the chatbot is available to serve them, and they certainly won't change their habits right away. There are many channels where employees go to ask for help: they file IT tickets, they post to a group channel in Slack or Teams, or they email the support desk. With all these ways to get help, it's absolutely critical that an AI resolution platform be able interpret requests that comes in through any channel.Once a platform interprets the issue, it might need more information from an employee to further diagnose the issue or resolve it upon confirmation from the employee. To provide instant service, the conversational AI system should be able to find employees where they are (for example, in their enterprise chat) and engage them to resolve their issue fully. Through conversation, the system can seek confirmation, clarify the request, ask follow-on questions, and even request approvals.A conversational chatbot can only help the organization scale if employees embrace it, and this can only happen if the chatbot provides a natural flow of conversation leading to quick resolution. The unfortunate state of many chatbots today is that when employees interact with them, the experience is poor. The employee gets the feeling the conversation is going nowhere, and they give up trying to chat with the bot. Good conversation is fluid, doesn't get stuck in loops, and gives the conversation partners the feeling they're being understood. If the chatbot responds confusingly when it can't understand a request, or if the system gives a response that's clearly wrong, the employee will lose trust in the system and may revert to their old practice of picking up the phone to call an agent or filing tickets.On the other hand, if the chatbot provides consistently useful results, employees will quickly adopt it as their go-to resource for solving problems. Our experience at Moveworks shows that once employees gain confidence in the bot, they also begin to chat with it for smaller issues they might have otherwise left unaddressed, like overdue software upgrades and license renewals. The round-theclock, easy availability of a chatbot encourages this adoption pattern—often eliminating employee pain that enterprises didn't even know existed.A great IT agent does more than understand and clarify issues with employees, and an AI resolution system should do the same. Employees can have hundreds of ways of describing a particular issue, so NLU services must able to decipher or clarify ambiguous words and identify the most desirable resolution path for the issue. For example, a request of, "I am unable to access the data for sales pipeline in the northeast" might map to the "Requests → Enterprise Platforms → Tableau → Change user permissions" form in the IT self-service portal. Ensuring that employees know this and make the leap from knowing their request to the form is nearly impossible. An AI system that resolves employee requests must have an underlying architecture that returns the best path towards resolving employee issues, and it must be able to do this across a diverse set of possible paths—from answers to forms to modifying a system of record like Active Directory or triggering an existing automation.To provide consistently good help, an NLU system must learn from both the language

employees use to describe their issues and from the range of resolution paths that are available to it. In other words, even a precise understanding of the issue description doesn't help if the system can't return the best answer or resolution for the issue.Employees run into IT issues regularly, but generally they don't encounter the same issue over and over again. In other words, when an employee has a problem, it's usually a problem that's new to them. This means they probably don't know where to go or what to do in order to resolve it. It's unrealistic to expect that employees have expert-level knowledge in the IT systems they need help with, or remember how to access elusive destinations like the IT portal page. The right approach is to build systems that understand their pain as they express it in symptomatic language.The reality of employees' pain is best represented by the following characteristics:To relieve employee pain, a good AI resolution platform will understand symptomatic language, choose the right resolution path, and resolve the issue immediately or show the employee how to resolve it. If a manager or system owner needs to approve the resolution (for example, when the employee is asking for a new software license), the AI resolution platform should have the ability to reach out to approvers over chat and get an immediate decision, while keeping the employee apprised of the task's status.The right approach to IT resolution is to build systems that understand employees' pain as they express it in

symptomatic language.Conversational user interfaces are the way employees will interact with IT and other corporate services. Here's why: Stay tuned for our next post in which we'll dive into why NLU is a hard problem and how a well-engineered NLU system can handle it in the context of IT service delivery.To learn more about how our customers are using Moveworks, take a look at our case studies: Discover how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.

Learn how AI & automation can immediately provide ROI and elevate service experience at scale for federal and state government and the public sector as a whole.

3 key takeaways from the Forrester Technology & Innovation Summit: 1. Make generative AI your #1 priority. 2. Balance Risk 3. Deploy Copilots. Read the recap. Conversational AI is improving healthcare delivery by automating tasks, surfacing knowledge, and supporting staff. Learn how leading providers use this technology.

From spelling correction to intent classification, get to know the large language models that power Moveworks' conversational AI platform.

AI is transforming IT operations analytics (ITOA). Here are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples.

Forrester names Moveworks a leader in Chatbot for IT operations. Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Margo Poda, Content Marketing ManagerWith tools like ChatGPT continuing to push the boundaries of what's possible, businesses across the globe are rapidly adapting to AI-driven solutions.Artificial intelligence (AI) copilots are a particularly fascinating advancement in today's digital technology landscape. They can do it all — whether it's helping you draft an email, answering specific questions, or guiding you through a complex B2B sales process.With all the things that AI copilots can do, there are times when they almost seem like magic. And that makes them a source of confusion for the people looking to take advantage of this new technology.The truth is that AI copilots are simply a tool that you can use to level up your digital experience. Albeit, a powerful one.That said, what exactly are AI copilots? How do they work? And when should you be using them to level up your business conversations?We answer all those questions — and more — in this introductory guide to copilots. >> Learn how to build an AI copilot strategy that works for

you. Check out our webinar! An AI copilot is a conversational interface that uses large language models (LLMs) to support users in various tasks and decision-making processes across multiple domains within an enterprise environment. By leveraging LLMs, AI copilots possess the capability to understand, analyze, and process vast amounts of data.AI copilots play a crucial role in enhancing productivity and efficiency by: In a nutshell, an AI copilot acts to simplify complex tasks and provide valuable guidance and support, ultimately elevating the user experience and driving businesses toward their goals effectively and efficiently. As AI copilots continue to evolve with enhanced capabilities and deeper integration into enterprise ecosystems, they hold the potential to redefine the way businesses operate and compete in the coming years. An enterprise copilot is a fluid conversational interface that connects your employees with every business system. It's built on hundreds of machine learning models, finetuned to your enterprise data. Available across every channel and fluent in more than one hundred languages, your enterprise copilot makes it easier than ever for your employees to get things done.Figure 1: Available across every channel and fluent in more than one hundred languages, your enterprise copilot makes it easier than ever for your employees to get things done. As businesses become increasingly complex and rely on a myriad of software solutions, employees often face the challenge of navigating and managing diverse systems. Traditional, isolated solutions often fall short of resolving cross-system communication problems, that may lead to reduced productivity and inefficiencies. An enterprise AI copilot is the answer to overcoming these challenges. By integrating all enterprise systems under a single conversational interface, employees can access information and complete tasks more efficiently. The AI copilot simplifies collaboration, making it easier for employees to

excel in their functions and significantly boosting overall productivity. AI copilots have strong foundations built on two essential components: artificial intelligence and integrations across systems. AI algorithms applied in natural language processing, context understanding, and machine learning enable copilots to predict user needs and provide informed suggestions. Through integrations, AI copilots can interact with a vast range of systems, creating a unified, interconnected platform for seamless communication and task management. When trying to understand how AI copilots work, it's important to take note of the four-tiered AI copilot strategy framework in order to understand its strengths and limitations. The performance and functional difference between a tier-one and tier-four AI copilot is staggering, which is why enterprise AI copilots fall into the latter category. They require a sizable investment in capital, personnel, advanced understanding of key machine learning techniques, and a deeply integrated platform that spans the entire enterprise ecosystem. AI copilots offer a wide array of benefits that alleviate common challenges faced by employees, agents, and system developers alike. By streamlining navigation and consolidating resources, users can quickly access required information, considerably reducing the time spent on tedious searches. Furthermore, these intelligent assistants can help handle routine queries, freeing up agents and middle managers to focus on more critical tasks and expedite user support. AI copilots also ensure that the full potential of existing technological systems is leveraged. By promoting seamless interaction with powerful backend tools, employees can perform their jobs with greater precision and effectiveness. These advanced AI systems extend beyond traditional chatbots or virtual assistants, providing a differentiated value through continuous learning, adaptation, and prediction. Moreover, AI copilots integrate perfectly with various industry-specific tools like Salesforce or Notion, empowering users to access their platforms' complete range of features more proficiently. As a result, professionals — from marketers to engineers — can yield higher levels of productivity, optimizing their roles within the organization. By incorporating AI copilots into their operations, businesses can enhance efficiency, foster a smoother flow of information, and unlock new

opportunities for growth. As these intelligent systems continue to evolve, their impact on the corporate landscape is set to become even more profound. AI copilots have changed the way businesses and customers interact with various enterprise systems, offering several advantages that lead to improved operational efficiency and satisfaction levels. AI copilots encompass a range of smart systems designed to partner with users, offering guidance and assistance in various tasks to enhance productivity and performance. These AI-driven tools learn from user behaviors, adapt to their needs, and provide contextually relevant suggestions to simplify complex tasks. Here are just a few examples of AI copilots: When selecting an AI copilot, it's crucial to evaluate the platform based on specific factors that contribute to seamless implementation and overall performance. Below are some key aspects to consider: Understanding the differences between AI copilots, AI chatbots, and virtual agents is essential for recognizing the unique value each brings to the table. While they all use artificial intelligence, their functionalities, scope, and methods of handling user interactions and tasks can vary significantly. AI copilots are advanced, intelligent systems designed to work alongside users, providing constant guidance, and personalized assistance in achieving various tasks. They learn from user behaviors, adapt to their needs, and offer contextually relevant suggestions throughout complex operations. Examples of AI copilot applications include code completion tools, virtual writing assistants, and enterprise system integrations. AI chatbots utilize natural language processing and machine learning algorithms to engage users in text-based or voice-based conversations. Though simpler than AI copilots, chatbots can handle a variety of customer requests. Their primary role is facilitating interactions, answering FAQs, and providing support in areas like customer service, e-commerce, and lead generation. In some cases, AI chatbots can be pre-programmed to handle specific scenarios and limited in terms of learning and adaptation abilities. Virtual agents leverage a mix of programmed rules and conversational AI in order to offer a simple service or provide basic help. Virtual agents are a larger category of online services, containing chatbots, voice bots, and even interactive voice response systems. Although virtual agents, chatbots, and AI are often used interchangeably, it is important to note that a virtual agent and a chatbot are similar but not the same. The term chatbot refers to a specific type of virtual assistant designed to communicate via chat, such as email or messaging. Virtual agents, on the other hand, can communicate through any given medium — for example, via voice response over the phone. Virtual agents are used in diverse domains, including customer support, sales, and technical assistance. To be succinct — AI copilots, AI chatbots, and virtual agents each offer varying levels of functionality and

sophistication. To select the appropriate tool for your business, carefully consider your operational needs, required level of user assistance, and the ability to learn and adapt to your organization's specific context. As AI copilots continue to improve and evolve, collaboration between humans and machines will become even more seamless, leading to greater productivity and enhanced problem-solving capabilities.By bridging the gap between various enterprise systems and offering contextually relevant assistance to users, AI copilots serve as powerful allies in the modern, fast-paced business environment. As you consider implementing an AI copilot for your organization, it's essential to understand its distinctive features, the value it can bring to your operations, and how it differs from other AI-driven solutions, such as chatbots and virtual agents. Ultimately, the key to harnessing the full potential of AI copilots lies in selecting a platform that aligns with your organization's unique requirements and is built on robust security, scalability, and learning capabilities. By choosing the right AI copilot, an organization can fuel its growth, transform its operations and ensure a smoother, more productive journey for both employees and customers.Learn how to build your AI copilot strategy.

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Read the report today.Moveworks named a Forrester leader in Chatbot for IT operations. Schedule a meeting with a Moveworks representative and learn how we can help reduce employee issue resolution from days to seconds.By checking this box, I agree to receive company news and updates. Learn more in the Privacy Policy.Thank you.A member of the Moveworks team will be in touch within the next 24 hours. Close this modal Bhavin Shah, CEO and FounderChatGPT isn't just a seminal moment in AI history; it's a seminal moment in human history. It's fair to say that the biggest change to the Internet since crypto just happened.A lot of new technology sneaks up on you slowly. By the time it arrives, it's normalized — or, at worst, fails to live up to the hype. Think: Google Glass, 3D TVs, or the Segway. Each of these innovations entered the scene with much fanfare but didn't quite hit the mark. ChatGPT is different than these other innovations. It almost came out of the blue. Before November 2022, large language models (LLMs) were relegated to Ph.D. dissertations and niche Substacks. Launching ChatGPT was an ingenious way to make the incredibly powerful LLM technology available for anyone interested in experimenting. Presenting itself as an easy-to-use chat interface, you can ask ChatGPT literally any question that comes to mind, and the results are nothing short of incredibly engaging and creative content. Unless you happened to stumble upon a random person at a coffee shop wearing Google Glass or enjoyed a Segway tour on vacation, you never had the opportunity to experience the genuinely transformative tech behind these products. With ChatGPT, all you need is a WiFi connection. Since ChatGPT launched, it has continued to give everyone who's played around with it a sense of wonderment. And what's even cooler is that this is only the beginning. This instant chat interface is just one of the potentially infinite number of applications for large language models. As someone who's been at the forefront of conversational AI for years now, it's rare that a chatbot blows me away. ChatGPT is, in fact, very good at what it can do. The last time I recall being impressed by a consumer AI was Amazon's Alexa, but it's turned into a platform for telling jokes or occasionally ordering some groceries.There's a lot of excitement surrounding ChatGPT, but the question remains: Does it have staying power? To me — what makes ChatGPT so captivating are its generative abilities. The output is

decent. It sounds similar to a high schooler and is more than capable of writing a standard fiveparagraph essay — a fact that hasn't gone unnoticed by teachers everywhere. Would it pass the Turing Test? Maybe. Could it write something akin to Faulkner's The Sound and the Fury? Probably not. But could a person and ChatGPT write the next great classic together? That's where this all gets very interesting. AI has never been able to make something great on its own; someone had to make it happen. That's the root of what's called the zero to one problem, referring to the challenge of taking an idea or concept that does not yet exist and bringing it into reality, without simply copying or iterating on something that already exists. As demonstrated by ChatGPT, generative AI could potentially facilitate a partnership between people and AI in solving this zero to one problem by helping people expand upon their own ideas or concepts and serving as the starting point for a solution. By working together in this

way, a person and AI could identify and explore new ideas that might not have been discovered otherwise and work to bring those ideas into reality. Software has been unable to solve the zero to one problem because it worked for us. But generative AI works with us.This partnership is the next step in software. Generative AI is a new level of human-machine partnership. It turns deep learning engines into collaborators capable of creating new content nearly like a human would. We now have highquality, r eadily-available, fast AI models for generating text, images, videos, software code, music, voice, 3D models, and more — none of which is copyrighted or plagiarized. And ChatGPT's conversational interface has proven it's possible for anyone to share their vision. ChatGPT isn't exactly something that emerged from nowhere on November 30, 2022. Other technologies have leveraged natural language generation (NLG), which was first used commercially in the 1990s. More recently, GitHub's Copilot — an AI that helps programmers write code in real time — was launched a couple of months before ChatGPT, resulting in similar media buzz. More than six months in now, it's being used, but it hasn't really caught up with the launch day hype that it was going to completely change how engineers write code. This is to say, we shouldn't make the foregone conclusion that ChatGPT will transform everything overnight.My point is that there is a lot of amazing tech that can be powerful, but it just existing isn't enough. Some community participation is needed from us to make it powerful. ChatGPT will need to be solutioned in a way that addresses its limitations before it becomes something meaningful. To call out just one complexity, GPT-3.5, the model that ChatGPT pulls from, has been known for its tendency to generate false statements in a phenomenon called hallucination. Much like a good storyteller, this model has its way of taking what they have learned and reshaping it into something new — with no regard for whether it is true. ChatGPT has a 21% hallucination rate, and that will need to be addressed before it's consistently useful.With GPT-4 — and likely a half dozen other LLMs — on the horizon, we're going to have to scratch our heads and figure out how to harness the capabilities of something like ChatGPT before declaring it the end all be all. Because, people don't want abstract technology; they want a product that has utility. They want something they can use to make their lives better. We already know that ideas are cheap and execution is hard. Every aspiring entrepreneur can have an idea for a business, but actually getting a company off the ground and making it successful takes more than that idea. It used to be that anyone who wanted to share their ideas with the world had to take their work to a publisher. The internet changed the landscape by pushing the marginal cost of publishing down to zero. Now, anyone can share their ideas, whether in books, videos, podcasts, or even in blog posts.ChatGPT has done the same thing, but for content. By reducing the amount of effort required to turn thoughts into words on a page, this technology lowered the bar, putting a greater emphasis on ideas by making execution easier. We would be limiting ourselves to thinking that generative AI is only going to help people share their insights. In the months and years to come, we're going to see an explosion of new ideas and use cases. This is to say that the concept of generative AI, as demonstrated by ChatGPT, won't reach its full potential until it's turned into a product.Contact Moveworks to learn how AI can supercharge your workforce's productivity.
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