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 ManagerEveryone is talking about large language models and rightfully so. Large language models are a groundbreaking technology.Large language models, also referred to as LLMs, are poised to revolutionize how we think about conversational AI for the enterprise and its potential applications. Tech giants like Microsoft, Meta and Google know that large language models are fast becoming essential for people to innovate, automate, and improve the lives of the end user as a whole. One such example that's taken the world by storm is ChatGPT, which uses OpenAI's GPT (Generative Pre-Trained Transformer) to accomplish tasks in a few seconds that would normally take a human hours or days. The generative AI capabilities alone have spawned countless use cases and business opportunities for those eager to dive-in and learn.But first, let's explore large language model basics and their applications in real-world use cases. We'll cover: Large language models (LLMs) are advanced artificial intelligence algorithms trained on massive amounts of text data for the purposes of content generation, summarization, translation, classification, sentiment analysis and so much more. How massive are these datasets? Smaller datasets are composed of tens of millions of parameters, while larger sets extend into hundreds of billions of data points. Depending on the purpose of the large language model (LLM), the training data will vary. Example datasets and what their purpose include:You may be asking yourself, how does a large language model produce text in a human-like fashion? Using the above examples, if a model is trained on social media posts and books, it becomes easier for the model to produce text in a human-like fashion because it has a clear understanding of formal and informal language. So in reality, the answers it produces is highly dependent on the training data used. To understand how large language models work, you first need to understand transformer architecture. Transformer architecture is the backbone of the transformer models like GPT and many other prominent models. The transformer architecture is a neural network architecture that allows for parallel processing and is used by large language models to process data and generate contextually relevant responses. It consists of a series of layers, with each layer consisting of parallel processing components called attention mechanisms and feedforward networks. The attention mechanisms weigh the importance of each word, using statistical models to learn the relationships between words and their meanings. This allows LLMs to process sequences in parallel and generate contextually relevant responses.Figure 1: Large language models (LLMs) leverage vast amounts of training data to understand and respond to user prompts conversationally. The most talked about models are by OpenAI (GPT-2, GPT-3, GPT-4, Whisper), Google (BERT, T5, PaLM), and Meta (M2M-10 0,
LLaMA, XLM-R). These are some just examples of the most common ones but as stated before, models are trained for specific purposes so there isn't a single model that does everything. For example:M2M100 (Multilingual Machine Translation 100): M2M-100 is a multilingual machine translation model that can translate between any pair of 100 languages without relying on English data. The model is trained on a total of 2,200 language directions, this model is 10 times better than the previous best, Englishcentric multilingual models.MPNet (Masked and Permuted Language Modeling Pre-training Network):
MPNet is a pre-training method for language models that combines masked language modeling (MLM)

and permuted language modeling (PLM) in one view. It takes the dependency among the predicted tokens into consideration through permuted language modeling, advancing BERT's classification

methodologies.When comparing the performance and capabilities of these models, it is important to note that each model has been trained for a very specific purpose, and the best model will depend on the specific NLP task at hand. Large language models have demonstrated impressive performance in various natural language processing tasks and have the potential to greatly enhance businesses' efforts in customer engagement, operations, and beyond. Large language models are becoming increasingly popular in various industries and businesses because they can process and understand human language at scale. These models use deep learning techniques to analyze vast amounts of text data, making them highly proficient in language processing tasks such as text generation, summarization, translation, and sentiment analysis.With these capabilities, large language models have revolutionized the field of conversational AI and have a range of real-world applications.For example: As more large language model applications are developed the companies that are able to harness their true power will be measurable improvements across their organizations. Large language models represent a transformative technology that can help enterprises access conversational AI and automate mundane tasks that their workforce incurs every day. By leveraging advanced conversational AI capabilities, these models have the potential to deliver unprecedented value to organizations, from curating a superior user experience to reducing costs. By embracing large language models, enterprises can gain a strategic advantage, remain competitive in a rapidly changing market, and deliver real business value to their customers. It's crucial, however, to have a comprehensive understanding of their complexities to effectively apply them in practical settings. One of the easiest ways for companies to embrace large language models without incurring significant model development costs is through the integration of an AI copilot. AI copilots are one of the more recent trends where companies are using LLMs to develop chatbot-like interfaces that can support users across the enterprise. Some examples of this are Moveworks' enterprise copilot, Microsoft's 365 copilot, Github's Copilot, and Salesforce's Einstein. AI copilots will continue to come out as more and more companies build out their use cases so it's important to have an AI copilot strategy when looking to incorporate them into your organization. Large language models have immense potential for organizations and can bring about a paradigm shift in how they operate. In the past, building a conversational AI required a significant effort from a team of experts who spent countless hours creating multiple machine learning algorithms.However, the advent of large language models, such as the GPT-3.5 model powering ChatGPT, has changed this landscape. Instead of using multiple algorithms, a single model now performs all the functions previously performed by multiple systems. This has made natural language processing more accessible, as conversing with ChatGPT is now equivalent to having a Swiss watch at your fingertips. Language learning models possess a powerful generative capability that makes them valuable assets for the enterprise. With their advanced conversational AI abilities, LLMs can assist businesses in exploring new ideas, developing new products and services, and improving existing ones. The generative abilities of LLMs enable the creation of written content, such as product descriptions, marketing copy, reports, and other digital assets, like images, videos, and software code.LLMs also can analyze and understand large amounts of data and information, allowing them to provide insightful recommendations to improve business processes and decision-making. Moreover, the conversational interface of LLMs makes it easy for teams to share and collaborate on ideas and projects, increasing productivity and streamlining the creative process. Language learning models offer a seamless conversational user experience that is unmatched by traditional AI systems. The enterprise can use this by integrating LLMs into customer-facing applications,

such as chatbots, to improve internal communication and support. LLMs can understand user inquiries and provide personalized and efficient support, improving satisfaction.In IT support, for instance, LLMs can assist with resolving tickets and problems quickly and accurately. Automating certain support tasks conversationally allows businesses to free up valuable resources and focus on more complex issues requiring human expertise. LLMs are equipped to comprehend and process human language, making them suitable for automating monotonous and time-consuming tasks.For instance, in IT, LLMs can handle simple queries and support requests, allowing human agents to concentrate on more complicated problems. Or in the financial sector, LLMs can automate financial transactions and data processing, reducing the manual effort and resources needed.LLMs' ability to increase efficiency and lower costs is one of the many reasons they are fast becoming indispensable tools across various industries. By automating tedious tasks, LLMs allow organizations to focus on their core competencies and drive growth and innovation. Understanding large language model nuances is crucial in using them

in real-world applications. There are three main large language model weaknesses to consider when thinking about how to apply them practically in business: Large language models, including OpenAI's GPT-3.5, are powerful tools that can provide accurate responses to complex questions. However, despite their impressive capabilities, there is still a risk of inaccurate or false responses, known as hallucination. This phenomenon can have serious implications in critical industries like healthcare and business operations. It is essential to implement safeguards such as human oversight to refine inputs and control outputs to mitigate this risk. Currently, many applications of large language models require human supervision to ensure reliable results but one promising method that aims to fix this is grounding. Large language models have been trained on a vast amount of text data from the internet. Still, they need enterprise-specific context and domain knowledge to provide specific solutions to industry-specific problems. While they can provide general information and context on various topics, they may not have the depth of understanding and experience required to solve complex, industryspecific challenges. Additionally, language models may not have access to proprietary information or be aware of the specific regulations and policies that govern a particular industry. As a result, they may only sometimes be able to provide accurate or reliable information in the context of a specific enterprise. It is essential to understand these limitations and seek expert advice when dealing with industry-specific issues. While language models are powerful and accessible to non-experts, they lack controllability. This means their response to a specific input cannot be easily directed or controlled. The layered approach to building LLMs saves time in training complex systems but limits the ability to control the model's responses in a more demanding environment. To be effective in a business setting, LLMs must be part of a larger AI architecture that offers control and fine-tuning through additional training, evaluation, and alternative machine learning approaches. Large language models are trained on vast amounts of text data to understand and respond to natural language in a human-like manner. However, their training data is limited to a specific time period and may not reflect the current state of the world. Updating an LLM's knowledge is complex and requires retraining the model, which is extremely expensive.Instructing the LLM to override certain parts of its knowledge while retaining others is also challenging. Even then, there's no guarantee that the model won't provide outdated information, even if the search engine it's paired with has up-to-date information. This poses a unique challenge in a business setting where data is often private and constantly changing in real-time. LLMs are trained on vast amounts of text data, including sensitive personal information, which they may have access to while generating responses. This personal information can be leaked through the model's outputs or training data.Additionally, the training data used to develop LLMs may not always be properly anonymized or secured, which increases

the risk of personal data breaches. The use of LLMs in industries handling sensitive personal information, such as healthcare or finance, requires careful consideration and proper security measures to prevent data leakage. Since ChatGPT launched, it’s given everyone who’s played around with it a sense of wonderment. And what’s even more remarkable is that this is only scratching the surface of what’s possible with generative AI. Large language models aren’t just for writing a quick email — they have the potential to completely transform how work is done, from internal IT and HR support to customer service and marketing ad creation. Let’s take IT for example. Generative AI has the potential to revolutionize the way IT teams work by streamlining processes and providing new and innovative solutions. From improving knowledge management to automating document creation, the following use cases highlight the many ways in which generative AI can empower IT teams and enhance their workflows: Generative AI has the potential to greatly enhance the efficiency and productivity of IT support teams by automating tedious and time-consuming tasks. This list of use cases highlights some of the ways generative AI can help surface important analytics, summarize information, and provide quick and accurate solutions for IT ticket topics: Generative AI can transform IT infrastructure and chatbot development, saving IT agents time by automating time-consuming tasks such as: Large language models play a crucial role in the evolution of conversational AI. Their ability to generate human-like language and advanced reasoning skills have impressed both the public and tech companies, who view them as essential platforms for innovation and problem-solving.Despite the strengths of LLMs, some challenges must be addressed to fully realize their potential, such as hallucination, stale training data, and a lack of enterprise context.Nevertheless, the future outlook for LLMs and conversational AI remains positive. With the potential for increased efficiency and cost savings, LLMs can revolutionize how organizations operate and interact with customers. It's crucial for leaders across industries and

departments to continue exploring and understanding the capabilities of LLMs and to address any limitations to fully harness their potential and shape the future of conversational AI.Contact Moveworks to learn how AI can supercharge your workforce's 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.
Conversational AI is improving healthcare
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operations analytics (ITOA). Here are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples.
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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 BOSTON / LAUSANNE and MOUNTAIN VIEW, Calif. — Nexthink and Moveworks today announced a strategic partnership that addresses one of the most pressing challenges for employee productivity in a remote and hybrid working world: solving employees' technical issues in the digital workplace. By combining Nexthink's Digital Employee Experience Software with Moveworks' conversational AI platform, companies can provide proactive and personalized IT support to their

employees in a matter of minutes — not days.By leveraging the combined power of Nexthink and Moveworks, customers can benefit from scalable IT that focuses on strategic, high-impact projects, stronger employee engagement on IT messages. Self-service backed by DEX creates the quickest path towards issue resolution by putting the choice in employees' hands. In fact, joint customer Broadcom was able to resolve 57% of IT issues autonomously with the Moveworks chat, while also seeing a 20%40 % reduction in IT incidents using Nexthink's real-time insight into IT environments."At Broadcom, we're focused on making sure our global workforce can stay as productive and engaged as possible, no matter where they work," said Stanley Toh, Head of Enterprise End User Services and Experience at Broadcom. "The visibility and automated remediation that Nexthink provides, combined with Moveworks' best-in-class AI, gives our employees greater control over their experience, and the selfhealin g capabilities allow our IT team to stay ahead of issues. Together, Moveworks and Nexthink are a powerful combination to ensure a digital employee experience without delays and disruptions getting in the way. We're excited that they are partnering, and look forward to doing even more with both solutions."The complexity of today's digital workplace causes constant disruptions for employees, who – across a workforce – can rely on hundreds of applications, storage, and hardware to get their work done. This opens up countless opportunities for technology breakdown, causing massive support bottlenecks for IT teams, and slow response times as a result. By combining the automation and insights of Nexthink with conversational AI support from Moveworks, joint customers are now eliminating these disruptions for their employees. The partnership transforms support in two ways: By instantly supplying the right solution when employees submit an issue, and by proactively preventing issues before they even ask for help."Today's employees have made their 'offices' in the confines of their devices, which means an IT disruption of any size can have a major impact on workflow," said Yassine Zaied, Chief Strategy Officer at Nexthink. "Nexthink and Moveworks are both hyper-focused on creating better employee experiences, and together, we can quickly and proactively avoid or mitigate the IT issues plaguing today's employees by empowering them with the right solution for their needs."With

Moveworks and Nexthink, businesses can proactively identify issues and send out targeted messages that result in action. This process ultimately prevents issues from ever needing to be routed to the service desk, which frees up IT teams to focus on other projects. For example, Nexthink can identify when an employees' disk space is low and recommend a solution, Moveworks' chat function can prompt the user to take this action to resolve the issue. And, when employees inevitably run into support issues throughout their day, they can leverage Moveworks' conversational AI, which works with Nexthink to identify the right action to then resolve. For example, an employee messages Moveworks saying they are experiencing crashes in Excel. Moveworks' natural language understanding (NLU) can interpret symptoms and Nexthink will be leveraged to recommend an automated Office 365 repair."The shift to digital work is an incredible opportunity for companies to get the employee experience right," said Bhavin Shah CEO at Moveworks. "The key to creating a great digital workplace is fixing issues before they become bigger problems, and quickly resolving them when they do arise. We're excited to partner with Nexthink in making this vision a reality for businesses today."To learn more about this partnership, check out this blog.Media Contact Sophia Xepoleas, Sr PR ManagerEmail: pr@moveworks.aiWeb: Moveworks.com/contact 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 usTrustDownload GuideThe past couple of years has pushed every company to go digital. But a handful of companies have actually reshaped this new economy — with a digital workplace that's even more efficient than the physical HQ.How'd they do it? We interviewed IT leaders at three companies helping to shape the new economy — DocuSign, Autodesk, & Stitch Fix — to distill their digital workplace secrets: 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 Kyle Hirai, Head of IT & SecurityThe IT landscape is evolving rapidly, with artificial intelligence leading the charge. One area experiencing significant AI-driven innovation is IT operations analytics (ITOA). AI-powered solutions enable IT teams to monitor systems more efficiently and proactively predict and prevent problems.In this post, we'll explore how AI is transforming IT operations analytics (ITOA) and the benefits AIOps bring. We'll look at real-world examples of AI in action and discuss insights that will help you capitalize on this technology. Here's a preview of what we'll answer: IT operations analytics (ITOA) refers to collecting, analyzing, and leveraging data from across the IT environment to optimize performance, enhance decision-making, and proactively identify or prevent issues.With increasingly complex IT ecosystems, there's a growing need to monitor and derive meaning from the sheer volume of data produced by diverse hardware and software systems. This is where ITOA comes in. It provides visibility into key performance indicators, trends, and anomalies to maximize uptime, streamline maintenance, and enable smooth IT operations.ITOA is not a one-size-fits-all approach. Organizations use varying tools and techniques, from basic log analysis to sophisticated machine learning algorithms, to gain actionable insights from their IT data. At its core, ITOA powers proactive IT management by equipping teams with the intelligence to tackle operational challenges effectively. It forms the backbone of data-driven, efficient IT ops. Why is

ITOA important?IT operations analytics (ITOA) has become a crucial element of modern IT management. But why has it emerged as such a vital capability? Let's explore some key reasons ITOA is essential for today's tech-driven world.As systems grow more complex, it becomes even more critical for harnessing data-driven insights. And ITOA is a must for adaptive, efficient, and secure modern IT management. ITOA has become a critical capability for managing complex, interconnected IT environments. It delivers key benefits, such as:ITOA is now an essential element of modern IT ops. It is a multifaceted tool for mastering complexity, harnessing AI, ensuring efficiency, and enabling innovation. As IT environments evolve, ITOA will remain a foundational capability keeping operations resilient. ITOA has become a critical capability for managing complex, interconnected IT environments. It delivers key benefits, such

as:While ITOA delivers powerful capabilities across these key areas, artificial intelligence takes IT operations analytics to an entirely new level. This is where AIOps comes into play. AIOps supercharge ITOA by applying advanced machine learning and analytics technologies to IT operations data. AIOps (Artificial Intelligence for IT Operations) refers to machine learning and other advanced analytics technologies applied to IT operations data, such as system logs, performance metrics, and ticket data. The goal of AIOps is to improve monitoring, automation, and service desk functions by enabling constant insights into IT infrastructure health and performance.Implementing AIOps tools can profoundly improve IT management. At Moveworks, our Employee Experience Insights (EXI) solution has delivered tremendous value across our customer base — and our own IT operations.Here are some real-world examples of ITOA benefits we've experienced firsthand:Additional advantages of AI-powered ITOA:With this multitude of benefits, it's clear why ITOA is becoming integral to IT success. As AI capabilities grow, ITOA will continue revolutionizing tech infrastructure management.Moveworks' Employee Experience Insights (EXI) demonstrates the immense power of AI to revolutionize IT operations analytics (ITOA). Through advanced capabilities like natural language processing and machine learning, EXI unlocks transformative insights from IT data — showcasing the future of AI-driven ITOA. Traditional ITSM analytics often require complex setup and ongoing maintenance of dashboards. But AI-powered ITOA solutions like EXI deliver ready-to-use analytics out of the box.Previously, Luminis Health spent hours tinkering with ITSM dashboards to derive insights. With EXI, they gained more granular intelligence immediately with no complex configuration needed.By providing detailed insights without the typical overhead, EXI enabled Luminis to:Ready-to-use AI-powered ITOA solutions eliminate the barriers of complex setup and maintenance. Organizations can tap into impactful insights quicker, accelerate optimizations, and focus resources on high-value initiatives. The future of ITOA is ready and waiting. Determining which projects to prioritize in increasingly complex IT environments can be challenging. However, organizations can gain invaluable insights to guide strategic planning by combining IT operations analytics (ITOA) with AI.Take the example of Intercontinental Exchange (ICE). ICE leveraged EXI to unlock intelligence from unstructured ticket data. This revealed where employees faced the most pressing issues.EXI uses AI to condense thousands of unique issues, summarizing them in an aerial view of opportunities to proactively improve processes or prevent problems. Once an issue category was identified, EXI enabled ICE's IT leaders to drill down and find the root cause with a granular analysis of specific issues and personas in real time.With these insights, ICE gained complete visibility into organizational pain points, enabling continuous service improvement via strategic prioritization of the most impactful initiatives, such as:At ICE, AI-powered ITOA solutions like EXI transform IT planning from guesswork to data-driven decision-making. Organizations can allocate resources precisely where they will have the most significant impact. ITOA and AI together offer immense value for strategic optimization. Understanding and improving employee experiences is crucial yet challenging. However, organizations can gain unprecedented visibility by combining IT operations analytics (ITOA) with AI and natural language processing. Albemarle experienced this firsthand with Moveworks' Employee Experience Insights. By analyzing unstructured information — in a dozen different languages — across ticket data, EXI's natural language capabilities revealed the real problems impairing employees across various apps and services. This way, Albemarle could view and measure the service experience, diving deep into any app, discern its high-level experience state, filter specific ticket subsets, and analyze the underlying data.With these insights, Albemarle achieved:AI-powered ITOA solutions like EXI optimize employee experiences by tapping into natural language to precisely target needed improvements. AI is transforming ITOA through advanced pattern recognition capabilities. By detecting obscure issues and

trends, AI enables proactive optimization of processes and experiences.For example, EXI compares performance over time to derive insights driving experience changes. It helped one finance company complete reporting 30X faster by finding patterns in their data.Previously limited by manual bandwidth, this company leveraged AI pattern recognition to:By revealing hidden patterns and tracking their impact on performance, AI-powered ITOA solutions like EXI facilitate continuous improvements. Organizations gain clear visibility to optimize processes and deliver better user experiences proactively. Rather than reactive firefighting, teams can get ahead of problems and plan strategic optimizations. AI pattern recognition unlocks this proactive, predictive approach. Benchmarking against peers is invaluable for quantifying IT improvements.For example, Moveworks' own IT team leverages EXI's insights to increase ticket resolution rates. By analyzing top requests, they created a suite of automations to resolve more tickets over time.With these AI-powered ITOA capabilities, Moveworks aims to increase already high resolution rates by 10% and showcase EXI's ability to drive continuous improvement through comparative analytics.Key benchmarking benefits include:By benchmarking critical KPIs like time-toresolu tion against peers, organizations gain expert perspectives on achieving world-class service delivery. Organizations can quantify progress and optimize processes to match industry leaders. Aligning IT teams and leadership is critical for improvement initiatives. AI-powered ITOA solutions like EXI can bridge this gap through data-driven insights.One beverage manufacturer needed to enhance response times based on user feedback. They leveraged EXI's metrics tracking and analytics capabilities to identify areas to optimize.With real-time visibility into KPIs, this company set informed performance goals and effectively communicated insights to leadership for the first time. Key results included:AI-powered ITOA solutions enhance reporting and alignment. Organizations can leverage ITOA insights to set goals, demonstrate IT value, and drive continuous improvement. While delivering immense value, implementing ITOA poses some key challenges:However, with thorough planning and preparation, organizations can overcome these challenges. The long-term benefits of ITOA make this investment worthwhile. By addressing concerns proactively, teams can realize the full potential of ITOA and enable data-driven innovation. AI has brought game-changing capabilities to IT operations analytics (ITOA), enabling a proactive, predictive approach to managing tech infrastructure. Here are some of the key ways AI is transforming ITOA: The IT landscape grows more complex by the day. Manual approaches to managing tech infrastructure are quickly becoming antiquated and ineffective. This is where AIOps come in. AIOps can empower teams with unparalleled visibility and actionable insights by continuously collecting and analyzing data across the IT environment. Issues can be identified at inception and resolved instantly. Resources can be optimized dynamically to improve performance and reduce costs. The user experience can be fine-tuned to delight customers and employees.In short, AIOps are enabling a paradigm shift — from reactive firefighting to predictive optimization. It lays the foundation for intelligent, self-running IT ecosystems that rapidly adapt to evolving needs. AI takes ITOA to the next level, delivering unprecedented automation, accuracy, and real-time optimization. It enables a proactive, resilient approach to managing intricate IT environments.But the future is AIOps. Organizations that embrace this approach will gain a distinct competitive advantage. They will be able to accelerate innovation, strengthen resilience, and harness technology to drive transformational outcomes. The time to adopt AIOps is now. Let your infrastructure run on autopilot, freeing your teams to focus on high-impact initiatives. The future of IT starts today.Contact Moveworks to learn how AI can supercharge your workforce's 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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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 WebinarSlow IT support not only adds friction to the workday, it can also limit productivity for today's businesses.Moveworks uses machine learning to transform Microsoft Teams into an autonomous IT support channel, helping to resolve employees' tech issues instantly by conversing with them in natural language on the Teams platform. Using Moveworks and Teams, you can resolve a large percentage of IT support tickets quickly.Register for this webinar to learn how to deliver IT support anywhere and anytime with Moveworks and Teams.Speakers:Vaibhav Nivargi, Founder & CTO, MoveworksShail Trivedi, Business Development Manager, M365 Ecosystem, MicrosoftSuccess! 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 FounderWhen we launched Moveworks to deliver autonomous IT support from within messaging tools like Slack and Microsoft Teams, we couldn't have imagined how extensively our platform would be used in situations like the ongoing COVID-19 outbreak.Almost overnight, the IT service desk has become mission-critical to every department, in organizations across all industries. And as the rapid transition to working from home floods these service desks with high-volume requests, our AI is playing an unexpected role in alleviating their workloads by resolving remote employees' support issues, wherever they are and whenever they ask. Moveworks is committed to assisting those impacted by the current crisis, and we quickly realized there was more we could do to help. After speaking with dozens of our customers to better understand the challenges they're facing, we've released dedicated capabilities to resolve IT support requests

related to COVID-19, from questions about their companies' response policies to help configuring video conferences. In this post, I'll discuss both new and existing use cases for Moveworks that we've started to see streamline the switch to WFH — allowing employees to stay productive, augmenting the firepower of the IT team, and ensuring business continuity for the organization as a whole.We've spent several years partnering with IT teams across market verticals as they've sought to ensure their employees can work as smoothly from outside the office as they do while on-site. In their journeys toward achieving this goal, which has become more important than ever before, they've come to recognize that IT services, applications, and communication tools must be available not only from anywhere but also at any time, since work-from-home schedules are often erratic. Moreover, because of the recent trend toward physical, in-person help desks, many employees don't know where to go for support when they're out of office. Many end up simply emailing all their questions and requests to IT.For all these reasons, providing rapid, 24/7 support to a remote workforce is not a realistic possibility for human agents alone, particularly given the increasing volumes of tickets. At Moveworks, for instance, we've already observed significant spikes among our end-users in requests for collaboration

apps, in how-to questions pertaining to those apps, in VPN setup and troubleshooting queries, in orders for devices and peripherals, and in clarifications around company policy, among other tickets. We expect these trends to continue or potentially intensify as the situation develops.Figure 1: As employees transition to working from home, IT teams are handling a growing number of requests for software, which Moveworks can automatically provision on their behalf. For instance, requests for Zoom were up 140% from March 4-14, month-over-month.To address these challenges, the Moveworks bot converses with employees in natural language straight on the messaging tool they use every day — driving them to submit their IT issues on our platform rather than over email. And even if they do send an email, Moveworks intercepts it and updates the submitter on the messaging tool. Moveworks then determines what an employee is asking for using a combination of machine learning models, before autonomously resolving the issue via deep integrations with other software. Our AI can also search your entire knowledge base to find the most relevant, snippet-sized answers to employees' questions, such as those about COVID-19 preparedness. In fact, our internal Moveworks bot, which we call "M8," has been indispensable during our company-wide shift to work-from-home. Below are four primary components of our ongoing efforts to aid our customers in their response to COVID-19:Moveworks' broadcast capability was a roadmap feature that we've now made ready and available to customers. It enables IT leadership to send out mass communication to either the entire company or to targeted groups based on their seniority, the risk-level of their location, and so on. Whereas mass emails tend to get lost in the inbox — with only about 1% engagement — broadcast messages sent through Moveworks average a 30% engagement rate. And because Moveworks fields employees' questions, communications sent via the bot don't end up flooding the IT team with requests for clarification.Figure 2: Moveworks can disseminate broadcast announcements from the IT team on messaging tools like Slack and Microsoft Teams, and then provide those teams detailed analytics on employee engagement.Moveworks' semantic search scours your company's entire knowledge base to match employees' questions with snippet-sized answers. Semantic search was originally optimized to answer IT questions, like how to add virtual backgrounds on Zoom meetings. But thanks to significant work from our engineering team, we can now answer COVID-19 related questions as well — and even supplement your existing knowledge base with the resources we've created.Figure 3: Our internal Moveworks bot, M8, demonstrating how semantic search answers employees' COVID-19 questions.As IT tickets submitted through conventional avenues have risen, so too have messages posted in IT support chat channels on Slack, threatening to

overwhelm the IT team. Moveworks' Channel Resolver reads each message posted in these channels and jumps in when it's confident it can help. The bot then messages the channel once the issue is resolved and keeps tabs on everything, so the IT team doesn't have to worry about falling behind.Figure 4: We've seen a flurry of activity that looks just like this across our customers' IT support channels on Slack. Moveworks ensures that not a single message gets lost in the shuffle.We've scaled up our infrastructure and increased our monitoring coverage across all our product offerings, recognizing that core Moveworks functionalities — like helping employees get instant access to software — will prove to be crucial. We're standing by to guarantee our customers prompt assistance on any issues or questions, in addition to working with their IT leaders to implement new capabilities as needed.Moveworks is continuing to monitor the COVID-19 situation closely to assess what else we can do to support our customers. Above all, we hope you stay safe and healthy in the weeks ahead. While we may be physically separated from our colleagues, we must all pull together and look out for one another during this time.

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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, Co-Founder and PresidentConversational AI is the future of business, and it's already transforming the way organizations operate. From streamlining customer service to automating routine tasks, generative and conversational AI have the power to improve efficiency and enhance the customer experience. But as with any new buzz-worthy technology, it can be challenging for business leaders to separate signal from noise and think strategically about the opportunities and risks of implementing this tech.At Moveworks, we know that the key to success in implementing AI in the enterprise is to choose the right partner and approach the technology strategically. I recently sat down with Forrester Analyst Will McKeon White to discuss the opportunities and risks of implementing generative and conversational AI, and to help business leaders navigate this rapidly developing landscape.The truth is, the myths around chatbots and AI have been shattered. It's now clear that chatbots do work, people do like them, and AI is ready for prime time. But that doesn't mean that every application is suitable or that every vendor is a good fit.When evaluating AI vendors, it's crucial to consider factors such as their track record, their technical approach, and their ability to adopt and deploy LLMs. In a world where every application will become an AI application, it's essential to work with a vendor that can keep up with the pace of change.This is to say that exciting times are ahead for innovative CIOs who are looking to invest in conversational AI. But it's crucial to approach this technology with a clear understanding of its potential benefits and risks. With the right strategy and approach, generative and conversational AI can be powerful tools for driving

innovation and transforming the enterprise.To gain a deeper understanding of how conversational AI can transform your business, I invite you to check out the full webinar. It's a valuable resource for business leaders looking to stay ahead of the curve. Contact Moveworks to learn how AI can supercharge your workforce's productivity.
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knows the solution. In reality, of course, these helpful messages will be mixed in with just as many unhelpful ones, meaning that service desk agents must read through each thread to determine the best course of action. It all amounts to lots of extra work for IT teams that are already overextended.Now imagine the ideal team member in the IT support channel. They read every single message — day or night, weekend or holiday — and always respond when they can help. They go beyond giving advice; in many cases, they resolve the problem for you in seconds, without any effort from the IT team. Well, after extensive R&D and field testing, that ideal team member is ready for action. Introducing Moveworks' Channel Resolver for Slack:Figure 1: Channel Resolver messages the employee directly, then updates the channel.Moveworks understands the challenges employees face when trying to get a support issue resolved — and how delays in resolution hinder their productivity. Our vision has always been to make it easy to solve employee issues through the use of natural language understanding and conversational AI: resolution should come instantly, no matter where those issues are reported. Channel Resolver represents a major step toward realizing that vision of frictionless IT support.Available to all Moveworks customers who use Slack, Channel Resolver is a version of our AI bot that resides in a public chat channel. It analyzes each employee question, and if our natural language understanding (NLU) and resolution platform predicts that it can remediate the issue, it jumps in. In fact, an initial group of a dozen customers — including AppDynamics — have already transformed their IT support with Channel Resolver. Unsurprisingly, the trend toward Slack channels extends across most enterprise workstreams, since they promote transparency and enable teams to benefit from the wisdom of the crowd. IT teams in particular have adopted this open communication approach, using a dedicated channel where employees can raise issues and get assistance. Such "Ask-IT" channels are becoming increasingly popul ar
places for employees to raise common questions:Figure 2: Using standard emojis, Channel Resolver

indicates both that it's analyzed an employee's message (the eyes) and that the issue's been resolved (the checkmark).From a broader perspective, IT channels complement the modern, chat-first business strategy, which integrates formerly separate workflows on the chat tool that employees use every day. There's no longer any need to log in to specialized tools like portals, as we explained in our post, Anytime, anywhere, automatic. But resolving employees' issues over chat also presents challenges for IT teams. How do you stay on top of so many questions and requests? And how do you respond fast enough that employees feel they're being heard?We recognized that natural language understanding and conversational AI could address these challenges, and we built the Channel Resolver capability to do just that.As a machine learning company, we learn a lot from data, which we augment with customer feedback from onsite usability studies, interviews, and pilot programs to bridge the gap between theory and reality. A recurring theme in our research and customer discussions was that, with company-wide IT channels exploding in popularity, keeping pace with requests in those channels was becoming impractical for IT support teams.Our task, then, was to build a mechanism through which we could do the following:This would all have to be done with extremely high precision because, when you make a mistake in a public channel, everybody can see it. And at the same time, we would have to maintain high coverage — the percentage of requests handled by the bot — to ensure issues wouldn't pile up in IT agents' queues. Needless to say, building this capability is not trivial. Below, we explore the reasons why supporting channels is even harder than supporting requests that come in via direct message (DM).Channels are significantly "noisier" than DMs or emails: they contain broadcast announcements from service desk agents, non-IT-related interactions between employees, reposted questions, jokes, memes, and everything in between. All of this makes understanding in-channel messages much more difficult than those sent in a direct, employee-to-bot conversation. To illustrate the point, consider this example of signal intermixed with noise — a broadcast announcement followed by an actual employee issue:Figure 3: Separating the signal from the noise is intuitive for humans, but profoundly difficult for machines.The overarching challenge here is that the structure of messages, comments, and responses is unpredictable. Our NLU system needs to be able to parse these complex utterances and provide users with the right answers when needed, an objective that requires many machine learning models to achieve.As we've seen, channels are not a good place for trigger-happy bots. Given the public nature of the channel setting, it's critical for a bot to jump in only when it's confident it can resolve an employee issue. The machine learning model thresholds for in-channel responses must therefore be tuned to trigger at higher confidence level than for DMs. So how does Moveworks actually decide which, if any,

response is appropriate for each employee question? As we'll examine at length in an upcoming blog series, our conversational AI platform was created explicitly to address the shortcomings of historical chatbots that relied on hard-coded decision trees. In the figure below, for example, a hard-coded model focused on keywords could easily misclassify the request for Microsoft Office as a problem with Okta:Figure 4: A typical, noisy message in an IT support channel, filled with red herrings and irrelevant details that would confuse historical chatbots.By contrast, Moveworks' probabilistic engine weighs a number of variables — including syntax, semantics, previous IT tickets from the company, and even the employee's department — to tackle the nuances of natural human language. Each of our resolution skills, such as our Software Access skill, then "bids" on the right to resolve an employee's issue, with higher bids corresponding to higher levels of confidence in the model's prediction. In this case, the Software Access skill generates the only bid that exceeds the confidence threshold, prompting the bot to autonomously provision Microsoft Office.Figure 5: Moveworks' probabilistic engine uses an auction system to determine the best action.When our bot can't fully resolve an issue, it must seamlessly hand

off to the right person on the service desk. We met this goal by developing a new system of interaction that allows Channel Resolver to provide the necessary information for agents to step in and pick up where the bot left off, facilitating faster response.Figure 6: For employees awaiting IT support, Channel Resolver turns days into seconds.For the first time, employees can get instant resolution directly in the IT support channel — from software provisioning to account unlocks to installation instructions to the guest WiFi password. And for IT teams, Channel Resolver means that Ask-IT channels no longer require an army of agents to maintain. The verdict is clear: it's time to supercharge your Slack workspace with AI.Contact Moveworks to demo and deploy Channel Resolver on your IT support channel.
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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 Manoj Gupta, VP of PartnershipsThe digital workplace has brought increased complexity to the employee experience. A technical glitch — no matter how minor — can cause significant disruption. Still, many employees would rather suffer in silence than file a ticket and deal with long wait times. But when issues go unreported or are hidden from IT teams, problems quickly become more serious and more frustrating.That's why I'm excited to announce Moveworks' new strategic partnership with Nexthink. It enables customers to create a digital workplace where IT can take action based on a comprehensive view of employees' dayto-day experiences. In just one example, Broadcom was able to resolve 57% of IT issues autonomously with Moveworks, while also seeing a 20% to 40% reduction in IT incidents using Nexthink's real-time insight into its IT ecosystem.Moveworks' conversational AI and Nexthink's automation and insights are a powerful combination. I'll set out two key areas where this partnership can make an immediate impact for both IT teams and employees:See all of Moveworks' partners and integrations → Surface the right solutions in secondsWhen an employee has a tech problem, they feel symptoms: an email not sending

or a computer that’s slow to start up. But they don’t always know how, or even if, they can resolve the issue on their own. Working through this low-grade pain every day isn’t easy, and as a result, performance and productivity suffer.Now with the Moveworks-Nexthink partnership, when employees inevitably run into a support issue, they can just ask their bot. Moveworks’ conversational AI can interpret the issue, no matter how many words or what kind of jargon an employee uses. Then, the bot can recommend a specific remote action from Nexthink, resolving the issue in seconds.Figure 1: When an employee experiences a technical issue, Moveworks can trigger an action via Nexthink to solve the problem instantly.For example, an employee messages Moveworks saying she can’t send emails. Moveworks’ natural language understanding (NLU) interprets her message, and then leverages Nexthink

to address Outlook Online connectivity issues. If the employee’s Excel keeps crashing, their device has low disk space, or their laptop is slow to start up, the same applies.The Moveworks-Nexthink partnership gives employees the ability to help themselves, reducing stress on overburdened IT teams and allowing everyone to focus on strategic projects without interruption. Resolve issues proactivelyMoveworks and Nexthink can prompt bigger improvements than just dealing with issues in real time. Together, we can prevent problems from happening in the first place.As soon as Nexthink detects an issue, employees are automatically prompted to take action directly through their Moveworks bot. Since these notifications target the individual experiencing a specific issue, messages receive high engagement and ultimately prevent an issue from ever getting routed to the service desk.Figure 2: Nexthink notifies Moveworks when a disruptive issue occurs, so our bot can reach out to the individual affected and deliver a solution.For example, Nexthink can identify when an employee has recently experienced a system crash and recommend a solution in seconds. Then, Moveworks’ conversational AI takes over, prompting the user to take action — in this case, to download a new browser — to resolve the issue. Addressing low disk space or dealing with other periodic device maintenance now happens immediately, without any involvement from IT. By preventing issues from arriving at your service desk, your team can focus on projects that matter, not busy work. The combined power of Moveworks and Nexthink allows joint customers to make getting help at work effortless. Ours is the sort of partnership that’s bringing advanced and much-needed AI solutions to IT teams looking to level up their employee experience.By fixing problems before they get out of hand and quickly resolving any issues that do arise, we empower businesses to exceed their employees' expectations. Together we can help IT teams continuously improve their day-to-day digital workplace experience. Manoj Gupta is the VP of Partnerships at Moveworks. If you’re interested in learning more about our partnership with Nexthink, email mgupta@moveworks.ai.See what the Moveworks-Nexthink partnership can do for you. Request a demo.

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barrier.We've reconciled ourselves to a status quo of clicking buttons, scrolling through submenus, and navigating to new windows. However, this method of interacting with computers — a Graphical User Interface, or GUI — is neither efficient nor natural.When GUIs were introduced in the 1980s, they ushered in a new era when anyone, including people without programming skills, could suddenly use a computer. We should be careful not to take GUIs for granted: previously, operating a PC required

memorizing complex commands to accomplish even the most simple tasks. But at a time when unfamiliar devices and SaaS applications enter our lives every week, the graphical user interface is no longer a sustainable approach, since it entails a significant learning curve to become proficient with these new tools.Figure 1: While commonplace, the graphical user interface requires time and trainingto complete complex tasks.In short, GUIs risk being unintuitive. No matter how much engineering and design work goes into creating a "natural" interface, it's impossible to create buttons that capture every conceivable user intention. Fundamentally, our natural form of communication isn't buttons, but language. And as our technology becomes increasingly complex, the ability to operate that technology with simple, conversational language will pave the way for users to derive even more benefit from their applications, in much the same way that GUIs did for a previous generation.In this post, we'll dive deep into the modern history of human-computer interaction, from the rocky beginnings of early chatbots, to today's AI-powered conversation engines.Figure 2: Probabilistic chatbots are the next step in the evolution of human-machine communication.Despite their shortcomings, it's no surprise that chatbots are growing in popularity. Yet the experience of using most chatbots is even less intuitive than the average GUI. The fundamental problem is conversation itself, which is ambiguous, contextual, and dynamic. Conventional chatbots take a deterministic approach: that is, they rely on pre-scripted conversations that can't keep pace with the vastness and versatility of language.Let's explore why these early bots failed to understand their users:Figure 3: Deterministic chatbots with pre-scripted responses aren't able to keep up with unexpected user responses.The challenge with this real-world e-commerce bot is that people prefer to interact with language, rather than with buttons. So when users predictably type "US" into the dialog box instead of clicking the American flag icon, the bot is incapable of understanding the typed reply.This kind of hardcoded chatbot simply breaks down when confronted with an unexpected response. Building any chatbot requires an incredibly high amount of technical effort, but all this work is thrown out the window when a user makes one unexpected choice. Here, the bot cannot understand or properly respond, so it instead directs the user to read an FAQ document or visit a contact page. It might not be perfect, but a predictable GUI is better than wasting time on a bot that can't communicate.Figure 4: Chatbots with only basic keyword matching fail to anticipate user intent and are forced to fall back on a static response, in this case, a suggestion to email customer service. Next, let's take a look at a slightly smarter bot. These One-Hit Wonder Bots are designed to fulfill one specific use case by applying basic keyword matching. In this scenario, everything works as expected, until a follow-up question comes into play. That's when the conversation fractures.This bot is not equipped to deal with shifts in topic — a critical shortcoming, since conversation is defined by changing topics. In this example, a customer at a brick-and-mortar store would expect the salesperson to immediately answer her simple question about shoe sizes. But, unable to answer, this bot has lost a potential sale, and the customer leaves empty-handed.The problem is clear: anticipating all possible directions a conversation can go is impossible. Deterministic models are incapable of conducting an organic conversation, because they have been pre-programmed with strict scenarios and can't adapt in all the ways that language can.Figure 5: A deterministic bot based on "if-this, then-that" rules is easily confused when a user jumps in and out of the manually scripted flow.In a final example, we'll turn to the travel industry, featuring a bot that is supposed to help find and book flights. Any frequent traveler would be excited about this bot — if it worked. It applies a naive keyword and pattern matching approach and, unfortunately, is overeager to extract a city name out of user utterance: it matches a price inquiry to the city name "Price, UT."Compounding this first error, it's painful for a user to point the bot in the right direction when it goes down the wrong path. See above how the bot misinterprets the

user's intention to course-correct back to the original question of the best price. Instead, the bot misconstrues this request as asking a new question about flights to Change, France. While what the user is trying to say would be obvious to any person reading this conversation, the bot continued to misunderstand, making this whole exchange an exercise in futility.Clearly, building a conversational

platform that works intuitively is a challenge. Pre-scripted answers and decision tree models open Pandora's box — creating more frustration than function. Given a particular input, deterministic models will always produce the same output. Much in the world, particularly language, is too complex to be reduced to unbending rules.The reality is that language is unbound and conversation is rarely, if ever, unidirectional. None of these example chatbots are equipped to keep up, because all these bots have an approach in common: they use "if-this, then-that" logic to determine next steps. Practically speaking, the workflow engineer who attempts to build a solution using this deterministic approach will struggle. Somehow, they must anticipate all possible directions that a conversation could go. Even in a very defined environment — for example, a bot that exclusively helps sell shoes — there is no way to predict what a user will do next.The unpredictability of human conversation means that deterministic chatbots are destined for disappointment. In contrast, a probabilistic approach opens the door for a bot to have naturally high-level and complex conversations with real users.If you learn one thing from this post, it's that understanding users is difficult. A deterministic approach can't keep up with how people engage with one another. In conversations, we naturally take uncertainty into account, but for most of their history, computers haven't been able to overcome this ambiguity. On the other hand, when powered by a probabilistic approach, chatbots can adapt to changeability.Figure 6: The two core components of a conversational AI system are natural language understanding and conversation flow management.So what does it mean to have a real conversational bot? At its core, there are two components that work in tandem: natural language understanding (NLU) and conversational flow management (CFM). NLU works on understanding what the user wants, while CFM determines next steps. Conventional chatbots struggle with both of these pieces. In fact, most are limited to very basic NLU, while almost none make any attempt at intelligent conversation flow.It might not be that difficult to hardcode a few user utterances and build some fixed dialogue flows as a response. But, without incorporating a probabilistic approach to both your natural language understanding and conversation flow management, a chatbot is unable to naturally navigate a real conversation that involves taking next steps, addressing follow-up questions, and managing changes in conversational direction.At Moveworks, we've built our company on the idea that communication between people and machines should be seamless. We've spent years solving this problem in the domain of IT support, and what we've learned applies across the board. In Part 2 of this series, we'll dive deep into our attempts to converse with employees in their language, on their terms.Contact Moveworks to learn how AI can supercharge your workforce productivity.
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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 FounderI'm delighted to announce that Moveworks has raised $200 million in Series C funding—at a valuation of $2.1 billion. This investment is, by far, the largest ever made in our industry. It underscores the importance of AI in providing support to employees, no matter where they're working or when they ask for help.It took five years, hundreds of people, and thousands of hours to reach this milestone in our

journey. Today, I want to focus on two remarkable groups of people who've fueled our success to this point: our employees and our customers.At Moveworks, we understand that AI is critical to the future of work. And today's investment enables us to take some massive leaps forward in fully realizing our vision of helping employees focus on the most meaningful projects, not busywork.Read the full announcement. Employees who share a visionTo build an enduring company, you need to hire great talent. But talent alone is not enough.When your employees are in lock-step with the company vision—driven by a desire to bring it to fruition—magical things can happen. These are the employees who push the boundaries of what's possible, who question everything in pursuit of the best path forward. Moveworks is full to the brim of employees who are wired this way.As a company that develops bleeding-edge AI, we have code in production today that wasn't possible to write just a few months ago. It wasn't just harder, it was impossible. This is the beauty of AI. Your engineers have to constantly innovate because new machine learning models emerge every day that have the potential to make a meaningful difference to your customers—if your team can figure out how to operationalize them. It takes a special type of engineer to work in this environment.But this isn't just our approach to engineering. This is part of our culture. It's how we move the needle across engineering, product, operations, sales, marketing… the whole company. Our team of talented, curious, and passionate people, armed with a clear vision, and empowered to make great decisions, is what makes Moveworks special.I'm incredibly proud of every employee at Moveworks, not just for the output of their work but also for their relentless desire to challenge the status quo.Interested in joining Moveworks? Apply for one of our open positions. Customers that put their people firstToday, the idea of using AI to create a better support experience for employees—whether they're remote or on-site—seems obvious. But when we founded Moveworks, few people believed it was possible, and even fewer were committed to making AI support a reality.Our goal was to find these few companies, and leaders, who did believe. We discovered some organizations and people that could move quickly when they saw a good idea, that were motivated to help their employees focus on the work that matters, and that were willing to make a bet.These early customers were far from typical. They were, and still are, pioneers in their own right. They had the foresight to see the impact on their business that our technology could make. And it didn't matter to them that it wasn't perfect. They wanted to help us make it perfect. It's these customers that enabled us to refine our vision, ideate new capabilities, and grow this company.The investment and support of our early customers mean that today, you don't have to be a pioneer to use Moveworks. They helped us build a solution every company in the world could use to get impact on day one. They enabled us to make AI accessible to everyone. It's thanks to our customers that we get to make our vision a reality.Check out our customer stories here. What's next2021 has been a crazy, incredible year, and there's still a long way to go. We're only just getting started. Despite everything we've already accomplished, we have so much more to do, and this investment is a huge step in helping us reach new

heights.We're excited to work with our new investors, Tiger Global and Alkeon Capital, and we're thankful to our existing investment partners, Lightspeed Venture Partners, Bain Capital, Kleiner Perkins, ICONIQ Growth, and Sapphire Ventures for increasing their investment in Moveworks during this latest round. Thank you to everyone who has contributed to the journey so far. Get ready. The best is yet to come.See what Moveworks can do for you. 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
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From spelling correction to intent classification, get to know the large
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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.
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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 Product Read the full reportMoveworks is proud to be named a leader in The Forrester New Wave™: Chatbots for IT Operations, Q4 2020.In its latest report, published today, Forrester comprehensively evaluates the top IT chatbots with respect to a number of different criteria. Forrester recognizes Moveworks as among the top vendors who “lead the pack” in providing automated support to our enterprise customers.What we believe sets Moveworks apart is our unique approach to IT support. Rather than simply tracking IT issues or providing recommendations, Moveworks resolves those issues end-to-end — completely autonomously — by integrating with other enterprise software.Forrester evaluated a number of specific criteria, which are graded on a scale from “needs improvement” to “on par” to “differentiated.” Moveworks received differentiated scores in five such criteria: chatbot readiness, architecture and integrations, optimization and analytics, vision, and market approach.Here’s what Forrester’s findings mean for our customers:For companies looking to automate IT support with a chatbot, the first consideration is time-to-value: how long it takes to get results. Conventional “chatbot toolboxes” require IT teams to manually build scripts and dialog flows over the course of several months — then continue to adjust those workflows as the IT environment evolves. This manual approach to building a chatbot simply cannot scale.So what does it mean to be differentiated when it comes to chatbot readiness? By leveraging a combination of advanced conversational AI and natural language understanding (NLU), Moveworks starts resolving IT issues on day one, without any training or scripting for the customer. The Forrester report states that “Moveworks provides significant pre-built assets, such as language and workflow,” which allow IT teams to dramatically accelerate the bot’s deployment and impact.The purpose of an IT chatbot is to provide a single interface for employees to resolve all support issues, from requesting software to resetting passwords to finding the right knowledge article. With this goal in mind, Moveworks has created deep integrations with dozens of enterprise systems — and we’re excited that Forrester gave us a differentiated score in the criterion of architecture and integrations. Our platform takes autonomous action within these systems, allowing employees to self-service their IT issues directly through the

bot.Of course, for a chatbot to effectively resolve employees’ support issues, the IT team needs visibility over which issues the bot doesn’t currently address. That’s why we’re proud to have also earned a differentiated score in the optimization and analytics criterion. Our performance insights dashboards provide almost 100 charts and metrics that track our chatbot’s impact in real time, allowing IT teams to rapidly identify and fill gaps in their bot’s existing coverage.When we founded Moveworks in 2016, we shared a single vision: empower employees around the world to focus on impactful work. We’ve spent the last four years building an AI chatbot that resolves employees’ tech issues — instantly and autonomously — to make that vision a reality.So while the Forrester report rated Moveworks as differentiated with respect to several important criteria, we’re most excited about the differentiated score we received in the vision criterion. Our chatbot has already transformed the IT support process for customers like Slack, Autodesk, and Hearst. But despite what we’ve accomplished, and despite this recognition from Forrester, we know the best is yet to come.Download the Forrester New Wave™: Chatbots for IT Operations, Q4 2020 here.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.
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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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AI is transforming IT operations analytics (ITOA). Here are the key benefits and challenges of implementing AI-driven ITOA, including real-world examples.
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Moveworks is your generative copilot for work.Employees have one secure conversational interface to take action, search for information, query data, receive notifications, and create content across hundreds of enterprise applications.Brands like Broadcom, Docusign, Databricks, and Palo Alto Networks use Moveworks' GPT-class models, AI-powered analytics, developer tools for custom use cases, and hundreds of integrations to bring conversational automation to all aspects of their businessOur platform uses advanced conversational AI in three powerful ways. First, it understands exactly what employees need, no matter how they ask. Next, it handles the natural flow of conversation without following a script. Finally, it integrates with your entire tech stack meaning it delivers the most relevant solution — automatically, with zero maintenance from your team.We partner with the world's most innovative companies. Learn how Palo Alto Networks, Slack, Wellstar, LoanDepot, and more receive tangible ROI with Moveworks.Bhavin Shah is the CEO and Co-Founder of Moveworks. He is a serial entrepreneur with two decades of experience taking companies from inception to scale and from private to public. Prior to Moveworks, he was CEO of Refresh.io, which LinkedIn acquired in 2015.Shah has a Master's degree in Education, Technology, and Business from Stanford University and a B.S. in Computer Science from the University of California, San Diego.Vaibhav Nivargi is the CTO and Co-Founder of Moveworks, where he leads the engineering organization. Prior to Moveworks, Nivargi founded ClearStory Data, a big data and analytics company, and was also one of the early engineers at Aster Data, a pioneering big data company acquired in 2011. Nivargi has a Master's degree in Computer Science from Stanford University.Varun Singh is Vice President of Product and Co-Founder of Moveworks. Prior to Moveworks, Singh was Lead Product Manager at Facebook, where he built enterprise software that helped Facebook scale through a combination of data, machine learning, and chatbots.Singh has a Ph.D. in Engineering and Design Optimization from the University of Maryland, College Park, and a Master's degree in Engineering and Applied Mathematics from UCLA.Jiang Chen is Vice President of Machine Learning and Co-Founder of Moveworks. With more than a decade of experience in engineering leadership roles at Google, Airbnb, and Yahoo!, Chen has built breakthrough information retrieval systems, which leverage machine learning to provide optimized search results to billions of users. Chen holds a Ph.D. in Computer Science from Yale University.Explore external coverage, and press releases related to Moveworks news and announcementsForrester 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 When employees return to the office, they flood support teams with thousands of requests for help, from replacing an old monitor to finding a new conference room. It's like onboarding all over again — except for the entire workforce, at the same time.So what does it take to make a seamless transition? The challenge looks different for every department. IT has to stay on top of hardware requests, HR needs to ensure that employees are up to speed on every new policy, and Facilities must help employees navigate their building.That's why leading companies are using automation and AI to resolve support issues instantly — at scale. We broke down the top use cases for automation:Target your comms Deliver instant answers Serve smart forms A smooth transition is just half the story. The ultimate goal is to ensure all employees feel connected to each other and your company, whether they're in the office, hybrid, remote, or distributed around the world.That takes a

durable, digital workplace, where they can access the people and resources they need instantly. Our CEO Bhavin Shah shares his unique insights on building a truly connected digital HQ.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.Now valued at $2.1 billion, Moveworks is the first AI platform that provides instant help to remote and in-office employees.MOUNTAIN VIEW, Calif. -- Moveworks, the AI platform that automates support at work, today announced it closed a $200 million Series C financing round — just five years after its inception in 2016. It represents the largest investment ever made in an AI platform for employee service, reaffirming the company's leadership in the fast-growing industry. Moveworks has now raised $315 million in total funding, with a valuation of $2.1 billion.Leading the round were Tiger Global and Alkeon Capital, with participation from existing investors Lightspeed Venture Partners, Sapphire Ventures, Bain Capital, ICONIQ Growth, and Kleiner Perkins. In addition, Nikesh Arora, Chairman and CEO of Palo Alto Networks and Former Chief Business Officer of Google, will be joining th
e
board as independent director.In this new era of hybrid work, Moveworks' AI support offering has never been more relevant, said John Curtius, Partner at Tiger Global. Based on our research, we expect the

Global 2000 to embrace AI across support use cases going forward.Moveworks is the first AI platform purpose-built to solve employees' support issues, from IT tickets to HR requests to policy questions. With the conventional approach, support teams take an average of three days to address these issues by hand, causing disruptions that delay important work. However, by pioneering new techniques in natural language understanding (NLU), conversational AI, and semantic search, Moveworks has automated the entire process end-to-end. Employees simply describe what they need to Moveworks on their favorite enterprise messaging tool — such as Microsoft Teams and Slack — to get help in seconds.Over the past 15 months, Moveworks has seen a 700 percent increase in active users and a 500 percent increase in issues solved, as remote employees relied on the platform to stay productive. Moveworks allowed them to order hardware for the home office, keep pace with changing policies, troubleshoot remote collaboration tools, clarify healthcare benefits, and much more, all without having to leave Teams or Slack.AI has become a necessity to support employees in the work-from-anywhere world, said Moveworks CEO Bhavin Shah. People expect to get the help they need right away — no matter where they are, no matter when they ask. But to create such a simple experience, we had to engineer advanced deep learning techniques that didn't exist before, and then make that complexity completely invisible to our users. With this investment, Moveworks will bring AI support to every employee at every enterprise.The latest financing round follows a period of major product releases, partnerships, and recognition for Moveworks. In March, the company announced the most significant expansion in the history of its platform, which now solves support issues across all lines of business. Moveworks also partnered with Microsoft to create an even more seamless experience for employees: delivering help directly on Microsoft Teams. Then, in April, the company was named to the Forbes AI 50 list for the third consecutive year, before being honored as the Best Chatbot Solution at the 2021 AI Breakthrough Awards.Recently included on Inc.'s Best Workplaces of 2021 and the San Francisco Business Times' Bes
t
Places to Work in the Bay Area, Moveworks is hiring for every department. 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.About Tiger Global ManagementTiger Global Management is a leading global technology investment firm with over $70 billion under management. The firm focuses on private and public companies in the internet, software, and financial technology sectors. Since 2001, Tiger Global has invested in hundreds of companies across more than 30 countries, including investments ranging from Series A to pre-IPO. The

firm aims to partner with dynamic entrepreneurs operating market-leading companies in its core focus areas. Tiger Global's investments have included JD.com, UiPath, Stripe, Databricks, Bytedance, Snowflake, Facebook, Alibaba, Procore, Chime, Blend, Peloton, Attentive, LinkedIn, Flipkart, and Toast.About Alkeon Capital Alkeon Capital is a global investment firm that invests in private and public growth and technology companies and category definers. With more than two decades of experience focusing on People and Innovation, Alkeon works closely with disruptive private companies to help them expand their addressable market, scale efficiently, and seamlessly crossover to the public markets. Alkeon's goal is to be a long-term and accretive partner to all its portfolio companies along their private and public journey. 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 Click here to read the full press release.The API enables companies to send their employees critical messages and requests — with workflows that are automatically triggered by events across the business.MOUNTAIN VIEW, Calif. -- Moveworks, the AI platform that automates support at work, today announced its first API, which allows companies to prevent future problems by sending their employees critical messages and requests. In 2022, companies depend on thousands of applications, systems, and devices, creating a complex experience for employees. The Moveworks API simplifies that experience by surfacing important issues on a single interface — through workflows that message impacted teams before the issues impact productivity.Whether employees need IT support, HR service, or a map of the new office, Moveworks uses conversational AI to resolve their requests end-toen d, without any manual intervention from support teams. Now, developers can easily build atop the Moveworks platform to address use cases unique to their business. The API means it requires only a few lines of code — and zero knowledge of AI — to reclaim unused software licenses, run targeted surveys, send system outage alerts, and manage change at scale.Moveworks' new API is a game-changer, said Stanley Toh, Head of End-User Services & Experience at Broadcom. Disruptive issues like the 'blue screen of death' have become a non-issue for us, practically overnight. That's hours and hours of productivity and frustration prevented before they happen.The API extends the Moveworks platform to address the needs of any unique business, beyond the millions of requests it already solves out of the box. Customers will continue to realize transformational value from Moveworks, whether or not they leverage the API, because its Intelligence Engine™ comes pre-trained to understand the full diversity of workplace questions and requests.With Moveworks, our employees get information and support on time and at all hours, said Wendy M. Pfeiffer, CIO and SVP at Nutanix. The new API is extraordinary, as it enables us to accelerate our service delivery and helps our employees to further leverage the Moveworks platform.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 Use of the Moveworks Subscription Service is governed by the terms and conditions set forth in the Customer Agreement executed between Moveworks and your 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 Andrew Mairena, Group Product ManagerThe world is getting smaller — and that means trouble for IT teams. Increasingly, companies are depending on international employees to meet their goals. And while access to a global talent pool has many benefits, it can be a real challenge for the teams tasked with supporting a global — and multilingual — workforce. The most common approach to this challenge? Hiring professionals who specialize in various languages. But as companies strive to do more with less in today's economy, hiring and managing an expensive army of agents is far from an attractive proposition. Another option is to deploy a conventional support chatbot. Again, this is not a costefficient so lution. Your team has to identify every single 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. All of that work draws on IT's already limited resources.In short, the usual multilingual support methods are not scalable. We decided to find a new way — and I'm proud to say our investment paid off: Moveworks is now capable of supporting employees in over one hundred languages. How, you ask? Well, we understand that engaging people in their preferred language is deceptively difficult. It's not just translation. Today, I'm going to dig into the details, explaining the four common technical problems that trip up conventional chatbots and how we've tackled them. The same word has different connotations based on context. And the standard translation tools that traditional chatbots use are not equipped to handle these nuances.Common language models are trained using domain-agnostic data like e-news, articles, books, and other information scraped on the web. A consequence of using off-the-shelf models is that the bot will not know when to move towards enterprise term translations versus everyday terms and vice versa. The result is a failed employee interaction.For example, if you type casque into a standard translation tool, it will state that casque means helmet. However, if a person refers to casque in an IT context, they would actually be referencing a headset. You can see where translations can get tricky. Moveworks' language models are trained using a proprietary enterprise support data set, from 400 million examples from utterances and support tickets. That information is further enriched by 20 billion lines of open-domain data from support websites like Stack Overflow and Microsoft.Another key component of accurate language models is an annotation team that can further disambiguate when a word has multiple meanings. Moveworks employs a team of linguists trained on domain-specific terms and tasks for different languages.Data annotation ensures high-quality training data and, consequently, the accuracy of our machine learning models. In the case of multilingual enterprise support, data annotation is vital: there are simply too many nuances and variances to be captured just by machine learning algorithms. Before deploying a new model, our team confirms or changes language determination, domain annotation, and intent-entity predictions. The result is a market-best, optimized language model.Figure 1:"Necesito un nuevo equipo para mi equipo" means "I need a new computer for my team." Google incorrectly translates the statement since it's not trained on enterprise data. This is just one example of how generalized language models can be wrong. Existing chatbots are deterministic, relying heavily on rigid dialogue flows that provide pre-determined "conversational" paths the user can go down. Scripting out and maintaining independent decision trees in one language is hard enough. in fact, we've found that there are around 500,000 different use cases in practice today across our customer base.Now imagine doing so for just one more language. That's hours wasted on anticipating phrases and keywords that follow unique semantic rules. That's hundreds of thousands of dollars wasted on finding someone who can build a comprehensive, native understanding of multiple langauges.At best, managing multilingual dialogue flows is not scalable. At worst, it's impossible. Alok Singh, Director of IT Automation and Collaboration, Albemarle Moveworks understands millions of possible utterance

permutations, regardless of language. Every utterance goes through more than ten models that correct spelling, attribute parts of speech, identify entities, and more to understand a sentence without any hardwiring. At Moveworks, we call this process Language Core™, one part of our Moveworks Intelligence Engine™. Moreover, we aggregate data across all customers to dramatically increase prediction accuracy.Before going through the Language Core™, the bot conducts on-the-fly translations to English using an open-source language model that's fine-tuned through our proprietary enterprise data set. When the bot dynamically decides on the best response, we translate it back into the language of the utterance for the employee. Our approach ensures we can add languages quickly and that all languages benefit from all technical advancements in machine learning and artificial intelligence.Figure

2: How Moveworks translates non-English user utterances. When do you translate words, and when do you not? In an enterprise setting, there may be terms that are only used in the primary language.Let’s look at a simple example. A Spanish speaker may ask for access as so: “Necesito agregar Ahmed a la list a
de distribución de Sales.” Here, an employee is asking in Spanish to add a person to a specific group that is in English, “Sales”. If a bot can’t handle the translation of two languages simultaneously, the bot’s response will be unsatisfactory, or flat-out wrong. Moveworks' models leverage multilingual named entity recognition. We preemptively tag entities — the modifier the customer uses to describe their issue — and preserve them during the transformation process. Our bot is then able to use the original English entity to ensure accurate results.Figure 3: Here is an example of Moveworks' multilingual support named entity recognition. “Roman” and “Trello” are identified as entities and are not translated. When using traditional chatbots, businesses must pre-emptively translate resources in their backend systems and portals. Not only must businesses aggregate the right body of resources to be translated, they must also run each resource through a language model (or outsource to 3rd party translation teams) and then create and manage a governance structure for review. Every time a knowledge base article changes, internal teams must go to each translated version and update: it’s a daunting task.Moveworks leverages our multilingual support models to translate relevant snippets of knowledge base articles on-the-fly, so you do not need to create a dozen different translated iterations. We also automatically translate non-English tickets from emails or self-service portals for Englishspeaking service desks. An employee can draft tickets in their native language and choose to send a translation, Moveworks will create a ticket in English using machine translation, and the agent’s response will be fully translated back into the user’s preferred language. In short, Moveworks supports bi-directional translated communications. Additionally, Moveworks enables multilingual campaign communications. An internal service desk can send a mass email, and Moveworks will automatically translate it to the user’s preferred language. If the language detected in the comms message equals the user’s preferred language, no action will be taken.The speed of our translations is powered by our expertly designed machine learning infrastructure, which minimizes the memory footprint of computations while minimizing latency. Moreover, translation quality is not compromised, no matter the message’s length. This is all done without any lift or additional resources from you.My team and I understand the pain of trying to support a multilingual workforce. Going into this project, we knew it wasn’t going to be easy to build a solution that enables users across the globe to use their language of choice. But that’s exactly why we’ve invested so much time and energy in our multilingual platform. We want to positively impact businesses across the world by making it easier for them to support their employees in any language.. To do that — we had to deeply understand where typical chat-based solutions break down. We had to find a way to manage the huge logistical challenges waiting behind a seemingly simple conversational interface. And we had to build technology that goes far beyond the

limitations of earlier conversational platforms. Now, we’ve made it possible to deliver near-native employee service in more than one hundred languages.With Moveworks, a company like Albemarle based in the US, but 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.There is rarely a silver bullet. A lot of work has gone into our multilingual platform. I’m proud of what we accomplished here, and I’m excited to continue striving toward a world where no employee is held back from focusing on the work that matters.Reach out to schedule a demo and see how you can scale support to 100+ languages.
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 the public sector as a whole.
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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 Varun Singh, Co-Founder and PresidentIn 2023, thriving businesses are focused on resilience. To succeed in this dynamic business environment, leaders must prioritize investments in solutions addressing core challenges to drive growth. One such challenge across most organizations is inadequate employee support extending across various departments — including IT, HR, finance, and facilities.Enter Moveworks, a conversational AI interface designed to streamline complex enterprise systems and efficiently address support needs. Moveworks offers out-of-the-box solutions for IT, HR, finance, facilities, and more and the ability to build custom use cases. To showcase the advantages of incorporating Moveworks into any enterprise environment, we commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study, evaluating the potential ROI organizations can achieve with our out-of-the-box solutions. The study compiles the experiences of five rapidly growing companies that struggled with escalating support desk requests and increasing costs due to limited self-service options for employees.Focusing primarily on Moveworks' solutions for IT and HR, the study revealed a three-year ROI of 256%. The study assumes the composite organization has Moveworks for IT, Moveworks for HR, and Employee Comms in place with around 30,000 employees, growing at 3% annually. The composite organization saw benefits of $11.5 million over three years, uncovering the significant footprint Moveworks leaves on modern businesses.The TEI study's results clearly define our solution's tangible benefits — ultimately positioning Moveworks as a valuable partner for companies looking to boost resilience and growth.Without further ado, here are the highlights of the study. It found that Moveworks: Watch our webinar with Forrester for a deep dive. Quickly resolving employee IT problems is essential for any organization. With Moveworks, up to 60% of recurring IT problems were resolved instantly — leading to service desk cost savings of nearly $3.7 million over three years.The key to achieving this level of support efficiency lies in our AI. Moveworks has a robust, sophisticated natural language understanding (NLU) engine trained on

500+ million support issues that recognizes 99% of enterprise support requests out of the box. Instead of following a pre-programmed path, it analyzes conversational context to seamlessly shift between topics and generate the right dialogue on the fly.No matter how, or in what language, employees describe their problems, our bot gets the message and then acts accordingly — providing precise answers to employees’ questions directly in chat.Figure 1: Moveworks understand what employees need, no matter how they ask. Automating support with AI boosts efficiency and drives savings. By automating and accelerating support, users across IT, HR, finance, and approval use cases reclaimed nearly 90,000 productive hours annually, generating nearly $3.6 million in productivity savings over three years. The key to realizing these savings is integrating and connecting apps, systems, workflows, and automations across departments. Harnessing hundreds of machine learning models, our platform evolves with your support ecosystem, offering a rich chat experience and a single conversational interface that resolves employees' issues promptly. Figure 2: Moveworks connects disparate apps and workflows across domains, allowing users to access support in a single conversational interface. Implementing AI as part of your cost-reduction strategy equips the service desk to succeed in today's economy while fostering an efficient, cost-effective support organization.The TEI study found Moveworks delivered significant savings by streamlining internal HR services through AI, up to $2.2 million over three years.These cost savings result from consolidating all support services under a single AI umbrella. AI automation handles tedious, repetitive tasks, freeing employees to concentrate on strategic, high-value work. This approach not only boosts productivity but also enables employees to gain higher-value skills and reduces overall support costs. Ultimately, Moveworks enables support teams to avoid time-consuming, low-value tasks while delivering higher-quality service to employees and customers.Figure 3: 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. Moveworks enables organizations to accelerate communication and approvals, substantially improving their overall productivity. By leveraging the platform's ability to support organizational changes and initiatives, users streamlined employee communication, expedited approvals, and contributed to nearly $2.1 million in additional productivity savings over three years.Moveworks helps craft targeted, actionable messages that resonate with employees based on location and department, ensuring increased engagement. With built-in and customizable proactive notifications to handle potential issues, such as account lockouts and expiring passwords, these timely messages empower employees to take action directly from chat while addressing any follow-up questions. And with detailed insights into user engagement, Moveworks enables organizations to run increasingly effective campaigns that drive change while keeping employees informed. Figure 4: Moveworks offers visibility into how employees engage with campaigns. Moveworks provides not only quantitative benefits but also delivers valuable qualitative advantages, such as an improved employee experience, cost-effective scalability, increased knowledge visibility, potential for higher revenue, and the ability to upskill support agents. Here’s a selection of key results revealed by individual interviewees in this study:This study clearly demonstrates that conversational AI has evolved from a nice-to-have to an essential tool for successful businesses. Forrester’s results prove this substantial shift, showcasing how conversational AI technology dramatically impacts organizations beyond merely improving the employee experience.Conversational AI empowers employees to concentrate on strategic tasks that propel the business forward by significantly enhancing efficiency, raising productivity levels, and liberating valuable time. As a result, AI-driven support services have become an essential component in the development and progress of modern enterprises.Read the full study from Forrester now. Watch

our webinar for a deep dive.
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proactive. Understand the AIOps revolution and shift from firefighters to innovators.
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Margo Poda, Content Marketing ManagerArtificial intelligence (AI) can take on many roles — including that of a timesaver, creative muse, problem solver, and efficiency booster.AI is no longer a distant concept, but rather an ever-present force working discreetly in the background, enhancing our daily routines and revolutionizing the way we approach tasks. In fact, in today's fast-paced business landscape, AI has emerged as a critical force driving productivity, innovation, and competitive advantage. With an emphasis on practicality and tangible results, AI is changing how businesses approach challenges and unlock new opportunities. Join us as we delve into the captivating world of enterprise AI applications and explore this technology’s impact across a diverse array of industries and essential business functions. Together, we'll examine the underlying potential of AI to optimize processes, amplify workforce capabilities, and redefine corporate landscapes. Here’s what we’ll cover:
When we talk about artificial intelligence (AI), we refer to the remarkable fusion of technology and complex algorithms that enable machines to emulate human-like thinking and learning capabilities. Have you ever been amazed by a self-driving car that can navigate busy streets and make real-time

decisions independently? That's AI in action! By programming machines to carry out tasks that traditionally require human intelligence, AI has transformed our world and initiated a new era of innovation and efficiency. AI has an incredibly versatile range of applications that cater to diverse industries and sectors. From automating mundane tasks to making informed data-driven decisions, AI is truly changing the way businesses and individuals operate. Some common AI applications include:But that list is barely scratching the surface. By leveraging the capabilities of AI, organizations and individuals alike can effectively address challenges, harness opportunities, and positively transform their routines and processes. It might surprise you, but AI is already deeply enmeshed in our daily lives, often operating behind the scenes to enhance the products and services we use every day. While, by now, ChatGPT is a familiar AI presence, it's far from the only one. Numerous aspects of our daily routines benefit from AI, as they improve the products and services we depend on. Here are some examples of AI in the real world: AI has established itself as a game-changer for businesses in various industries. The numerous advantages of AI solutions contribute to not only improved operational efficiency but also a more strategic approach to problem-solving. Here are some key reasons why AI has become essential for modern businesses: AI applications encompass a multitude of practical implementations that harness the power of artificial intelligence to streamline operations, tackle complex problems, and drive

innovation within various fields.AI has made significant strides in the agriculture industry, enabling smarter and more sustainable farming practices. By leveraging advanced technologies such as data analytics, machine learning, and computer vision, AI-powered solutions help farmers monitor crop health, optimize irrigation, and manage pests more efficiently. As a result, the agriculture sector has experienced increased productivity, reduced resource wastage, and improved crop yields — all while minimizing environmental impact. AI has ventured into the realm of creativity, giving rise to a new wave of AI-generated art, music, video, and design. By leveraging machine learning algorithms, particularly Generative Adversarial Networks (GANs) and natural language processing (NLP), AI systems can now create original compositions, captivating visuals, and even persuasive writing. This fusion of artificial intelligence and human creativity has resulted in a unique collaboration between machines and artists, pushing the boundaries of traditional creative processes and opening up a world of endless possibilities. AI plays a crucial role in the automotive industry, particularly in the development and operation of autonomous vehicles. By using advanced technologies such as computer vision, machine learning, and sensor fusion, AI-powered systems can process vast amounts of data in real time, enabling self-driving cars to make informed decisions on navigation, obstacle detection, and collision avoidance. These advancements have paved the way for increased road safety, improved traffic flow, reduced emissions, and even improved supply chain logistics, all while transforming the automotive landscape as we know it. AI has made inroads into the banking sector, changing how financial institutions operate and interact with their customers. Leveraging machine learning, data analytics, and natural language processing, AIpo wered tools are transforming key aspects such as fraud detection, risk assessment, customer support, and personalized financial advice. By automating routine tasks and offering enhanced decision-making capabilities, AI has improved the efficiency, security, and user experience within the banking industry, paving the way for a more streamlined and customer-centric future. AI is making a significant impact on the construction industry, streamlining processes, revolutionizing project management, and even powering robots. Through the application of machine learning, computer vision, and data analytics, AIpow ered solutions can optimize various aspects such as cost estimation, scheduling, design, safety, and construction itself. By automating tedious tasks and providing enhanced planning tools, AI has substantially increased productivity, reduced the risk of errors and delays, and improved compliance with safety regulations. AI has emerged as a powerful force in the realm of cybersecurity, helping organizations defend against ever-evolving cyber threats. By leveraging machine learning, data analytics, and natural language processing, AI-powered solutions can proactively detect and counter threats, analyze patterns in large datasets, and identify vulnerabilities before they can be exploited. This heightened level of protection has resulted in more robust network security, faster response times to incidents, and improved risk management strategies — all contributing to a safer and more resilient digital landscape. AI has made strides within the defense sector, revolutionizing how military operations are planned, executed, and analyzed. By harnessing machine learning, computer vision, and data analytics, AI-powered systems can process vast quantities of information rapidly and accurately, contributing to enhanced situational awareness, decision-making, and tactical planning. AI has also

enabled the development of advanced autonomous weapon systems, reconnaissance drones, and cybersecurity defense measures, resulting in increased efficiency, precision, and responsiveness in defense strategies while minimizing human risk on the battlefield. AI has become an essential part of the e-commerce industry, enhancing customer experiences and optimizing operations. Implementing AIdriven dynamic pricing strategies, online retailers can adjust prices in real-time based on factors such as demand and competitor pricing, ensuring competitiveness and attracting customers. Additionally, AI

enables smart warehouse management, cashier-less checkout, streamlining inventory control, and order fulfillment to minimize delays and reduce costs. These advancements, combined with personalized product recommendations, fraud prevention, engaging product descriptions, and virtual personal shoppers, have transformed the e-commerce landscape, creating new opportunities for growth and innovation. AI is rapidly transforming the education sector, creating more personalized and efficient learning experiences for students and educators alike. By analyzing individual learning styles and progress, AI-powered platforms can deliver customized educational content and adaptive learning pathways, maximizing comprehension and retention.AI-driven tools can automate tasks such as grading assignments and tracking student performance, saving time for educators and enabling them to focus on more interactive aspects of teaching. These innovations contribute to a more engaging, effective, and data-driven approach to education, preparing students for success in an ever-evolving world. AI has become a driving force in the information technology (IT) sector, changing how businesses manage their IT infrastructure and solve challenges. By leveraging machine learning, data analytics, and natural language processing, AI-powered solutions can proactively detect and resolve system issues, optimize network performance, and enhance cybersecurity measures. Furthermore, AI-enabled tools like chatbots and virtual assistants streamline IT support, automating tasks such as troubleshooting and knowledge management. These AI applications have significantly improved the efficiency, reliability, and responsiveness of IT services, contributing to the agile and digitally-transformed organizations of today. AI is reshaping the entertainment industry, introducing innovative ways to create, distribute, and consume content. Harnessing machine learning algorithms and natural language processing, AI-powered systems can generate unique scripts and music compositions and create voices and CGI visuals, pushing the boundaries of creativity. AI plays a significant role in content discovery, delivering personalized recommendations on streaming platforms for movies, TV shows, and music, leading to more engaging and enjoyable experiences for audiences. These advancements have ushered in a new era of entertainment, where cutting-edge technology and creative storytelling merge seamlessly. AI is transforming the finance industry by streamlining operations and enabling data-driven decision-making. By leveraging machine learning algorithms, natural language processing, and data analytics, AI-powered solutions can assist in various financial tasks such as risk assessment, fraud detection, and portfolio management. Trading algorithms and robo-advisors can analyze market trends, and execute more efficient trades, maximizing returns for investors. Moreover, chatbots and virtual assistants are revolutionizing customer service, providing personalized financial advice and support. AI has enhanced the efficiency, security, and customization of financial services, shaping the future of the industry. AI has made progress in the gaming industry, enhancing both gameplay and player experiences. Utilizing machine learning, natural language processing, and advanced algorithms, AI-powered systems can create dynamic, non-player characters (NPCs) that adapt to gamers' actions, making interactions and game mechanics more realistic and immersive. Additionally, AI aids in procedural content generation, developing detailed and unique in-game environments, worlds, and storylines. AI has achieved substantial progress in the healthcare sector, revolutionizing diagnostic procedures, treatment plans, and patient care. By harnessing machine learning algorithms, data analytics, and computer vision, AIpow ered tools can analyze medical images, identify patterns in patient data, and generate accurate diagnoses more efficiently than traditional methods. And AI-driven platforms can predict the optimal course of treatment, assist in drug discovery, and facilitate remote patient monitoring. These advancements have led to improved accuracy, reduced costs, and personalized care, paving the way for a more efficient and patient-centric healthcare system. AI has made remarkable advancements in the

field of human resources, optimizing recruitment processes, employee development, and workplace management. By leveraging machine learning algorithms and natural language processing, AI-powered platforms can efficiently screen resumes, match candidates to job requirements, and even predict an

applicant's potential success within a company. AI-driven tools can identify areas for employee growth, assist with onboarding, offer personalized training and development opportunities, and analyze workplace culture and employee satisfaction. These innovations have significantly enhanced the efficiency and effectiveness of human resources management, leading to a more engaged and motivated workforce. AI is making progress in the legal sector, streamlining research, document analysis, and contract management. By leveraging machine learning algorithms and natural language processing, AI-powered platforms can rapidly analyze vast amounts of legal documents, identify relevant precedents, and uncover crucial insights that may assist in case preparation. Furthermore, AI-driven digital legal assistants can automate routine tasks such as contract drafting, legal research, and ediscover y. These advancements have significantly increased efficiency and accuracy within the legal profession, allowing legal professionals to focus on higher-value tasks and make better-informed decisions. AI is transforming the marketing landscape, paving the way for more targeted and personalized strategies that better engage audiences. By harnessing machine learning algorithms and data analytics, AI-powered platforms can analyze consumer behavior, segment audiences, and develop customized content that resonates with specific demographics. AI-driven tools can also enhance campaign management, social media monitoring, and ad optimization, resulting in improved return on investment. AI has revolutionized the field of robotics, enabling the creation of intelligent machines capable of performing complex tasks and interacting with their surrounding environments. By incorporating machine learning algorithms, computer vision, and sensor data, AI-powered robots can autonomously navigate, make decisions, and learn from their experiences. These advancements have led to the development of sophisticated robots that can assist in various industries, such as manufacturing, healthcare, logistics, and even household settings. AI has emerged as a driving force in space exploration, pushing the boundaries of research and discovery across the cosmos. Utilizing machine learning algorithms, computer vision, and advanced data analytics, AI-powered systems can process vast amounts of data gathered from telescopes, rovers, and satellites, uncovering patterns and providing crucial insights for scientists. Additionally, AI-enabled robots and autonomous spacecraft can navigate, execute complex tasks, and adapt to unforeseen challenges in distant and harsh environments. AI's role in space exploration continues to grow, accelerating breakthroughs, optimizing mission planning, and advancing the frontiers of human knowledge. AI has significantly improved the world of search engines and information retrieval, making it easier and faster for users to find relevant content. By leveraging machine learning algorithms, natural language processing, and advanced data analytics, AI-powered search systems can understand user queries, analyze vast amounts of information, and present the most pertinent results. Furthermore, AI enables better personalization, adapting search algorithms based on users' preferences and interests, to deliver a more customized online experience. As AI continues to advance, search capabilities will become even more accurate, intelligent, and efficient, transforming the way we access knowledge and navigate the digital world. Artificial intelligence (AI) has significantly impacted various aspects of social media platforms, such as Facebook, Twitter, Instagram, and LinkedIn.These platforms utilize AI for several purposes, including targeting advertising campaigns based on user preferences and interests, combating cyberbullying through content filtering and sentiment analysis, and enhancing user experience with tailored recommendations for content consumption. Also, AI-driven facial recognition technology proves valuable for tagging

friends in photos, while the People You May Know feature facilitates new connections by suggesting potential acquaintances based on mutual friends and shared interests. In the domain of travel and transportation, artificial intelligence (AI) has been instrumental in optimizing various processes and enhancing user experiences. AI-driven applications have been employed to predict travel demand, determine efficient routes, minimize delays, and improve safety measures. Furthermore, AI-powered virtual assistants and chatbots facilitate seamless booking procedures and personalized customer service. The transportation industry also benefits from AI's capabilities in predictive maintenance, enhancing autonomous vehicles, and streamlining logistics through real-time data analysis, all of which contribute to smarter and more sustainable transportation solutions. As AI seamlessly integrates into our daily lives, its potential to transform industries and business operations becomes increasingly apparent.To capitalize on the enormous potential of AI, it is crucial for readers to explore its multifaceted applications across industries and business functions. By understanding how AI optimizes processes and augments workforce capabilities, we can harness its power to reshape corporate

landscapes and redefine success.So, without further ado: Welcome to the world of AI — where potential becomes reality.Contact Moveworks to learn how AI can supercharge your workforce's productivity. 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 Varun Singh, VP of ProductWhen you need every employee to update their benefits before the deadline or to immediately change their passwords to counter a security threat, you don’t just want them to hear you — you need them to hear you. Here’s the problem: your comms are getting ignored. Most of us are experts at oneon-o ne conversation. When we share a significant update with a coworker at the office, we make sure we have their attention, we explain how the news impacts them personally, and we answer their inevitable follow-up questions. Yet this common sense evaporates when we need to share that same update with thousands of coworkers simultaneously, which is the central challenge of employee comms.Today, companies use a range of strategies to communicate with their employees en masse, from posting digital signs in the office to sending out no-reply emails. Yet these conventional strategies are noisy, impersonal, and fundamentally not interactive — the exact opposite of what makes one-onone conversations work well. It’s no surprise that companies get only about 10% engagement with their employee comms, leaving the other 90% of the workforce vulnerable to problems that could’ve been avoided. So the question is, how can we communicate with thousands of employees as effectively as we do one-on-one? We’ve worked with a select group of companies that are rethinking their approach to

employee comms, including Robert Half, Autodesk, and Vituity. By combining enterprise collaboration tools like Slack and Microsoft Teams with artificial intelligence, they’ve achieved 50%–70% engagement with their messages, putting conventional mass communication methods to shame.In this article, I’ll walk through the three strategies they used to fix their employee comms: One-way messages → twoway conversationsWhile companies increasingly recognize the importance of keeping everyone on the same page, just 37% of employees say their leaders keep them informed — and that number keeps getting lower. Ultimately, driving alignment across a scattered workforce requires a new approach altogether: engaging employees directly on collaboration tools like Microsoft Teams and Slack.For the team at Robert Half, the sudden shift to work-from-home threw this engagement challenge into sharp relief during the early days of the pandemic. The IT team needed to transition the company to a fully digital workplace as quickly as possible. And for them, that meant getting everyone on Microsoft Teams. Just four months into their Teams promotion campaign, they saw a roughly 6X increase in adoption companywide. How did they do it? Simple — they made all roads lead to Teams. By itself, the collaboration tool is not a magic bullet — employees can ignore chat messages too. Yet, these platforms offer two major advantages. For one, collaboration tools are reserved for colleagues and business partners, leading employees to prioritize reading messages over emails. And for another, Teams and Slack are built to mimic the interactivity of real conversations in a way that isn’t possible with in-office digital signs or portal banners. Chat platforms allow employees to ask follow-up questions, send links,

and share files — all essential elements of effective comms. Read about how Robert Half built a virtual workplace with AI → Mass broadcasts → individual updatesSimply moving to an enterprise chat platform — while a step in the right direction — is not an immediate cure-all. Working with Autodesk, we saw that one of the biggest keys to increasing engagement is sending highly personalized messages. By targeting different team members, with different information, at different times, they've seen up to 70% response rate from their employees.Engagement numbers are rarely so high. Conventional comms are more like putting a poster on a wall. Even if the right people are nearby, there's no guarantee that they're paying attention. We subconsciously tune out information that we think is irrelevant. Employees scroll past generic digital banners just like they walk by posters. And it's the same problem when it comes to emails. Send an email at an inconvenient time, and it will fall below the fold, never to be seen again. Important messages become just more spam. But by engaging employees at precisely the right moment with relevant information — that's hard to ignore.The challenge for comms teams is that manually tailoring messages to individual employees isn't easy. It requires a high level of awareness and a complete, up-to-date understanding of everyone in the company: names, titles, roles, locations, security permissions — everything. To be successful, they need an up-to-date, 360-degree view of what's going on to send messages that take into account time zones and have customized greetings. With this approach, employees who usually overlook mass emails learn to pay attention. Find out how Autodesk used AI to transform their employee experience → Dead ends → next stepsSending internal comms to the right place and the right people is only half the employee engagement puzzle. The other half is building an experience where next steps are obvious and everyone can ask follow-up questions. We've all opened our inbox, seen a complicated list of steps to, say, sign up for benefits, and said to ourselves, "maybe later." The thing is that more often than not, "maybe later" means "never." And that's a huge problem. On top of this information overload, once an email is sent or a banner is posted, there's very little control over whether or not people fill out the right form or submit an expense report. Just knowing how to ask a follow-up question or what to do next is rarely, if ever, clear. But with a chatbot, every message starts a conversation instead of ending it. Employees are free to ask any

question at their convenience. And since every message is sent through this single bot, comms leaders finally have visibility into who has completed the relevant task and who hasn't. Armed with that information, they can send reminders or reply to specific questions in real-time.Inspired by the results of our customers, we worked to apply their best practices in our own environment, with our own Moveworks bot: M8. Whenever we send a message with M8, from reminders to complete the cybersecurity training to recruiting updates to changes to the 401k policy, employees can easily ask even complex questions like, "I'm moving to Boston, do these policy updates still apply?" and get an answer in seconds. Figure 1: Inspired by the success of our customers, we use employee comms at Moveworks to ensure that everyone is on the same page. Communicate as clearly online as in personWhether your company is in-person, hybrid, remote, or just geographically dispersed — intentional communication is essential. With fewer in-person touchpoints, organizations need to over-deliver or fall behind. At Moveworks, we've thought intently about the challenge of employee comms. We built our platform to make communications how they should be — straightforward. Because we know and you know that real communication flows both ways, but traditional internal comms flow in only one direction. To replicate this most successful model of communication — talking to people — and help companies communicate as clearly online as in person, we make sure that every message you send with Moveworks is accessible, customized, and actionable. So you can make change happen when you want it to happen. Read more about Vituity's employee comms strategy → 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.
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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 Yousuf Khan, CIO & VP Customer SuccessThroughout the years I've been lucky to talk to CIOs and IT teams from several industries. The financial services industry has always fascinated me, not just because it's the lifeblood of an economy, but because from an operational standpoint, it sees an increasing level of complexity and innovation. I've spoken to CIOs and IT leaders at commercial banks, lenders, investment banks and insurance firms. What's clear is that in building customer service functions of these companies, handling the fast pace of hiring new employees while maintaining a secure and compliant environment often puts IT managers in a bind. Mark Tonnesen is a respected CIO and leads all IT at Achieve. It's been great working with him and his awesome team such as Marty Colby and Nick Mendez as the company has grown to become one of North America's leading financial services providers, helping US retail customers negotiate more than $10 billion in total consumer debt. Achieve is growing fast, so onboarding new hires is a top area of focus of the IT organization there. For Mark and Achieve, getting

onboarding right is doubly important because their employees need to handle financial transactions in a secure desktop environment, and that's a totally new working environment for most. Many new hires arrive expecting the user-friendly interfaces they've come to expect from today's mobile apps. For workers like this, pointing them to a complicated IT portal can stop them dead in their tracks: You want me to file what type of ticket? Where was that IT form again? Having great IT support systems directly impacts positive customer experience. Imagine being on the phone with a customer service agent when talking about a financial transaction and being put on hold because the agent is having an issue with their computer… a fire drill of behavior happening in the background to reach someone in IT support. Luckily, the era of conversational interfaces has arrived, available in enterprise messaging and powered by companies like Moveworks. We got to explore the impact AI can have on great IT support and customer impact in our latest Moveworks case study. You'll get to see how the IT team at Achieve rolled out Alfred, a Moveworks powered chatbot in Slack that employees — like the customer service team — just message when they need help.Employees simply describe their request in a Slack message to the Alfred bot, and Moveworks uses advanced natural language understanding (NLU) and conversational AI to understand the issue and deliver a resolution. Some of Alfred's key capabilities that are winning over employees include instant password resets, adding people to mailing lists (DLs), getting access to software, getting answers to common questions, looking up coworkers' contact details, and filing IT tickets directly from a Slack message.To find out more, download the case study.
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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 FounderEvery day for the past half-decade, we've been inching closer to this moment.We started in 2016 as a team of four people—with a big vision and a lot of work to do. Today, we're a team of over 200 people from around the world, who've created an AI chatbot more sophisticated than anyone thought was possible, and who now support many of the most innovative companies on the planet. Between machine learning engineers, customer success managers, and graphic designers, our skills couldn't be more different. But all of us joined Moveworks because we share the same belief. We believe that AI can automate our busy work, eliminate our disruptions, and let us focus on what matters. That belief has inspired us to resolve IT issues — like unlocking accounts, finding forms, and editing email groups — in seconds, using conversational AI to give employees exactly what they need. However, despite the massive impact we've achieved with customers like DocuSign, Broadcom, and Hearst, we knew we could do even more than tech support. Ultimately, we wanted to solve every issue, for every employee, across every line of business. We wanted to provide a single

solution—powered by AI—that makes help automatic, from IT and HR to Finance and Facilities. One bot for every request.So we built it. Introducing the Moveworks platform.The serious challenge of supporting employeesSupporting employees is one of the oldest and hardest challenges in the business world. It describes all the different ways that companies help their employees stay productive — including IT support, HR answers, policy information, and everything else that holds up important work.At most companies, talented professionals are stuck solving employee support issues by hand. When an employee needs a Zoom license, or can't remember the updated travel guidelines, she asks a person for assistance. It's worth noting that employees could, in theory, address many of their own issues with resources that already exist, such as knowledge articles and forms. The problem? These resources are deeply buried within dozens of backend systems.Figure 1: Today's complex digital businesses prevent employees from finding the resources they need.The status quo of employee support has three major drawbacks:That's why we built our platform: To be a one-stop shopThat's why we built the the Moveworks platform: to be a one-stop shop for instant help at work. Instead of filing an IT ticket or emailing the HR team, employees can simply describe any issue to the Moveworks bot, just as they would to a professional. Under the hood, we use breakthroughs in machine learning — more on this point in a minute — to determine and then deliver the right resource to resolve the request. Whether the solution is an FAQ, a form, a software license, a phone number, a report, or an office floor plan, Moveworks understands the issue and takes immediate action.Figure 2: The Moveworks platform uses advanced machine learning to understand and resolve employees' requests.It took an army of engineers hundreds of thousands of hours to create our new platform. From a machine learning perspective, many of the techniques that power the platform weren't possible 12 months ago. We had to build something that has never been built before: a conversational AI chatbot that learns each company's unique lexicon, holds dynamic conversations with users as they switch topics, determines the optimal resolution to each issue, finds personalized answers from within disparate knowledge bases, and surfaces hard-to-find resources from across the enterprise—directly on the messaging tool. And over our next several blog posts, we'll dive deep into how we do it.But for now, let me share how the Moveworks platform lets your department give employees immediate support, minus the busy work for you:Moveworks remains the best at solving IT support issues — instantly and automatically. By addressing more than 40% of these tech issues without any manual intervention, Moveworks empowers your service desk to prioritize higher-value work, while buying back a huge amount of time for employees.Key use cases:Transform your IT support >In a business climate defined by constant change, HR teams face an endless barrage of questions from employees. After analyzing millions of real-world HR questions, Moveworks can now resolve employees' inquiries in real time — by extracting the exact paragraph with the answer from your knowledge base. Our bot is already enabling people-centric HR teams to concentrate on truly meaningful conversations. Key use cases:Automate your HR help >The Moveworks platform can now answer finance questions on your behalf — letting your team effortlessly ensure compliance with new policies. By considering each employee's role, location, and seniority, our

bot provides personalized responses to common inquiries, while routing complex requests to the right subject-matter expert. Key use cases:Solve finance issues faster >As a facilities manager, you're focused on the big picture: managing the return to work, renovating the office, and maintaining business continuity. The Moveworks platform can handle the small details for you — solving employees' facilities issues the moment they need help. Moveworks transforms resources like FAQs and floor plans into a format optimized for chat, so that employees get their answer without leaving the conversation with our bot.Key use cases:Answer facilities questions with AI >As part of the expanded platform, we're also

excited to announce our brand new module for Employee Communications, which allows company leaders to send targeted and interactive messages directly through Moveworks. And because these messages are delivered by our bot, they come with the full power of the Moveworks platform. That means employees can get answers to any follow-up questions regarding the message, right away, simply by asking Moveworks.Key use cases:Boost engagement with your comms >Request a demo to see the Moveworks platform in action.
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Varun Singh, VP of ProductOnboarding is crucial. For any employee, the first days at a new company set the stage for what's to come. New hires immediately pick up on how current employees use their time, what's causing frustration, and whether or not everyone has the resources they need to do their job.Employees who have a positive experience tend to stick around, but those who don't make a quick exit. 1 in 10 employees has left a company because of poor onboarding. And a bad first impression can have significant financial consequences. Companies can lose tens of thousands of dollars in replacement and productivity costs for every employee who chooses to move on.At Moveworks, we know that employees need the most support during the first moments at a new company. That's why, when it comes to onboarding, we have a mandate: On Day One, a new hire has a million things to do. From enrolling in benefits and getting the right hardware to figuring out the VPN and even getting their hands on some swag, the Day One to-do list seems endless — especially when they don't know who is who, where that one conference room is, and why their Zoom keeps disconnecting 40 minutes into every meeting.At Moveworks, our own chatbot — m8 — takes all the effort and complexity out of first-day busywork. Have a question about benefits? Ask the bot. Need a Zoom Pro license? Ask the bot. Want to make sure your first paycheck is going to the right account? m8 lives right in Slack, ready to help. Figure 1: m8 understands what new hires are looking for, even if they're new to Moveworks and don't know who or how to ask for help.Not only does m8 have all the answers, it engages conversationally, interpreting an employee's needs with natural language understanding (NLU). For example, m8 understands that when an employee has a question about payroll, they will need help from our Compensation team. It shouldn't be the responsibility of any employee, let alone a new one, to know all the ins and outs of something that isn't their job. With conversational AI, if an employee doesn't yet know a specific company's terminology, they can still get what they need immediately. Incorporating a

conversational AI strategy into your onboarding program keeps new hires from waiting for answers. When you put all the information they need at their fingertips, they'll feel like a part of the team in no

time. In our hybrid world, a well-planned onboarding program is personalized, taking into account that people work in different time zones, speak different languages, and live in different countries. One-sizefits-all onboarding can easily confuse your new hires, leading them to quit. At Moveworks, we use our bot m8 to deliver a customized support experience — tailored to each employee. m8 knows when someone is a new hire. It knows their title, department, function, cost center, and seniority. It knows where they live and even the language they speak. And because m8 never sleeps, it's available to help even when it's 2 AM at HQ. Figure 2: m8 speaks our employee languages, personalizing support to their location, department, and more. Since our platform has access to thousands of support resources, m8 can provide the right solution to employees' requests, such as snippets from knowledge articles in half a dozen languages. They can not only check remaining PTO balances and inquire about benefits, but can also review company holiday schedules and learn more about maternity leave without confusion, since they know that information is tailored to their region, and not HQ.Employees can even take action over the bot. Requesting PTO, updating benefits, and signing up for parental leave only take a simple conversation with the bot. No one has to waste time finding and learning how to use various backend HR tools. Let's be real for a minute. You most likely already have an onboarding process in place. Here's a question, though: Is it working? If you don't know what's working — and what's not — you'll never improve.This is just another way we rely on m8. We regularly review our Performance Insights Dashboards to break down engagement with our bot in real time. We can see what employees are asking in their first week. We know when new hires are having trouble getting office access, need help setting up their 401k, or have questions about our parental leave policy. Because we know what employees are asking, we can adjust accordingly, building resources or reaching out directly to ensure people get everything they need to succeed. Figure 3: With the insights provided by our dashboards, we know how to best improve our onboarding process. Here's the situation: You want to hire the best people. The challenge is keeping the best people. And that starts on Day One. In a tight labor market, onboarding shouldn't be an afterthought. You only have one shot to make a good impression, so you'd best take a long look at your Day One onboarding plan.When done correctly, onboarding can engage your new hires, lower your turnover rate, increase retention, build employee loyalty, and sustain motivation. But this success hinges on you being there for your employees. At Moveworks, we rely on our own tech — our bot, m8. This way, new hires have everything they need to succeed in their role on Day One.Request a demo to see how you can onboard new hires with conversational AI.

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Moveworks team will be in touch within the next 24 hours. Close this modal Peter Barrett, Director of

Federal StrategyAs digital workplaces become more complex, minor setbacks can cause significant disruptions. This holds especially true for the public sector. Even a small issue can impact critical operations and services, resulting in consequences that affect numerous citizens.This challenge, combined with the growing demand for conversational AI which is fueled in part by the surge in advanced large language models and tools like ChatGPT, offers a means to tackle everyday disruptions and streamline the employee experience.That's why I'm excited to announce Moveworks' new strategic partnership with Carahsoft. Carahsoft will be the Master Government Aggregator® for Moveworks, making our trusted, secure conversational AI platform available to the public sector.Working together, we can bring conversational AI to government organizations in a way that meets their specific needs and high security standards. And we can empower employees to engage with various systems and resources seamlessly through natural language, minimizing distractions and maximizing productivity in the workplace.Today, I'll set out two key areas where this partnership will make a big impact for government support teams and employees: Employees everywhere face disruptions on the regular. Slow computer startups, email issues, and finding HR policy information amidst thousands of pages of documentation all cause delays and frustration in day-to-day work.Moveworks closes the gap between employees and the systems they engage with. By providing a single platform for assistance and leveraging advanced AI, like OpenAI's GPT-4, Moveworks automates support processes from start to finish. This helps eliminate the need for employees to master multiple systems and applications, allowing them to access resources through the most natural asset: Language. Figure 1: When an employee needs information, Moveworks can instantly surface the resources needed to solve the problem.For example, an employee messages Moveworks saying they need to add a dependent to their healthcare plan. Moveworks' natural language understanding (NLU) interprets this message, surfacing next steps.This is just one example of how Moveworks can help connect and surface information from backend HR, IT, finance, and facilities systems. Some additional examples include:The MoveworksCarah soft partnership allows public sector employees to help themselves, reducing stress on overburdened support teams and allowing everyone to focus on strategic projects without interruption. Moveworks not only addresses real-time issues but also helps prevent problems from occurring in the first place.When the AI detects an issue or an upcoming password expiration, it proactively prompts employees to take action. These targeted notifications prevent problems from escalating and reaching the service desk, eliminating downtime and lightening the load on support teams.In this way, Moveworks can eliminate preventable downtime for public sector employees — while also scratching tasks off support teams' to-do lists.Figure 2: Moveworks notifies employees proactively, helping prevent disruptions before they happen.For example, when credentials expire unexpectedly, workflows can be disrupted. Moveworks tracks password expiration dates and intelligently sends reminders to employees, preventing future issues.This is just one example where Moveworks can engage with employees proactively. Some other examples include: It's crucial for the public sector to adopt innovative solutions to keep operations running smoothly, reduce potential downtime, and maintain public trust.By leveraging conversational AI platforms for internal support, government employees can efficiently navigate systems, enhance productivity, and alleviate support team workloads. This robust collaboration between Moveworks and Carahsoft guarantees the readiness and trustworthiness essential for serving the government and its workforce. I have complete confidence in Carahsoft's remarkable history of supporting public sector agencies at federal, state, and local levels, as well as in education and healthcare. Ultimately, our unified efforts empower businesses and support teams to continuously

improve and exceed employee expectations in the digital workplace experience. ChatGPT wasn't made to help you improve the employee experience; Moveworks was.As the only SaaS conversational AI provider to be successfully deployed in Microsoft Government Community Cloud High (GCC-H) Teams, Moveworks is uniquely able to serve the public sector's needs for a secure, compliant, and scalable conversational AI solution for employee support and more.And we're not stopping there. We're focused on building the world's leading conversational AI platform. 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 the public sector: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.

See what the Moveworks-Carahsoft partnership can do for you. Request a demo.
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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 Sadish Ravi, Tech LeadAri Kenney, Platform EngineerWe live in a world of tailor made technology. Yelp uses our location to recommend a hole-in-the-wall sushi place right down the block. Spotify learns our unique preferences to design the perfect workout playlist. Everything is personalized. In fact, in many cases, customized tech is no longer just a luxury: we need personalization to sort through our endless choices. But when it comes to getting help at work, such personalization is nowhere to be found — forcing service desk agents to manually dig up employees' information to address each new IT issue. The problem is simple: there's way too much information for these agents to remember. With every employee relying on a constantly changing array of SaaS applications, email groups, and passwords, it would take a superhuman IT team to keep up.Figure 1: Personalized IT support requires a comprehensive understanding of every employee.At Moveworks, we've tackled this simple problem with a solution that took our engineers years to perfect: an enterprise identity map. Our identity system automatically creates and maintains a comprehensive map for each of our customers' employees — without any effort involved from the service desk. Using those maps, the Moveworks bot can then resolve IT issues in seconds, informed by deep, user-specific knowledge about the issue at hand. At its core, our identity system answers the question, "How can we use information about employees to solve their IT issues?" Tech support relies on harnessing contextual information from many sources to fix employee issues. Something as simple as answering a question about company policy often requires extensive background knowledge of the employee, including her location,

department, seniority, role, and more. And to address the full scope of all IT issues, we need a 360degre e view of every player in the company. For Moveworks, that 360-degree view takes the form of a user-specific enterprise identity map that brings together everything from the email addresses stored in Active Directory to the support histories tracked by ServiceNow. Because not even a dedicated team of IT professionals can document all this information, we knew we needed to take a different approach. That's why Moveworks spent a significant amount of time and effort to develop our identity system, which consolidates relevant data to create an identity map automatically. We gather disparate information from across a company's backend IT systems, from Okta to Active Directory to ServiceNow. Each of these systems has access to important user information, but none of them have a complete profile. With our automated approach, every time something changes within these siloed systems, Moveworks updates the employee's single, centralized map — turning data into actionable intelligence.Figure 2: Continuously updating employee identity maps creates a virtuous cycle, allowing Moveworks to deliver personalized IT support.While service desk agents are experts at synthesizing lots of contextual information to resolve IT issues, each new issue forces them to spend minutes, or even hours, tracking down that information. Moveworks' identity system mirrors this intuition to help

employees — but with the advantage of instant access to their identity maps. Of course, this is easier said than done. Upkeep on this identity system means updating millions of names, roles, email groups, locations, and titles. Since all these data points are constantly changing, we need to regularly update these profiles throughout the day. Consider Figure 2, in which Ellen asks to add Nick and Steve to a Slack channel. An IT agent would ask Ellen several follow-up questions to disambiguate the request: which Nick; which Steve; which channel? But Moveworks' core automation platform, supported by our identity system, can add Nicolas Addams and Stephen Billings to the #dev-ops Slack channel. Service Desks get this type of frustrating and time-consuming employee request daily, and an intelligent identity system takes this tedious work off of their hands. It goes without saying that many companies are looking for automation tools. Service desks try to automatically solve as many IT issues as possible, recognizing that a manual approach is frustrating and time-consuming. Logically, many IT teams have implemented solutions to troubleshoot issues with employees. Yet, the majority of these solutions rely on preprogrammed conversations: a user mentions a topic which then triggers a fixed response.While these approaches lack personalization, we here at Moveworks are uniquely positioned to deliver the right answers to the right people by combining conversational AI with a deep understanding of identity. Service desks already have the backend information they need to automate IT — the challenge is that the effort involved in mapping this information to each employee request is formidable. Every action Moveworks takes is informed by our enterprise identity system. By aggregating data points from across all of these enterprise systems, this identity system ensures individual employees get answers based on the most up-to-date information about themselves and their broader IT environment. Figure 3: To deliver personalized IT support, Moveworks combines user information from across the IT tech stack.Let's take a look at our identity system in action:The simplest example of how much information service desks have to manage is authentication. For a company with tens of thousands of employees — each with dozens of passwords — the easiest solution is to send everyone a blanket reminder to update their credentials. But people tend to ignore information irrelevant to them. With our identity map, it's possible to send timely and contextual reminders. Looking at timezone and password expiration dates, Moveworks knows when is the best day and time to ping employees to change their passwords, avoiding lockouts and future IT issues. The key to delivering information in a way that inspires action is to tailor that information specific to an individual. Figure 4: An identity system makes it easy to be

proactive when it comes to expiring credentials.Chances are you know a lot of people named Chris. When an employee asks to add Chris to an email group or needs to look up her phone number, service desks have their work cut out for them to determine which Chris is the right one. But with an identity system, it's possible to immediately understand why Andrea, an accountant, is looking for information on Christine, a financial analyst, and not Christopher, an engineer.Figure 5: Identity maps help disambiguate contacts with the same or similar names. Deeply integrating identity into IT automation means that information is always up to date. By incorporating information from Active Directory, for example, our system knows whether an employee has access to a software license. So, when a newly hired employee asks for access to Tableau, the system can either automatically provision it or, alternatively, the system can nudge that employee's manager to approve the application manually, depending on that employee's permissions.Figure 6: Considering an employee's security permissions allows Moveworks to securely provide resources like software, without involving the service desk.When it comes to questions on company policy — travel guidelines, for example — the right answer depends on an employee's location. Using our identity map, we know exactly where employees are located, so we can offer a highly personalized, specific answer. Figure 7: Keeping track of an employee's location, department, and other information, a chatbot can surface information relevant to a specific employee. Personalization is the only way that an employee can make sense of all the information, tools, and systems at their disposal. Remembering the details of every little update is impossible, but with the information contained in an enterprise identity map, relevant and actionable IT support is only a question away. Even the most capable IT team can find it difficult to surface the best IT answer. It takes so much time and effort to sift through dozens of disconnected backend systems. Personalization is the missing link between employees and automation. With a contextual, 360-degree identity map, employees get their IT issues resolved immediately. And the service desk has the time to improve their IT environment — knowing that every improvement will automatically be incorporated into the identity system.Contact Moveworks to learn how AI can supercharge your workforce productivity.

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automatically resolves employees' HR requests, including benefits inquiries, PTO applications, payroll questions, and more.The shift to flexible work has created enormous challenges for HR teams, since employees expect to stay productive, informed, and fulfilled from anywhere in the world. These employees overwhelm HR with thousands of requests, at all hours of the day, and they continue to quit at a record rate as their companies struggle to support them. Moveworks for HR solves these challenges at scale — with AI that provides instant, personalized help to every employee based on their unique role, department, seniority, benefits, location, and language.Moveworks is the core of our digital workplace, since it lets employees access support for the broader tech stack with a single search, said Steve Phillpott, CIO and CDO at Solidigm. Our job is about using technology to empower and improve the employee experience — whether they need IT support or HR help or more. That's what we've achieved with Moveworks.Moveworks for HR is an out-of-the-box solution that requires no added work for HR teams. It plugs into a company's preferred communications platform — Slack, Microsoft Teams, or a company portal, for instance — and automatically responds to each unique request with a personalized response. To provide the best possible answer, Moveworks' machine learning models automatically ingest, scan, standardize, annotate, and conversationalize every knowledge article, form, FAQ page, and user record across an enterprise.With this new release, HR teams can:HR teams are responsible for every aspect of the employee experience, from onboarding new hires to handling major life events, said Moveworks CEO Bhavin Shah. This has become a near-impossible job in our complex digital world — further complicated by the fact that employees now expect instant support while working from anywhere and everywhere. HR teams need the help of sophisticated AI to overcome their organization's biggest challenges, while still ensuring employees still get the personalized HR support they need.Moveworks for HR uses hundreds of machine learning models to decide the best possible response or action for each specific user, considering their location, language preference, security permissions, and a variety of other factors. Employees simply ask for what they need, however they want, in whatever language they desire.We support over 1,000 team members across the globe with different needs and circumstances, said Lainey Dailo, HR Operations Manager at Solidigm. Moveworks navigates this complexity for us, which means our people get the personal touch they expect from HR, but without having to wait. To create an incredible employee experience, you need the combination of HR and AI.Moveworks for HR is a critical addition to the Moveworks platform. Moveworks customers

already had the ability to answer questions across any line of business, send interactive comms at scale, and get insights across the entire digital business. With the addition of Moveworks for HR, businesses can resolve HR issues automatically — without the need for manual intervention.To schedule a demo of Moveworks for HR, visit: https://www.moveworks.com/request-demo About MoveworksMoveworks is the AI platform that powers the best places to work.Today, employees deal with endless distractions: they wait days to get IT support, search through dozens of systems to find the new HR policy, and don't learn about critical changes until it's too late. Moveworks lets them focus on what really matters. Our AI platform gives employees support in seconds, just by asking for what they need, and enables leaders to prevent problems in advance. With Moveworks, companies like Hearst, DocuSign, and Broadcom make work magic.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 Product OverviewHow it WorksLLM StackEnterprise CopilotCreator StudioEmployee Experience InsightsMultilingual SupportMoveworks APIIntegration PartnersTriagePerformance DashboardsAnswersApprovalsConciergeControl CenterEmployee CommunicationsGroups AccessSoftware AccessITHRFinanceFacilitiesEmployee CommunicationsHR Service DeskIdentity Acces
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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 WebinarEvery IT leader wants to build a world-class service desk. Yet few know how to create the comprehensive knowledge base that’s needed to answer employees’ tech questions automatically.In this webinar, Stanley Toh, Head of End-User Services at Broadcom, dives deep into how Broadcom transformed its knowledge base — allowing employees to answer their troubleshooting and policy questions instantly with AI.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 Andrew Mairena, Group Product ManagerForty-eight hours ago, I watched GPT-4 turn a hand-drawn sketch into a functional website. And it was all thanks to the latest AI model from OpenAI, GPT-4. Since ChatGPT’s launch last November, the world has been eagerly anticipating the release of GPT-4. Now the wait is over, and after watching the mind-blowing GPT-4 demo, the race to test this tech is on. Today, we'll explore everything you need to know about GPT-4, taking a closer look at… GPT-4 is the latest model addition to OpenAI's deep learning efforts and is a significant milestone in scaling deep learning. GPT-4 is also the first of the GPT models that is a large multimodal model, meaning it accepts both image and text inputs and emits text outputs.To offer a bit of background, GPT stands for Generative Pre-trained Transformer, and the GPT-series models have evolved significantly to become more sophisticated since the first GPT-1 model's release in 2018. For example, GPT-4’s predecessor, GPT-3, was a breakthrough in the field with the ability to generate text often indistinguishable from human-generated content. And readers might be most aware of GPT-3.5, the brain behind ChatGPT. GPT-4 boasts several new impressive capabilities. These advancements are just a glimpse of what GPT-4 can do, and OpenAI plans to release further analyses and evaluation

numbers soon. Here are the highlights: Although it may be challenging to distinguish between GPT-3.5 and GPT-4 at a glance, the contrast between the two becomes apparent when tackling complex tasks. GPT-4 surpasses its predecessor in terms of reliability, creativity, and ability to process intricate instructions. And it can handle more nuanced prompts compared to previous models, processing up to 32,000 tokens compared to GPT-3.5's 4,096 tokens. To put that in more relatable context, GPT-4 can process approximately 24,000 words, while GPT-3.5 is limited to about 3,000 words. To gauge GPT-4's

performance compared to previous GPT models, OpenAI conducted a series of evaluations and tests across various benchmarks detailed below: GPT-4's advanced capabilities have profound implications for various industries and applications. With its ability to handle more complex and nuanced instructions, GPT-4 is ideal for support, sales, content moderation, and programming.Here are some ways GPT-4 alone can aid different teams in the enterprise today:The enterprise isn't the only place GPT-4 will have an impact. Here are some example applications already in development:Here at Moveworks, our team already has access to the API, and we're actively exploring how this update can continue to up-level our AI stack and deliver more value to our customers. With the launch of GPT-4, it's essential to recognize the potential challenges and limitations that may come with this new model. Despite the significant advancements it clearly demonstrated in its recent demo, GPT-4 is not immune to the current concerns we have observed in previous GPT-series models.One of the significant issues is the risk of hallucinations, which refer to the model's generation of false or inaccurate information. Additionally, there is a concern about harmful content, disinformation, and influence, which can have severe consequences. It may seem counterintuitive, but as models become more accurate and provide truthful information in familiar areas, hallucinations can actually become more dangerous. This is because users may develop trust in the model, even when it generates false information. However, OpenAI has acknowledged these challenges in the GPT-4 system card, where they identify the same concerns present in GPT-3.Moreover, GPT-4 will need real-time data access to provide relevant and upto-date information, which is crucial, especially in dynamic enterprise environments. So there is a need for continuous monitoring and improvement of GPT-4 to ensure its effectiveness and accuracy.Lastly, we can't overlook ethical concerns around the use of AI in customer interactions. As GPT-4's capabilities expand, it is essential to consider how it may affect human interaction and ensure that its use aligns with ethical principles. While GPT-4 holds tremendous promise that cannot be understated, addressing these challenges and limitations will be crucial to its success and responsible use. To use GPT-4 now, developers can sign up for the waitlist to get rate-limited access to the API. OpenAI will gradually increase availability and rate limits to balance demand with capacity. Developers can get prioritized API access to GPT-4 for contributing model evaluations to OpenAI Evals. ChatGPT Plus subscribers will have access to GPT-4 on chat.openai.com with a usage cap, although API access will still be through the waitlist. Free access to GPT-4 is not yet available, and its release date is to be determined. GPT-4 is the latest and most remarkable addition to OpenAI's deep learning efforts. It is a large multimodal model that can accept both image and text inputs, displaying human-level performance on various professional and academic benchmarks. With its ability to process text and images together, GPT-4 can perform tasks that involve both vision and language, such as generating captions for images or answering questions about a video. GPT-4's enhanced steerability is another significant improvement over its predecessor, GPT-3, making it an even more versatile and powerful tool for developers and users alike. GPT-4 surpasses its predecessor in terms of reliability, creativity, and ability to process intricate instructions, making it a significant milestone in scaling up deep learning.With its potential to improve productivity, enhance decision-making, and streamline workflows, GPT-4 is poised to become a game-changer for businesses across industries. As natural language processing and machine learning evolve in the coming months, GPT-4 represents a significant step forward in developing intelligent systems that can understand and respond to human language in more sophisticated ways.Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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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 Peter Barrett, Director of Federal StrategyRemember when ChatGPT exploded onto the scene and showed us how useful conversational AI could be? We're already familiar with conversational AI in our day-to-day lives. But how can it be harnessed to transform public services? Turns out quite a lot.Imagine having the option to renew your license just by having a conversation, applying for medical benefits, inquiring about upcoming road or school closures, or even requesting your city take care of the dying tree on your street. Or, if there’s a storm and a downed powerline near you, AI can send targeted notifications to all the area residents to avoid potentially dangerous situations. The use cases are endless and can have a real, immediate impact on the public. Conversational AI isn't just sci-fi fantasy — it's here and now. And government organizations that fail to embrace it today do so at their own peril. Because while they stall, their more innovative counterparts will leapfrog ahead in efficiency, cost-savings, and citizen satisfaction.The potential for conversational AI in the public sector is immense. This article will highlight how AI-powered tools, like copilots, can streamline operations, boost productivity, and transform how citizens access services. We'll cover everything from critical use cases to challenges to workforce implications.The appetite is already there from the top — 83% of senior public sector leaders say they can and are willing to adopt intelligent technologies like conversational AI. The time to act is now. With the right strategy, public sector organizations can start delivering tomorrow’s services today. Conversational AI could similarly transform how citizens interact with the government. The future is here. Let’s have a chat about it. Today, you’ll learn: Conversational AI is a sophisticated form of artificial intelligence designed to enable seamless interaction between humans and computers through voice or text. A central technology behind conversational AI is natural language processing (NLP), which enables machines to understand, interpret, and generate human language.Unlike simple chatbots that rely on predefined menus and scripts, conversational AI can understand context and intent, allowing for more natural back-and-forth interactions. Some examples of conversational AI technologies include:Within the public sector, conversational AI has the potential to augment and even fully automate aspects of citizen services by providing 24/7 support for everyday administrative tasks. More advanced copilots can also assist public employees in their day-to-day work, reducing process ambiguity and friction points.As government organizations pursue digital transformation, technologies like conversational AI will be critical to optimizing operational costs and delivering seamless citizen services. For example, Gartner predicts that by 2026, 60% of government organizations will prioritize business process automation through hyperautomation initiatives to support business and IT processes in government to deliver connected and seamless citizen services.Additionally, Gartner foresees that total experience (TX) approaches will

become vital to creating synergies among customer experience (CX), employee experience (EX), multiex perience (MX), and user experience (UX). Mapping and visualizing citizen and employee journeys will enable CIOs to reduce experience friction points across these traditionally siloed areas.The wide range of possibilities will be explored in more detail in the next section, which outlines some key use cases for deploying conversational AI in government. By understanding the various applications of technologies like conversational AI, hyperautomation, and TX, public sector organizations can start to envision how

they could specifically benefit their needs and operations as part of a digital transformation strategy. Much of the conversational AI buzz has been centered around public and private companies, but what use cases can benefit local, state, and federal government services? As it turns out, there are many. Conversational AI offers immense potential to transform public sector operations and services across a multitude of applications: Conversational AI's integration into public sector operations and service delivery unlocks 24/7 accessibility, improves efficiency, and generates data-driven insights. As this technology advances, governments must leverage it to provide more responsive and proactive programs for citizens and employees. Implementing conversational AI in the public sector comes with critical ethical considerations and practical limitations that government organizations must evaluate:Overcoming these barriers requires an iterative, user-focused approach — piloting conversational AI where it shows the most promise first, then expanding use cases carefully as capabilities advance. A hybrid strategy combining AI and people can help address limitations. But used properly, conversational AI can augment public services in many impactful ways. AI transformation in the public sector faces unique obstacles:Transforming government operations and services with AI is uniquely challenging. However, starting small, focusing on citizen needs, and communicating benefits and limitations clearly can help agencies overcome barriers. The public sector can navigate obstacles to harness AI responsibly with proper care and partnerships. Implementing conversational AI strategically presents a myriad of benefits for public sector organizations:With careful adoption, conversational AI enables public sector agencies to deliver better services to citizens through automation and data-driven insights. The technology opens the door for more efficient, inclusive, and responsive governance. To fully realize the potential of conversational AI while mitigating risks, government implementations should focus on the following:With thoughtful implementation guided by ethics and equity from the start, governments can demonstrate AI's immense capability to enhance lives while building vital public trust over time. Some best practices of AI transformation are:Integrating conversational AI strategically into operations can help public sector organizations better serve citizens and fulfill their missions:These examples demonstrate conversational AI's immense potential to help agencies cut costs, strengthen operations, and further their mission results for the public good. Yet most have only scratched the surface of leveraging AI's benefits. With strategic adoption, more responsive, effective, and innovative government is within reach. As government organizations adopt conversational AI systems, they must proactively manage the impact on their workforces and prepare employees for the transition. Some key considerations include:With planning, government workforces can be augmented and empowered by conversational AI rather than displaced. Change management and inclusive policies that support workers will enable the public sector to tap the full potential of AI while ensuring no one is left behind.The public sector stands at a crossroads. Government organizations can either choose to lag behind as the world races towards an AI-powered future, or boldly lead the charge.The potential of conversational AI to transform operations, services, and society is astounding — but only if we dare to harness it. The technology to thrive in the 21st century is here today. We already rely on AI in our daily lives.With care, transparency, and responsible leadership, conversational AI can unlock a brighter future,

one where high-quality public services are profoundly more accessible, inclusive, and personalized for all. This is the promise of artificial intelligence — if we choose to fulfill it.The time for tentative halfmeasure s has passed. Conversational AI is the next indispensable tool in that journey. Its benefits are too great, and risks too manageable, to ignore any longer.Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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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 The Moveworks TeamBusinesses run on processes. When a process works well, it feels smooth and efficient. There's a clear sense of purpose and direction, and each step flows logically from the one that came before it. But, when a process is slow and cumbersome, productivity plummets, costs rise, and employees burn out.That's why employee-facing teams, such as IT and HR, are always looking for ways to improve their processes. Often faced with a heavy workload and limited resources, these teams increasingly lean on a variety of tools to help them organize a constant flood of internal requests. Implementing help desk forms is one way to alleviate pressure on these teams. Forms offer an opportunity to streamline the support process and redesign the experience to be more user-friendly. No matter the size of your company, easy-to-access, well-built forms can revolutionize clumsy, timeconsumin g processes and provide massive time savings for both support teams and employees alike.In
this post, we'll break down how three companies — DocuSign, Palo Alto Networks, and Procore — upgraded their support processes by optimizing help desk forms in three key ways: Help desk forms bring a company's service catalog to life by making support resources easily accessible to employees. High-quality help desk forms have cascading benefits: They provide the information needed to reduce the amount of back and forth between support teams and employees, they route issues to the right experts, and they drastically reduce the amount of time it takes to deliver help.By filling out a form, an employee can request software, replace hardware, add a new teammate to a distribution list, update healthcare benefits, verify employment, and update a record in Salesforce. And for the help desk, forms are a great way to collect structured information from users, making it easier and faster to deliver a response. Employees don't know where to go for help. IT has its systems. HR has other systems. And both these teams are continually adding new forms, knowledge articles, and software tools. So, it's no surprise that employees are often unaware of the breadth of information at their fingertips. That's why DocuSign made the entire help desk form experience conversational. Instead of scrolling through a portal, employees can explain their issues to a virtual agent with natural language via Slack. Forms across teams from IT to HR are centralized, making it easy for employees to find what they need. And

the virtual agent's AI eliminates confusion by offering employees the option to simply explain their problem, without worrying about whether it's an IT or HR or payroll issue. Figure 1: DocuSign's virtual agent understands what employees need and pulls the right form from the service catalog.Now, the primary way DocuSign's employees access support resources is through help desk forms, which allow agents to quickly deliver the best resolution. Every month, the virtual agent surfaces more than 350 forms in under two seconds, ensuring that much-needed solutions are only a message away. Forms can be long and tedious. Spending any amount of time filling in the same, basic information or scrolling through drop-down menus takes precious time from more meaningful work. Because forms are such a crucial element of their self-service support strategy, Palo Alto Networks made it possible for employees to fill out and submit forms via chat. Whether an employee reaches out on Slack or the ServiceNow portal, the form-filling experience is personalized to each specific requestor since the virtual agent automatically syncs the user's location, permissions, and conversation history across various support channels. In some cases, an employee only needs to fill out a single field. The virtual agent takes care of the rest.Figure 2: At Palo Alto Networks, a virtual agent makes it easy for employees to fill out forms conversationally in Slack, the company's enterprise chat platform.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. This ultimately adds up to thousands of issues automatically solved every month and hundreds of thousands of hours of productivity saved. Resource gaps are difficult to identify. It's hard for support teams to determine which resources employees need without visibility into employee requests. In an effort to improve their own forms, support teams at

Procore regularly dig into help desk form usage data, highlighting where they have good forms, bad forms, or no forms at all, so they can fill in the gaps. Thinking about the most common services requested by employees over the last week, month, and three months, agents break down patterns, then create new forms or update old ones to keep up with demand.Figure 3: Looking to speed up support, Procore prioritizes the creation of new help desk forms to address common pain points, such as adding a contractor to a distribution list, based on user feedback.Procore's service desk works to constantly improve its backend systems, creating a positive feedback loop between what employees need and the resources that are available to them. By paying attention to what's going on in its support environment, Procore's support team can prioritize building that content so their virtual agent can answer more questions and, at the end of the day, resolve more issues. Currently, help desk forms are used to provision software automatically almost 50 times a month alone. And this number will continue to grow as the team continues to create more, high quality help desk forms. Forms can open your organization to a whole new world of workplace efficiency. Instead of spending hours each day troubleshooting a VPN connection, waiting around for software access, or jerry-rigging a troublesome standing desk, employees at DocuSign, Palo Alto Networks, and Procore are getting the support they need with help desk forms.Of course, support teams benefit too! Focusing on help desk forms massively impacts the service desk's ability to automate hundreds of solutions, saving hours upon hours of productivity.See for yourself how AI-powered help desk forms save time. Schedule a demo.
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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 Varun Singh, VP of ProductCompanies succeed when every employee can do their best work. But with workforces scattered around the world, providing around-the-clock support in every language and on every channel just isn't feasible.Our goal at Moveworks is to give every employee the immediate support they deserve — no matter how they prefer to get help or which language they speak. That's why we're so excited to make two huge announcements today.First: Moveworks is now multilingual. Our platform offers deep, native support for employees who speak Spanish, Italian, German, French, and Portuguese, in addition to English. And second: We're introducing Moveworks for Web. Now, Moveworks can provide the same instant support experience directly inside enterprise portals, including ServiceNow, SharePoint, and Epic.These announcements will help usher in a new normal for companies with global teams. Our unique approach to multilingual support is purpose-built to tackle every step of solving support issues, from engaging with employees to providing the resources they need. And by expanding Moveworks to new communication channels, we've allowed you to support your people, anytime and anywhere.Read the full announcement here → Figure 1: Employees deserve the same quality of support — no matter where they are or which language they speak.For non-English speakers, getting help at work can be hard. Something as simple as troubleshooting a VPN connection or figuring out how to request time-off is extremely frustrating when a language barrier stands between an employee and the answer they

need. Emailing an English-speaking service desk, navigating an English-only portal, or working through a dead-end dialog flow can derail an employee’s entire day. For help desks, there's no existing solution designed to automate support for a global workforce. Conventional chatbots, for instance, involve an enormous, expensive, and endless effort to hardcode conversations in each language — and then require even more effort to continuously update each dialog, in each language as things change over time.Now with Moveworks, every one of your employees instantly gets the same access to support, no matter what language they speak. We evolved the entire Moveworks Intelligence Engine™ to become multilingual at every step of solving an issue. Our platform:Critically, our multilingual support gets to work resolving issues with zero setup or maintenance by support teams. And since Moveworks automatically improves itself by incorporating new resources and supporting new use cases, employees continue to get what they need to stay productive.Read a deep dive on our unique and powerful approach to multilingual support → Figure 2: Moveworks for Web ensures every employee gets the help they need — on whichever platform they prefer. Employees should have access to the same instant help, no matter which channel they depend on. But for many of us, manually filing a support ticket in an ITSM tool or searching through a self-service portal is a waste of time. These systems aren’t always built with end-users in mind.At Moveworks, we first focused on supporting employees in the enterprise messaging tools, such as Slack and Microsoft Teams, that they use every day. That said, our goal is to make getting help at work effortless, wherever people go. We recognize that employees have different preferences and habits, with about 25% who rely on enterprise portals as their primary support

channel.So we decided to expand Moveworks’ reach with Moveworks for Web, which delivers support across many popular enterprise portals. With today’s launch, employees will have access to the same, high-quality Moveworks experience, directly inside ServiceNow, SharePoint, and Epic. It offers:Above all, Moveworks for Web means that employees can get instant help, however they choose to work.Here at Moveworks, we're committed to making support effortless. Both multilingual support and Moveworks for Web play a massive role in transforming typically frustrating and time-consuming employee problems into simple conversations. Moving forward, we’ll continue to support even more languages and enterprise portals to solve support issues faster, no matter the complexity.Request a demo to see how Moveworks can transform your support process.

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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 Al-Husein Madhany, Head of PeopleIt’s HR’s role to make company culture happen. We take pride in creating big, ambitious plans to improve the employee experience, from team trips to new benefits to leadership training.But the truth is small moments define how employees experience HR — much more than these big ideas. Whether employees need to track down the latest travel policy, enroll in healthcare benefits, or simply look up a colleague’s phone number, small moments cause immense frustration when they disrupt the workday.At Moveworks, our HR team has a strong

perspective about what it takes to create a world-class culture. Ultimately, though, I believe we were named the number one Best Place to Work in the Bay Area because we're dedicated to eliminating the minor inconveniences that make or break the HR experience. Taking the friction out of the workday involves a company-wide commitment with buy-in across every team. And today, I'll explain three actionable steps you can take to make your workplace the best workplace: One-on-one conversations to fix common issues are well-intentioned. But the best way to make things easier is to help employees help themselves. By shifting your attention away from individual support and focusing instead on building simple, self-service resources, you'll have more time to scale those impactful "big idea" initiatives. I speak from experience — going from 70 to 400 employees in less than two years has taught me that HR needs a way to address thousands of questions at once.Figure 1: When resources are easily understood, employees help themselves.The thing is, an employee can better understand a clear paragraph that covers a single topic than a hundred-page employee handbook. By organizing resources into an easy-to-consume format and investing in the right tools, employees will be able to pinpoint a specifically relevant snippet of information within a trove of massive documents, all on their own. This way, when an employee asks HR about their paid time-off, paternity leave, or clarifications on the

expense policy, there's a resource that allows them to answer their own question. HR teams have been tasked with ensuring employees are safe in the face of a fast-moving and seemingly never-ending pandemic. With policies constantly changing, just keeping up is enough of a challenge for a team that's already spread thin. The idea of building resources to respond to endless questions and requests sounds like an impossibility until you realize that those resources hold the keys to automation. Figure 2: Answer common questions in seconds with AI.For years, the sheer complexity of HR service delivery prevented companies from even trying to automate it. That said, the good news is that automated support platforms have become much smarter of late. AI-powered platforms are increasingly able to understand the language employees use to ask for help, including the unique terms and systems found within your particular company. It's even possible for a bot to pull a personalized solution from resources scattered across dozens of knowledge bases, handbooks, and other documentation.Now more than ever, it's crucial to get people the support they need immediately. With automation, you can help set up vaccine bookings, explain return-to-office policies, and answer a multitude of FAQs related to the pandemic in seconds. Not to mention that automation can also help with more conventional duties, like onboarding new employees and setting up a new 401K plan. Being a health services expert wasn't in our charter, but with AI, we've been able to keep up during a time of intense and rapid change. At this point, you've made the small moments a lot less frustrating by improving resources and automating support. With this foundation, you can stop issues before they happen by sending actionable employee communications.The root of many support requests is change. Launching a new 401(k) program is great, for instance, but only if employees know how to enroll. Every time you launch a new system or update a policy, employees will flood your team with questions that could have been prevented. Figure 3: Send actionable messages to prevent issues before they happen.To stop the deluge, first, you need a way to give every employee actionable next steps. When my team sends a comm, we give employees the resources they need to complete the task — whether it's filling out a form, linking to a portal, or reading the latest travel policy — directly in the message.Second, know that even when employees do read your messages, they'll inevitably have questions. Here's where your painstakingly created resources and automation tools step in. An AI-powered chatbot can engage with each employee individually and handle all the follow-ups and back-and-forth on your behalf, surfacing answers, so you don't have to. HR's role in company culture is to spend thousands of hours onboarding new hires, providing top-notch benefits, and fostering a company culture that empowers everyone. The problem? Employees don't feel connected to their company. And with the rise of remote and hybrid work — they are literally disconnected from the people, systems, and resources they rely on for support. That's why it's a big deal when minor things take a huge amount of time and effort. The best HR teams will make the pivotal shift to improving the small, but impactful, moments of everyday work. If done well, this means both employees and support teams will spend less time solving support issues and more time on meaningful projects. With the right strategies, you can create a culture where no one sweats the small stuff.Check out our Careers to help Moveworks build the best HR experience.

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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 MOUNTAIN VIEW, Calif.--Moveworks today announced that Lucid Software, a leading provider of visual collaboration software, will roll out the Moveworks AI platform to enable bestin-class self-service IT support. Moveworks will provide Lucid employees the answers to their most pressing IT questions in a matter of seconds — allowing IT agents to focus on projects that will drive the business forward.It costs an average of $22 to manually handle an IT service desk request. While seemingly innocuous, this number quickly adds up when service desk agents are sifting through thousands of requests a month. And, while self-service IT tickets cost the business a fraction of this number, many employees either don’t know where knowledge exists within their business, or they don’t know where or how to find it. This leaves employees frustrated by a confusing self-service process and leaves IT teams stuck manually resolving the same requests over and over again.That’s why Lucid chose Moveworks: To maximize ROI on its existing knowledge base by offering employees a streamlined, automated self-service IT solution that actually delivers on its promise.“As our team has grown, we’ve put a significant amount of time and effort into developing knowledge articles that address employees’ most common IT questions. But those efforts ultimately go to waste if no one ever uses them,” said David Torgerson, VP of infrastructure and IT at Lucid Software. “In order to see a return on those efforts, we're excited to use Moveworks' AI platform. With its sophisticated intelligence, the platform interprets employees' needs with high confidence and delivers the most accurate responses, helping our Lucid IT teams to focus on more complex problems and work more efficiently.”Moveworks uses advanced AI to index existing knowledge articles and deliver the best possible response to employees’ questions. It corrects spelling, analyzes user intent, and takes into account each employees’ location, role, permissions, and language preference. Employees simply ask the Moveworks bot a question within Slack, and Moveworks either resolves the request automatically or routes it to the appropriate expert for accelerated resolution — all within seconds. With the help of Moveworks, Lucid will be able to scale IT support at the pace required to keep up with its growing team, without having to significantly increase service desk headcount as a result.“Most self-service solutions lead employees to frustrating dead ends,” said Bhavin Shah, CEO of Moveworks. “That’s because yielding accurate results would require the employee to use the exact keywords used in the exact knowledge article they’re looking for. This just isn’t a realistic expectation. In reality, every employee asks for help in different ways — they often have typos, are missing context, or are incredibly vague. In order for a self-service solution to deliver accurate results, it needs to be able to navigate this endless nuance in real-time. And that’s exactly what Moveworks does.”Aside from maximizing ROI on Lucid’s knowledge base, Moveworks will streamline internal processes with automated workflows. It will 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.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 Bhavin Shah, CEO and FounderWith Microsoft Teams, you can already collaborate from anywhere, share files with all the right colleagues, and go from chat to video conference at the touch of a button. Now, you can also resolve your support issues, instantly, without ever leaving Teams.That's because Moveworks is today announcing its partnership with Microsoft to transform Teams into an autonomous support channel. Employees can submit their IT, HR, Finance, and Facilities issues straight to the Moveworks chatbot in Teams using natural language, which our AI analyzes to deliver the best resolution. From troubleshooting problems, to software requests, to work-from-home questions, and much more, issues that take days for help desk agents to solve can now be solved in seconds — with Moveworks on Teams."The Moveworks integration will now allow our joint customers to empower their employees to use Microsoft Teams to resolve their most critical support issues, instantly and autonomously."Bhrighu Sareen, Corporate Vice President, Microsoft TeamsTeams connects coworkers regardless of their physical location, since it brings together all the relevant resources and project participants on a single tool. As a result, the shift to working from home has rendered Teams more critical than ever before. The companies thriving during this period have prioritized the real-time interactions that collaboration hubs make possible — interactions that happen naturally in the office, but which prove difficult to replicate on conventional channels like email. Yet when it comes to support, most companies have not implemented this kind of real-time approach, meaning their employees still rely on such conventional channels. Whether these employees email the help desk or try to track down the appropriate form, agents must read through thousands of support requests, before determining which among hundreds of specialized assignment groups can help. The assignment group then emails back and forth with the submitter, often passing the issue off to other groups along the way. It's a process that takes days, sometimes weeks, to conclude — hindering knowledge workers who depend on their accounts and devices to stay productive while remote.Enter Moveworks, which brings the realtime int eractivity of Teams to employee support. Moveworks applies machine learning and natural language understanding (NLU) to automate every step of the support process, eliminating the delays caused by back-and-forth emails between agent and submitter. The Moveworks bot in Teams is unique in fulfilling many support requests without any agent intervention, via deep integrations with enterprise systems:The Moveworks bot currently resolves more than 40% of all IT support issues at dozens of large enterprises, while our machine learning models continue to improve with every conversation. More than 250 million support tickets' worth of training later, Moveworks is handling issues like provisioning software right in chat:And ordering devices with just a few keystrokes:No matter where you are, no matter when you need help, and no matter how you ask, Moveworks is there to understand your issue and resolve it within seconds.Given the increasing importance of collaboration hubs, a key benefit of adding Moveworks to Teams is the bot's proven track record of organically driving up Teams adoption. This was the experience that Equinix — the world's largest interconnection and colocation platform — had when sunsetting Skype for Business.Greg Ogle, Equinix's Vice President of Global IT Infrastructure, and his team needed to convince employees to quickly transition from Skype to Teams. As an incentive, they made Moveworks available exclusively in Teams, with the Moveworks chatbot sending employees notifications about their tech issues that led them straight to the new tool. While total employee adoption of Skype never exceeded 25%, adoption of Teams skyrocketed to 75% before Skype was shut

down. And thanks in part to Moveworks, Teams adoption rose to more than 90% by the end of last year. Check out the full case study here."Leveraging the bot helped with our transition to Teams across the company. By the time we finally did shut down Skype, it was a non-event. If you're a Teams shop, Moveworks can extend the platform and bring it new life."Greg Ogle, VP of Global IT Infrastructure, EquinixAs companies embrace the shift to working from home, Teams has become pivotal to workflows across departments and across industries, allowing employees to maintain their productivity and their connections on a unified platform. Moveworks simply lets them get that work done faster, turning days

of back-and-forths with the help desk into seconds of painless conversation on Teams. Indeed, even after the world no longer needs to work remotely, this more efficient way of doing business will become the new normal. The Moveworks and Teams integration signals a decline in button-clicking tasks for service desks and support teams — freeing up manpower for more rewarding, more impactful digital transformation projects. And crucially, that time savings isn't limited to the issues that AI resolves from end-to-end. At Equinix, for example, Moveworks triages over 3,000 tickets per week on average, which saves the help desk from having to read and route each and every one. Less than a year after launching the bot, Equinix has already witnessed a 32% reduction in the average IT ticket's lifespan — a figure which continues to climb as Moveworks gets smarter. At Equinix and beyond, the Moveworks integration with Teams allows companies to resolve support issues even faster, and for even more employees.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.
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
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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 Last Updated Sep 19, 2022Forrester 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, Group Product ManagerChang Liu, Director, EngineeringSince ChatGPT burst onto the scene, large language models (LLMs) have been making waves in the business world, capturing the attention of everyone from tech titans to ambitious startups. It should come as no surprise, then, that the market is flooded with a vast array of LLM solutions.Pinpointing the right AI solution for your specific needs requires a clear understanding of each model's capabilities and limitations. And while existing benchmark studies might provide useful insights, they don't focus on an LLM's performance in

the enterprise environment.That's why our team dedicated itself to developing a benchmark explicitly addressing the needs of enterprises. This way, we can offer a more targeted evaluation, guiding leaders so that they can select the AI solution that truly aligns with their objectives.Today, we're going to break down the results, explaining: The results of the Moveworks Enterprise LLM Benchmark demonstrate that LLMs fine-tuned on the enterprise dataset surpassed their larger counterparts.GPT models demonstrate impressive reasoning capabilities as well as capabilities to learn from in-context examples. However, in enterprise settings, models have to deal with enterprise-specific jargon and knowledge not available in the generic knowledge encapsulated in public LLMs. Furthermore, in enterprise settings, LLMs are used as a component of a larger system. So, in many cases, the outputs of LLM are expected t
o
be in a structured format that another system can understand. For example, Moveworks uses structured JSON as a canonical output format for span extraction tasks. One can teach LLMs to handle enterprisesp

ecific knowledge and produce structured output by providing in-context examples in the prompt. However, from our experiments, we have found that LLMs fine-tuned on enterprise-specific tasks and a corpus can understand enterprise-specific language and excel in enterprise-specific tasks as well as a GPT model — even when the model size is 10X smaller!The key takeaway is that while GPT-class model s
possess immense power and will undoubtedly play a central role in various AI applications, task-specific models are more reliable than off-the-shelf alternatives. Keep scrolling for the full breakdown
As
language models become increasingly essential, establishing accurate performance evaluations is vital. Emerging evaluation resources, such as Stanford's Holistic Evaluation of Language Models (HELM) and EleutherAI's LM Evaluation Harness, offer comprehensive frameworks to examine the latest LLMs across various tasks. By employing these evaluative measures, researchers can better understand LLM abilities and drive improvements in the rapidly evolving field of language processing. For example, two popular benchmarks for testing LLMs like OpenAI's GPT-4, Databricks' Dolly, and Facebook's LLaMA are the AI2 Reasoning Challenge (ARC) and WinoGrande. The ARC dataset includes a collection of 7,787 science exam questions in English multiple-choice format and plays a significant role in assessing language models' reasoning capabilities. On the other hand, the WinoGrande dataset is rooted in the WSC, a set of 273 expert-crafted pronoun resolution problems developed to challenge statistical models that rely on word associations or selectional preferences.These open-source datasets evaluate LLMs' capabilities, especially their zero-shot performance: the ability to adapt and perform well in new, previously unencountered real-world situations without tailor-made training. While existing LLM benchmarks serve as valuable resources, there are several issues that arise when using them for enterprise-specific applications. There are three main challenges:Many existing benchmarks, such as the ARC-e dataset, focus on general knowledge questions. For instance, a question like Which factor will most likely cause a person to develop a fever? is crucial for evaluating a general LLM. However, it may not provide relevant insights for an enterprise-specific LLM that caters to specialized tasks, like asking where a certain conference room is or requesting a software application.Most existing datasets are not routinely updated, making it challenging to evaluate advanced and continuously improving LLMs accurately. And as newer LLMs achieve increasingly higher scores, making meaningful comparisons among them becomes problematic.The latest LLMs, such as GPT-4, have achieved remarkable scores on popular benchmarks such as ARC and WinoGrande (with GPT-4 scoring 96.3% on ARC and 87.5% on WinoGrande). These high scores highlight the evolving sophistication of LLMs, and the current benchmarks may no longer effectively capture their complete capabilities.Even within our own experiments of understanding these models, we have observed instances where LLM outputs do not match the human evaluation labels. Still, these outputs provide better or more accurate answers. This

phenomenon illustrates that advanced LLMs can potentially contribute to refining benchmarks by correcting errors in human evaluation labels and improving the overall formatting of existing datasets.In light of these challenges, developing newer benchmarks that can cater explicitly to enterprise-specific requirements, accommodate the rapid advancements in LLM technology, and provide a more accurate and nuanced comparison between different models is essential. By addressing these concerns, enterprises can more effectively harness the power of LLMs to drive their specific use cases and needs. To accurately gauge the performance of various LLMs in enterprise applications, we created the Moveworks Enterprise LLM Benchmark. At Moveworks, our engineering and in-house annotation teams put a lot of effort into gathering and organizing data specific to the corporate world, including enterprise support tickets, enterprise knowledge, and of course, conversations between employees and their Moveworks bots.This data was used to evaluate different LLMs so that we could pick the best ones to use. To make this evaluation process efficient, our machine learning engineers converted the data into an easy-to-follow format consisting of instructions and examples of input and output, known as instruction-input-output trios.We created 14 tasks focusing on essential themes of enterprise use cases — generation, reasoning, relevance, extraction, and classification — with zero-shot to long context inputs, such as the complete enterprise email support ticket. We will continue to add more tasks as we progress in creating a more comprehensive enterprise LLM benchmark. To ensure a comprehensive assessment, we focused on our proprietary dataset of enterprise tasks for benchmarking. We analyzed several models' performance, including models such as GPT-3.5 Turbo, GPT-4, and MoveLM™ —

Moveworks' own proprietary LLM that we're currently building and testing and that will be available across our entire platform in the coming months. These models are instruction-tuned on internal and external datasets to optimize the model's performance on enterprise-specific tasks. The internal Moveworks dataset is a set of 70K instructions generated from enterprise use cases. Base model nameBase model developed byAlready instruction-tuned?Fine-tuned on internal dataset (Moveworks)Model parameterGPT-3.5 Turbo (ChatGPT)OpenAI --GPT-4 --GPT-JEleutherAI--6BGPTJ Fine-tuned - 6BStableLM BaseStability AI--7BStableLM Fine-tuned- 7BStableLM OpenAssistant -7BDollyDatabricks -7BDolly Fine-tuned 7BMPT InstructMosaicML -7BMPT Fine-tuned 7BTable 1: Overview of models tested in the Moveworks Enterprise LLM BenchmarkDespite countless other impressive fine-tuned models, we narrowed our focus to prevent an overwhelming rundown in this blog post. With our test setup, we sought to challenge the limits of LLMs by posing questions specifically tailored to the enterprise environment. By placing these models in situations they had not previously encountered, we aimed to evaluate their ability to rapidly generate accurate and relevant responses under pressure, similar to “thinking on their feet.” Let’s dive into some results of the Benchmark assessment. Identifying helpful ticket comments is critical in understanding the resolution of common issues that arise in enterprise settings. A significant portion of enterprise issues is resolved via tickets. Ticket content, along with its comments, provides extremely useful information about enterprise issues. However, many ticket comments are not helpful. Comments like “Closing this ticket” or “Issue has been resolved” do not provide helpful information about resolving the issue. We use AI models to identify ticket-closing comments that include valuable information on how to resolve a specific issue. This information is then used to better understand our users' problems in enterprise settings. The subtlety of helpfulness can be challenging to navigate. For instance, when an IT agent resolves an issue with Microsoft Business Central and comments, Business Central is now working again from links within Workday, it indicates the problem has been fixed. Still, it doesn't provide enough information on how to resolve the issue in the long term.Consider the following example cases:In above

example, closing comment — while curt — does include resolution steps on how to update the disk. GPT-3.5 Turbo's output is false, incorrectly identifying the comment as unhelpful. However, MoveLM correctly identifies the comment as helpful, providing the true output.In this instance, while the comment is long, it does not include detailed steps for resolution. GPT-3.5 Turbo's output is True, wrongly classifying the comment as helpful. But MoveLM accurately identifies the comment as unhelpful, returning the true output.The examples demonstrate MoveLM's capability to discern helpful comments, which contributes to a better understanding and resolution of user issues in enterprise environments.Figure 1: Even though was a zero-shot experiment, MoveLM performed better against few-shot experiments with competing models featured in this benchmark. At Moveworks, we maintain a fine-grained intent taxonomy covering pairs of actions and resource types that span the entire breadth of enterprise support issues across IT, HR, Finance, Legal domains, and beyond. Our detailed understanding of enterprise intent allows us to provide prescriptive analytics through our flagship data product, Employee Experience Insights (EXI).Within EXI, we maintain a simplified version of our intent taxonomy that leaders at organizations easily understand, called BART (Business Action Resource Taxonomy). This taxonomy classifies all tickets at an organization into a two-dimensional grid based on the tickets’ action and resource type. At a glance, this shows enterprise leaders a holistic view of the state of tickets across their organization and allows them to drill down into specific hotspots to improve the employee experience.With our corpus of 500 million enterprise support tickets at Moveworks, our LLMs are fine-tuned on high-quality samples from this corpus and are able to extract nuances that offthe-shelf models do not easily capture. The above example demonstrates intent classification in the case of a ticket submitted to request a specific form. MoveLM model accurately labels the ticket as Provision, signifying that the requested document needs to be shared with the user. On the other hand, GPT-4 marks the same ticket as Manage, failing to recognize the enterprise context.Additionally, in cases where a ticket refers to a pre-existing ticket, the fine-tuned MoveLM™ model can correctly classify the ticket as Information. In contrast, GPT-4, without proper context, may inaccurately label the ticket as Hardware, further highlighting the advantage of training LLMs on a corpus of enterprise support tickets.Figure 2: Even though was a zero-shot experiment, MoveLM performed better against few-shot

experiments with competing models featured in this benchmark. Enterprises use and integrate with many systems to organize and manage workflows. Such integrations enable seamless communication and data exchange between different software systems, thus allowing for enhanced efficiency and improved collaboration across other business processes. At Moveworks, we help our customers automate these mundane and time-consuming processes to unlock their full potential by enabling them to interact with such systems with a conversational interface without worrying about the technical nittygritt y. An essential aspect of building such a solution is to be able to predict what system contains the information that a user wants to access and how to retrieve that information from that system. Our models leverage the vast amount of diverse user requests made in the past and the corresponding actions to better understand user queries and handle complex language nuances, thus providing more accurate and contextually relevant responses.Consider two examples where users submit requests to Moveworks:In the above example, given the query What's Moveworks ARR? MoveLM successfully understands the user's request and is able to generate an API call given a list of API's and its descriptions in context. On the other hand, the GPT-4 model incorrectly responds, saying that it doesn't have an API to answer the query. The example above demonstrates how fine-tuned MoveLM is able to understand enterprise specific context. In this case, the GPT-4 model does not understand from context that 'Clover' is a on-site location and mistakenly responds by attempting to retrieve the customer profile for Clover.

On the other hand, the MoveLM model correctly identifies the context of the query and fetches site information about Clover, demonstrating its superior understanding of user intent and language subtleties.Figure 1: Even though was a zero-shot experiment, MoveLM performed better against fewshot experiments with competing models featured in this benchmark. We hope that the discussion above drives home the point that LLMs are not going to meet the needs of enterprise AI right out of the box. Observing the qualitative examples above and performance on our Enterprise Benchmark, we are seeing that fine-tuning on high-quality data is necessary. This results in superior performance, but more importantly, reaching a performance level essential for generative AI to be useful in enterprise workflows. Enterprise AI needs models to be performant on accuracy, latency, customizability, and operating cost. We show that our much smaller MoveLM 7B almost consistently outperforms out-ofthe-bo x LLMs on enterprise tasks for all these dimensions.ModelTask TypeBest 6B/7B OOTB ModelFewshotMo veLM 7BZero-shotGPT-3.5 TurboZero-shotGPT-3.5 TurboFew-shotGPT-4Zero-shotGPT-4FewshotRelev ance - internal dataset0.330.930.840.840.920.95Extraction - structured output for queries0.380.980.220.720.380.73Reasoning - custom triggering0.620.930.870.880.90.88Classification do main of user query0.210.790.60.730.70.76Extraction - structured output from entity typing0.830.870.90.890.890.89Classification - intent for analytics0.220.870.580.580.550.64Relevance for ms0.610.950.650.730.640.89Classification - intent for conversation0.120.720.680.690.70.72Classification - people look-up0.780.990.540.610.90.93Extraction st ructured output for slot filling(F1 Score)0.180.770.130.440.150.50Classification - ticket closing comments helpfulness0.520.90.450.640.670.73* All metrics are variants of exact-match accuracy unless mentioned otherwise. Higher values are better. Through extensive iteration on data curation and model fine-tuning, we discovered that we can unlock even more potential by overlaying a task-specific, company-specific adapter on top of our enterprise foundation LM. The table above highlights the impressive performance of our newly-developed language model: MoveLM.Moving forward, we are eager to explore the incredible possibilities of fine-tuning with high-quality data in the realm of enterprise AI. Our next steps focus on three fundamental aspects: With these advancements in play, we are confident that we are well on our way to unveiling the true power of enterprise artificial intelligence, pushing the boundaries of what was once thought impossible to achieve in the rapidly-evolving world of AI technology. Stay tuned as we continue on this journey to unlock the full potential of AI for the enterprise!Contact Moveworks to learn how AI can supercharge your workforce's productivity.

Discover how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.
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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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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 ManagerOver the last decade, countless software tools have made a splash, promising to simplify our lives. But as we juggle multiple applications, each with a complex web of buttons, menus, and submenus, it's clear that our digital experience has become anything but seamless. To address this issue and enhance human-technology interactions, a new era of communication is emerging, powered by conversational AI and breakthroughs like ChatGPT. By integrating award-winning solutions such as Moveworks' Stevie Award-winning conversational AI platform, businesses can streamline the way they use and manage various software tools, transforming both internal and external communication for long-lasting success in an ever-evolving digital landscape.Follow along to get a comprehensive look at: Conversational AI is a sophisticated form of artificial intelligence designed to enable seamless interaction between humans and computers. It uses multi-faceted natural language processing, machine learning algorithms, and computational linguistics to mimic human-like conversation, interpret user inputs (both text and speech), and respond accordingly in real-time. In the simplest terms, Conversational AI empowers machines to understand, process, and engage in human language, making the exchange more natural, user-friendly, and efficient. As we march towards an increasingly digital future, the importance of leveraging AI, especially conversational AI, cannot be overstated. So, why exactly do you need conversational AI in 2023?How does conversational AI work?As we become increasingly reliant on technology, understanding the intricacies of conversational AI and how it operates can be both fascinating and insightful. Let's delve into the core processes that power conversational AI systems and enable them to facilitate human-like communication.As we continue to explore the realm of conversational AI, understanding the diverse advantages it offers to businesses and users alike can showcase its tremendous potential.What are the challenges of conversational AI?Conversational AI has gained tremendous traction due to its promise of streamlining customer interactions and enhancing user experiences. However, this technology is not without its challenges, which must be carefully considered and addressed by organizations adopting and depending on conversational AI solutions.These challenges, while present, can be overcome with the right approach, resources, and expertise. By assembling a dedicated team of skilled professionals, investing in advanced AI technologies, and continuously monitoring and refining the system, an organization can effectively address these challenges and unlock the full potential of conversational AI. Ultimately, thoughtful planning, execution, and collaboration will pave the way for an improved customer experience and greater business success. Conversational AI can be integrated into a variety of tools for enabling more natural, efficient, and seamless communication between humans and machines. Here are some notable examples of conversational AI: From customer service chatbots to voice assistants, conversational AI has not only improved efficiency but has also created numerous new opportunities for growth. In this section, we will delve into some of the most prominent use cases where conversational AI is making a significant impact: As the digital landscape continues to evolve at a rapid pace, conversational AI has emerged as an indispensable tool for any business aiming to stay competitive and relevant.By fully understanding and embracing this technology, companies can unlock new avenues for growth, foster stronger customer relationships and adapt to the dynamic digital world.This is to say that embracing conversational AI is no longer an option; it's essential for future-proofing your business in a constantly changing digital arena. See what Moveworks’ conversational AI platform can do for your business: Request a demo. Not all chatbots use conversational AI, and conversational AI can power more than just

chatbots.Think of chatbots as one possible application of conversational AI. Conversational AI is a broader concept encompassing chatbots but also includes other technologies and applications involving

natural language processing and human-machine interaction.Conversational AI can power chatbots to make them more sophisticated and effective. While rules-based chatbots can be effective for simple, scripted interactions, conversational AI offers a whole new level of power and potential. The latest development in conversational AI is the introduction of GPT-4 by OpenAI. This innovative model represents a significant leap in the evolution of deep learning as it advances GPT-series capabilities by processing both image and text inputs and producing refined text outputs.Since the launch of the first GPT-1 model in 2018, significant advancements have taken place, with GPT-3 making headlines for its exceptional performance and human-like content generation abilities. GPT-3.5, the driving force behind ChatGPT, further showcases the growing sophistication and potential of conversational AI. The best conversational AI solution could vary depending on your organization's specific needs, goals, and existing technology infrastructure. Thus, it's crucial to thoroughly evaluate each potential platform and select the one that aligns with your particular use cases, industry requirements, and resources.Read more about the specifics of evaluating conversational AI platforms. Yes! Conversational AI can understand different languages, provided that it has been trained on diverse, multilingual data sets. Advanced AI models can process and respond to user queries in various languages, thereby facilitating seamless cross-language communication. However, the accuracy and fluency in understanding different languages can vary depending on the quality of the data used to train the AI and its underlying algorithms.Read more about how you can scale support to over 100 languages with conversational AI. User privacy in conversational AI-powered tools is maintained through strict security measures, such as data encryption, access control, and regular security audits. Vendors often adhere to industry-standard compliance certifications and regulations like GDPR, HIPAA, or FedRAMP to ensure proper data protection. Additionally, anonymizing the data and implementing data retention policies can further safeguard user privacy.Read more about what’s involved in building secure conversational AI. Conversational AI has evolved with the development of multimodal language models, which can understand and process not only text and voice but also other input types, such as images and videos. By incorporating multiple modes of communication, these AI models can provide more comprehensive and context-aware responses. Consequently, multimodal language models expand the scope and capabilities of conversational AI, enhancing the overall user experience across various interactive platforms, including virtual assistants, chatbots, and smart devices.Learn about multimodal language models. Conversational AI can handle complex and context-dependent conversations to some extent, depending on the sophistication of its algorithms and the quality of its training data. Advanced models, particularly those trained on large volumes of diverse conversational data, can better understand nuances and maintain context throughout a conversation. Read more about how conversational AI understands context. Large language models are becoming increasingly popular in various industries and businesses because they can process and understand human language at scale. These models use deep learning techniques to analyze vast amounts of text data, making them highly proficient in language processing tasks such as text generation, summarization, translation, and sentiment analysis.With these capabilities, large language models play a significant role in conversational AI by enabling AI systems to generate natural and contextually relevant responses, due to being trained on vast amounts of text data; these models improve the AI's understanding of language, allowing it to engage in more accurate and meaningful interactions with users across various domains.Read more about how large language models are up-leveling conversational AI. Some common challenges faced in the development and deployment of conversational AI solutions include maintaining context and understanding nuances in conversations, handling highly specialized knowledge or domain-specific questions, and ensuring data

privacy and security. Overcoming these challenges requires investment in advanced AI technologies, diverse training data, robust security measures, and a skilled team to continuously monitor and refine the system for optimal performance.Read more about questions to ask before deploying conversational AI. Yes, conversational AI can be integrated with existing apps, systems, automations, and workflows. By leveraging APIs and pre-built connectors, conversational AI platforms can seamlessly interact with an organization's existing tools, such as CRM, ERP, ticketing systems, and knowledge bases. This integratio
n

enables more efficient and unified processes, enhancing overall productivity and user experience.Read more about how you can build any conversational AI use in moments. Conversational AI is trained using large volumes of text or speech data, combined with machine learning algorithms like natural language processing (NLP) to teach the system to understand, generate, and refine language. The frequency of updating a conversational AI model depends on various factors, such as the emergence of new language trends, the introduction of new features, and changes in user behavior. Regular updates and continuous monitoring help ensure optimal performance, accuracy, and adaptability to evolving user needs and contexts. The potential future impact of conversational AI on support and user experience includes highly personalized and contextual interactions, seamless integration across multiple channels, and widespread adoption of voice-based experiences. As conversational AI models become more advanced, they will handle increasingly complex tasks and deliver more intuitive user experiences, ultimately revolutionizing how we interact with digital services and receive support from businesses.The future is now. See what you can do with conversational AI today.
Discover how AIOps transforms IT
operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.
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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 ProductThe ability to string a few words together to convey ideas is central to what makes humanity unique. In fact, our civilization wouldn't exist without natural language. For about 100,000 years, it has remained central to how we communicate our ideas and coordinate our actions. It’s part of what makes us human.However, we don't use words alone to express ideas, and they are never expressed in isolation. Time, place, our environment — these are all important signals we use to interpret the true meaning behind language. Furthermore, words and sentences are often inherently ambiguous, which is why we use conversation to more fully understand each other.This is why it is incredibly hard for machines to understand natural language. Language is complex, nuanced and can shift its meaning in different contexts. In short, language is:This presents some interesting challenges when building a machine learning powered Natural Language Understanding (NLU) system.A single word can have many possible meanings. At work, someone might try to add me to an email

distribution list (DL), spelling my name correctly and providing what he thinks is the DL name, and still, ambiguity will remain. People are great at describing what they see, but not so good at saying things in a way that will help the listener understand quickly. In the IT ticketing world we focus on, we see this happen when employees file tickets that usually describe symptoms and only rarely describe the underlying issue in the way an IT specialist would phrase it. The way someone describes an issue rarely matches the title of the corresponding articleAs mentioned in the last blog, a good service desk agent draws on experience to grasp what the employee is talking about, but for a natural language understanding (NLU) system, this isn't so easy. Scripted rules are impractical. It would take hundreds of rules, for example, to match all the ways people ask to add a colleague to a list. An NLU system needs to

operate more like a service desk agent, by ignoring irrelevant words (what we call “noise”), recognizing what entities the person is talking about, and identifying the person’s intent. Not every word in a request is important; NLU systems must detect the words that matterLanguage is vast, and you’re only scratching the surface by counting the 600,000 entries in the Oxford English Dictionary. Words can be assembled in many different ways, making it hard to predict which combination of words a person will put together to describe an issue. Keyword-based search struggles with the different meanings words take on, in contextOur brains are built to handle the vast variety of words, quickly associating each word we read or hear with its probable meaning. If you hear the words “bank”, you can associate it with a few different meanings — a river bank, a bank where your deposit your salary, to “bank on” a person, and so on. To disambiguate the meaning, your brain quickly looks at the context of the word in the sentence, as well as the relation of the sentence to the overall context of what you’re doing and talking about.Now consider an NLU system that tries to find the meanings of words quickly. A hard-coded approach is slow, since it needs to test each word it reads against a list of words, looking for a match. A faster approach is to look for common patterns in what people say, and learn which words are likely to appear where in the pattern. IT requests have common patterns that can be understood with machine learning models that take sentence semantics into account. When we know the pattern, we know which word is likely to be someone’s name, and which is likely to be the name of a software package — even without looking up a dictionary.New words appear frequently, and expressions change often. Unless you plan to hire an army of people to analyze and accommodate new expressions, you'll need a system that trains and retrai ns its language understanding on its own. We’re already seeing consumer-facing systems that learn constantly, like the auto-completion for web search queries.An NLU system is more powerful in a focused setting like IT, where it can focus on the language patterns employees use there. But there’s a downside to machine learning in enterprise IT environments: not enough data. Machine learning requires huge amounts of data to deliver precise results. To learn, an enterprise NLU system needs creative approaches to finding enough data — or augmenting the data it has.No one likes to waste their time explaining — or listening to — every little detail, so language is built to convey ideas in a few words. We do this by being aware of context. When a colleague approaches me with a question, I count on my memory and senses for context: Who is she? What topics have we discussed recently? What’s her team working on now?A good NLU system uses context to clarify ambiguous questions and statementsAs people trained on years of having conversations, we draw on our senses and memory to get context effortlessly. When we try to create an NLU system to do this, we see it’s not effortless. Contextual cues that a person would pick up are not available to the NLU, unless we build a way to supply information like time, identity, and location.When we send a message to someone, we usually type just a few words because we know we can fall back on conversation to clear things up. If our friend wants more detail, she’ll just ask for it, conversationally.It turns out, basic conversational ability is hard

to build in an NLU system. Think about our expectations when we chat with a friend. We’re thrown off if a reply strays from the thread, we hate to repeat what we’ve said, and we want just enough information in each reply. Too much, and we feel man-splained; too little, and we feel ignored.To build an NLU system that gives people a natural flow of conversation, we need a probabilistic approach. When talking with a friend, you’re never 100% certain what sort of response your friend is waiting for, so you choose the words you think are most likely to get your point across, right now. Machine learning-based systems are well suited to probabilistic problems like this. If a machine learning model has been trained on enough relevant data, it can accurately predict the right response in a situation. In an upcoming post, we’ll dive into useful techniques that can address this and the other hard problems that stand in the way of building a good NLU system.

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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 FounderAs the world continues to embrace artificial intelligence, one thing has become crystal clear: conversational AI is not just a passing trend, it's tied to the future of business.In 2016, the future of chatbots seemed bleak. The industry declared them dead, citing their inability to deliver significant value to businesses. Skepticism was at an all-time high, and many wondered if conversational AI was just a passing fad. However, fast forward a few years, and it's clear that chatbots are not only alive and well but thriving. With the rise of large language models (LLMs), the potential for conversational AI in enterprise applications has grown exponentially.What changed to bring conversational AI back to life and make it such a critical component of the future of business? That's the question I answered in my recent webinar hosted by Microsoft on ChatGPT and LLMs in the enterprise. I explored the evolution of these technologies and the transformative impact they're having on businesses today. From chatbots to virtual assistants, I delved into the potential of this tech to revolutionize enterprise applications and open up a world of new opportunities. During the webinar, I shared stories from our customers — including Hearst, Equinix, loanDepot, and Consumers Energy — who have already begun to see the impact of conversational AI in their daily operations. We explored how LLMs like GPT-3, the model that powers ChatGPT, are being used to uplevel and modernize the employee experience, allowing teams across departments to focus on more strategic work.If you're curious about the future of conversational AI and how it can transform your business, I encourage you to watch the full webinar.Contact Moveworks to learn how AI can supercharge your workforce's productivity.
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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 Jing Chen, Tech LeadOver the last decade, we've seen an explosion of software tools designed to save us time. But while these tools should make life easier, learning to use so many applications — each with their own array of buttons, menus, and submenus — often has the opposite effect. The fundamental problem here is this language barrier between us and our technology: people communicate with conversation, not by clicking buttons and navigating through menus.Last week, in Part 1, we analyzed attempts to overcome

this language barrier with chatbots that engage users in scripted interactions. Across the board, these chatbots are unsuccessful because they don't address the ambiguity and unpredictability of real-world conversations, which cannot be scripted out in advance. Ultimately, engaging users on their terms requires a new approach to both understanding natural language and managing conversation flow.In this blog, we'll explore how that new approach is streamlining human-computer interaction in two distinct ways:Figure 1: Overcoming the language barrier between humans and computers requires probabilistic chatbots, which engage users in natural conversation.All of us have had bad experiences with chatbots. The question is, what does it take to build a good experience? Not surprisingly, if you want a chatbot that works, it needs a strong enough understanding of language to be conversational."Understand" is the key term here. Conventional chatbots rely on basic natural language processing (NLP), which entails analyzing the literal words in a given sentence. But simply processing words at a surface level is quite different from understanding the user's intentions. That's where NLU comes into play — not only parsing the words said, but also evaluating those words with the context that defines conversation.So what is context? Context is shared, unspoken assumptions. It is all the external knowledge that people, unlike machines, naturally bring to conversation, and includes everything from current events to previous interactions to the location of the speaker. Simply put, conversation depends on context, and conventional chatbots fail precisely because they consider each sentence in a vacuum — as if it fell from the sky. Of course, it's still impossible to program a computer with the lifetime of context that each of us brings to our conversations. What we can do is approximate that intuition by using machine learning to decipher four types of context:What's clear from all of this is that a system capable of conversation must consider quite a lot of outside context: who is talking, how they phrase their requests, the circumstances of the conversation, and what they said a minute ago. After four years of working to solve this problem, we found that conversation without context is impossible.The following four examples demonstrate how each kind of context plays a key role in conversation:Figure 2: Understanding syntax allows chatbots to disambiguate similar user utterances, separating important signals from distracting noise.One of the fundamental challenges of understanding

language is that the same words often have different meanings, depending on the syntax of the sentence. And determining the relevant meaning is the only way to decide which information in that sentence is actionable signal and which is irrelevant noise. This deep, syntactic knowledge takes a layer cake of machine learning techniques, from semantic frame parsing to entity inference to statistical grammar models.In Figure 2, both requests for IT support use the words "marketing" and "Brad Smith." But in the first case, these words are completely irrelevant to the task, while in the second case, all of those words convey the key message of the sentence. The ability to disambiguate different intentions from the same words is a major step toward natural conversation.Figure 3: By taking into account the user, bots can deliver information specific to that individual user's needs, based on their role, location, or department.But understanding what a user wants takes more than just looking at syntax. Take a look at Figure 3. There are two very similar requests, both about accessing a regional dashboard. Before taking into account the users' roles and departments, these requests appear identical. However, for Akbar, a sales director, our machine learning models tell us probabilistically that he needs access to Salesforce to view the relevant dashboard; whereas Paula, an analyst, needs access to Tableau, where her organization's financial data lives.The difference between Akbar and Paula is a perfect illustration of the difference between NLP and NLU. Rather than offering both employees the same response, an advanced NLU chatbot factors in their roles and departments to surface the right software. This knowledge of user context allows the bot to distinguish between many different dashboard options — with the same kind of intuition that a service desk agent would bring to the table. Figure 4: Domain context allows chatbots to deliver responses that are specific to a particular organization.Already, by factoring in syntactic and user context, we've gone a long way toward demystifying the complexity of language, but there is another critical component of conversation left out of this picture. Consider the question, "Where is John Lennon?" A search engine like Google answers this question with generic information about the Beatles' lead singer. However, at Moveworks, we have customers who name their conference rooms after famous musicians, and other customers for whom John Lennon is an employee's name. To make conversational AI successful, we needed models built to understand that words take on different meanings in these different domains. Interpreting these ambiguities requires rich, contextual background for individual companies, enabling our bot to provide a conference room

map in one case and employee contact information in the other.Figure 5: Awareness of past conversational back-and-forth helps chatbots disambiguate user requests and respond with relevant information.Historical context allows a bot to respond differently to the same utterance, depending on past conversations. While simple at first glance, “This issue has been fixed” can actually be quite a complex statement.In Figure 5, both users said the same thing. In this first exchange, Ankoor has chatted previously with the bot. But in the second conversation, Maria’s statement comes out of nowhere. Since the bot doesn’t have enough context to answer Maria, it asks a follow up question to disambiguate.When talking to our coworkers, we can immediately jump into complex conversations, because we have a shared past that informs the present narrative. Without even realizing it, we reference this entire history of interaction when responding to even simple requests.As people, we are very good at consuming lots of context and allowing our experience and intuition to determine what is and isn’t important. For conventional chatbots, on the other hand, a lack of contextual knowledge makes it a challenge for them to follow real conversations. To build a chatbot that can keep up, you need to tackle NLU first by building models that understand context. Only then, can you work the second piece of the puzzle — delivering the right response.Every day, we benefit from probabilistic “bidding systems” without realizing it. For example, Google results vary depending on what is asked for.

Sometimes, the search engine responds with a list of links, or a summary of a Wikipedia article, or a selection of videos, or a combination of all these results.In a dynamic IT environment, providing relevant answers has an additional layer of complexity. Agents are always creating new knowledge base articles, adding new conference rooms, and deploying new tools to keep up with internal demands. Because there are so many changes and because these changes are so disparate, trying to hardwire the right answer into a chatbot creates brittle interactions that require constant maintenance to be of any help to employees. And that’s why a probabilistic approach that customizes answers to the user asking is so important. A bidding system based on machine learning models looks continuously at available actions and lets the models decide what is most relevant to the user.An added challenge is that a conversation doesn’t look like a list of search results. A chatbot only gets one shot to provide a relevant and actionable answer; it can’t just throw 30 links on to the screen for a user to scroll through and hope one of them is relevant. A bidding system is able to deliver a single relevant answer. Sometimes the right response is to redirect the conversation to an IT agent; sometimes it means surfacing resources like a knowledge base article. Crafting a helpful response is not trivial and making the response easily understandable is an even greater challenge.Figure 6: Making decisions based on models — not hardcoded rules — allows chatbots to adjust to changing context in real time.So let’s take a look at a common scenario for the Moveworks chatbot: a user asks for software access, in this case Adobe Acrobat Pro. The bot first evaluates critical context, such as the user’s job, department, and past support tickets. Then, it selects the best response by holding an auction where different possible resolution methods compete to demonstrate the highest value to the user.There are many possible solutions to this question. The bot could surface a form, submit a new ticket, or provision software — just to name a few. Any of these actions would make sense, but the bot knows that instantly provisioning Adobe Acrobat Pro is the best response by understanding all the context of the original question. The user gets their software in seconds, and the bot stows away this information for future engagements with not only this user, but also with other users in this organization.This leads us to another inherent benefit of machine learning — a chatbot learns from its past conversations. Recording employee feedback allows the bidding system to improve over time for the whole organization. Without a probabilistic system, a chatbot couldn’t learn from these real-life interactions and would continue to provide the same answer, right or wrong.Figure 7: Different solutions bid for the opportunity to solve an IT issue. When one or multiple options reach the confidence threshold, a response is sent to the user in seconds.Most user interfaces — from the graphical user interface (GUI) to conventional chatbots — share a flawed approach: trying to anticipate what users want. For GUIs, this approach takes the form of buttons and menus, while for conventional chatbots, it means scripting out fixed dialogs. Fundamentally, attempting to predict what a user needs is a dead end. People communicate with conversation, and conversation is unpredictable.At Moveworks, we decided to go back to the drawing board. For one, we saw that addressing the contextual nature of communication requires more than simple natural language processing; it takes deep natural language understanding. And for another, we learned that seamless conversation depends on probability-based decisions, which determine the right response to a user’s

request on the fly rather than in advance. This combination of advanced NLU and probabilistic machine learning makes the power of modern computing accessible to all people, regardless of their technical know-how.Turns out, it’s simple to build a chatbot that’s complicated, but profoundly complicated to build one simple enough for everyone to use. That’s why Moveworks has spent the last four years creating and operationalizing hundreds of machine learning models — to completely eliminate the language barrier between us and our machines. Because beyond just our IT support chatbot, we’re

building toward a future that’s truly conversational.Contact Moveworks to learn how AI can supercharge your workforce productivity.
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there and the solutions they offer. Whether you're new to the world of AI or a seasoned pro, read on to discover the best AI companies that can help take your business to the next level. AI companies, or

Artificial Intelligence companies, are organizations that focus on developing and implementing AI-driven solutions to transform various industries. These businesses harness modern technologies such as machine learning, natural language processing, and neural networks to create intelligent algorithms and systems capable of performing tasks that typically require human intelligence. AI companies play an essential role in offering innovative services and products, automating processes, and boosting efficiency across multiple sectors, such as healthcare, finance, retail, and more. By continually pushing the boundaries of what's possible, AI companies pave the way toward a smarter, more connected, and more efficient future. Implementing AI solutions from AI companies can provide numerous advantages for businesses, helping them stay competitive and excel within their respective industries. Some of the key benefits of using AI in your business include:By embracing AI solutions, your business can unlock the full potential of its resources, enhance its offerings, and strengthen its position in an ever-evolving marketplace. Selecting the right AI company to partner with significantly impacts the success of your AI projects. It’s important to spot a real AI company so you don’t waste time, money and effort on something that’s more marketing than functionality. Below are some features to look for when evaluating AI companies:By carefully considering these features, you can select the ideal AI company to propel your business forward with intelligent and innovative solutions. AI companies are constantly innovating and evolving to stay at the cutting edge of technology. Several prominent trends are shaping the AI landscape, offering transformative solutions that redefine industries and streamline operations. Some key AI trends to look out for include:Staying abreast of these evolving trends is essential for any business looking to capitalize on the benefits of AI. As AI companies continue to innovate and refine their offerings, implementing these cutting-edge solutions can propel businesses to new heights, unlock unprecedented opportunities, and stay competitive in an ever-changing market. CompanyWhat It DoesFundingCEOFoundedEmployeesMoveworksAutomated IT support$315 MBhavin Shah2016540Coactive AIData labeling software$14 MCody Coleman202114MidjourneyAI image generator$0 MDavid Holz202120Character.AIChatbot application$193 MNoam Shazeer202122Bayesian HealthPatient risk detection$30 MSuchi Saria201823AdeptAI model developer$415 MDavid Luan202225InflectionAI model developer$225 MMustafa Suleyman202230Surge AIData labeling software$0 MEdwin Chen202030TomePresentation creation software$81 MKeith Peiris202040RunwayImage and video editing$96 MCristóbal Valenzuela201844NeevaPersonalized search engine$78 MSridhar Ramaswamy201952WriterCopywriting software$26 MMay Habib202052ImagenAIPhoto editing$34 MYotam Gil202054MosaicMLAI model training tools$60 MNaveen Rao202160Unlearn.AIClinical trial forecasting$85 MCharles Fisher201760Arize AIData issue detection$62 MJason Lopatecki201965CanvasConstruction robots$43 MKevin Albert201770FarmWise LabsWeeding tractors for farming$70 MTjarko Leifer201670Vannevar LabsDefense intelligence software$91 MBrett Granberg201970PachamaForestry satellite data analysis$79 MDiego Saez Gil201883DescriptVideo and podcast editing$100 MAndrew Mason2017100WaabiAutonomous trucking software$84 MRaquel Urtasun2021110Snorkel AIData labeling software$135 MAlexander Ratner2019120PolyAIVoice chatbots$70 MNikola Mrkšic2017140AnthropicAI model developer$1.3 BDario Amodei2021150Slingshot AerospaceSpace simulation software$83 MMelanie Stricklan2017150SynthesiaSynthetic video creation$67 MVictor Riparbelli2017152Hugging FaceOpensou rce AI library$160 MClément Delangue2016160CohereAI model developer$175 MAidan Gomez2021180TrigoCashierless retail checkout$205 MMichael Gabay2017200Weights & BiasesDeveloper tools for AI$200 MLukas Biewald2017200JasperCopywriting software$143 MDave Rogenmoser2021204GleanInternal workplace search$155 MArvind Jain2019205InsitroDrug

discovery$700 MDaphne Koller2018230PathAIDrug discovery and diagnosis$300 MAndy Beck2016250RevCommVoice analysis software$13 MTakeshi Aida2017250OpenAIAI model developer$11 BSam Altman2015375VIZ.AIDisease detection$254 MChris Mansi2016395IroncladLegal contract management$333 MJason Boehmig2014472Abnormal SecurityEmail cyberattack detection$284 MEvan Reiser2018500Eightfold AIRecruiting software$424 MAshutosh Garg2016500HarveyDigital assistant for lawyers$5 MGabriel Pereyra202211Scale AIData labeling provider$602 MAlexandr Wang2016600Shield AIAutonomous defense software$520 MRyan

Tseng2015600Vectra AICyberattack detection$350 MHitesh Sheth2012617ClariSales software$496 MAndy Byrne2012650AlphaSenseMarket intelligence search$520 MJack Kokko20111112GongSales software$584 MAmit Bendov20151200Anduril IndustriesDefense software$2.4 BBrian Schimpf20171600DatabricksData storage and analytics$3.5 BAli Ghodsi20135000 While we have previously discussed some of the most promising AI startups, it's essential not to overlook the immense impact of big tech players in the artificial intelligence arena. These well-established companies have been harnessing the power of AI to revolutionize various industries and shape the future of technology. Amazon: Amazon Web Services (AWS) has unveiled Amazon Bedrock, a platform for building generative AI-powered applications using pre-trained models. This move positions AWS in the generative AI market, which is expected to be worth nearly $110 billion by 2030, and will allow customers to build enterprise-scale AI apps with various foundation models through an API.Google: Google plans to integrate generative AI tools into Google Cloud and Workspace, offering advanced features such as AI App Builder for chatbots and digital assistants, and Vision AI Generation for text-to-image services. Additionally, Google's massive 540-billion parameter PaLM foundation AI model will be made accessible to developers via the PaLM API, further expanding the company's AI capabilities.Meta: Meta AI has introduced the Segment Anything Model (SAM), a game-changing AI model that aims to democratize image segmentation by combining interactive and automatic segmentation approaches. Employing a promptable interface and trained on a vast dataset of over 1 billion masks, SAM paves the way for advancements in AR/VR, content creation, scientific research, and general AI systems.Nvidia: Nvidia has launched the GeForce RTX 4070 graphics card, which features AI enhancements through its connection to the Nvidia Studio platform, allowing gaming-focused creators to leverage generative AI tools like the Omniverse Audio2Face application. This launch aligns with Nvidia's strategy of providing individuals and companies the ability to utilize AI technology tailored to their specific needs.Microsoft: Microsoft has announced Microsoft 365 Copilot, a next-generation AI feature integrated with Microsoft 365 apps such as Word, Excel, and Outlook to boost creativity and productivity. Copilot, powered by large language models, will assist users by streamlining tasks like writing and editing in Word, creating presentations in PowerPoint, and managing inboxes in Outlook. Determining the ideal AI company for your business needs depends on several factors. To make an informed decision, consider the following aspects:By considering these factors, you can select the most suitable AI company to propel your business forward with innovative and effective AI-driven solutions. AI companies have the power to revolutionize your business, taking it to new heights through increased efficiency, enhanced decision-making, personalized customer experiences, and cutting-edge innovation. Standing at the forefront of AI advancements — such as generative AI, conversational AI, and chatbots — the AI companies listed above have the potential to unlock your business's full potential.With so much innovation in the space, now is the ideal time to proactively adopt AI solutions. Experience the unprecedented growth that AI can bring to your organization. Let AI propel your business into the future.Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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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 Oversubscribed financing round underscores significant impact of autonomous AI solution; Company acquires new customers Align Technology, LinkedIn, Symantec, Belkin, Stitch Fix, AppDynamics and moreMOUNTAIN VIEW, Calif., Nov. 14, 2019 /PRNewswire/ -- Moveworks today announced it has raised a $75 million Series B financing round, bringing the company's total amount raised to $105 million. New investors ICONIQ Capital, Kleiner Perkins and Sapphire Ventures led the round with participation from 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 new capital will be used to accelerate product innovation for Moveworks' Natural Language Understanding (NLU) and advanced Conversational-AI technology to meet global demand for the platform for new and existing customers.Moveworks has become the clear market leader in IT support automation, yet in many ways the company is still in its first inning, said Mamoon Hamid, partner, Kleiner Perkins. I've been tracking Moveworks from the moment they signed their first customer and we believe it has the potential to become the main interaction model for a broader set of enterprise workflows. We're thrilled to partner with the Moveworks team — IT support is just the start.Leading CIOs from some of the most recognizable enterprises in the world — including Broadcom,Medallia, Autodesk and Nutanix — already resolve 30-40 percent of their daily IT support issues autonomously with Moveworks' advanced machine learning, conversational-AI and Natural Language Understanding platform.The round of financing comes on the heels of significant momentum. Since coming out of stealth six months ago, Moveworks has added a number of new customers including Align Technology, LinkedIn, Symantec, Belkin, Stitch Fix, AppDynamics and more. The company has also achieved 300 percent year-to-year revenue growth.Building Moveworks over the past three years has been an exercise in discipline and focus, said Bhavin Shah, CEO, Moveworks. The possibilities of AI are so vast that many start-ups get trapped by the allure of solving every problem their customers present to them. We chose to focus on a single problem that's been holding IT support back for the last 30 years: resolving IT tickets, quickly and with minimal disruption to employees' day-to-day jobs. We focused AI on deeply understanding enterprise IT support tickets to solve this very difficult problem. And we've succeeded.Shah adds, Instead of making machine learning our customers' problem, we made it our job. Our system gets better with every passing day and with every new customer that comes on board. The Moveworks engineering and product teams are not only some of the best in AI, but they have also accomplished what most companies today talk about but

aren't actually doing. We've operationalized the modeling, training, annotation, re-training, re-factoring, algorithmic designs, and continuous deployments to ensure our systems learn and get better in real time. Very few AI companies in the Valley can do what we're doing, and we plan to use this capital to evolve and amplify the impact of our platform.I haven't been this excited about a product, team and opportunity in a long time, said Aditya Agrawal, Partner, ICONIQ Capital. Moveworks is not just transforming IT operations, they are building a more modern and enlightened way to work. They've built a platform that simplifies and streamlines every interaction between employees and IT, enabling both to focus on what matters. I have been lucky to have had the chance to work alongside great teams to help build Facebook, Dropbox and Flipkart in a direct capacity. I am honored to have the chance to do the same with Bhavin, Vaibhav, Varun, Jiang and the rest of the Moveworks team.We invest in what we believe will be companies of consequence: companies that are addressing a large market opportunity with impactful technology and world-class teams — Moveworks has all of these elements and more, said Rajeev Dham, Managing Director, Sapphire Ventures. They have taken a problem space that has existed for 30 years and solved it using advanced AI. The potential for Moveworks is huge, but the excitement we heard from our CIO network and Moveworks' customers stems from what they are already delivering. I'm looking forward to being a part of the next phase of their growth.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 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 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 PartnersMOUNTAIN VIEW, Calif., April 17, 2019 /PRNewswire/ -- Moveworks today officially introduced the industry's first artificial intelligence (AI) solution to autonomously resolve employee IT issues in the enterprise. Already deployed and endorsed by CIOs at Fortune 500 and leading enterprise companies such as Autodesk, Broadcom, and Nutanix, Moveworks combines Natural Language Understanding (NLU), advanced conversational-AI, and process automation to identify the optimal solution and fully resolve IT issues, instantly and autonomously.With Moveworks, companies can completely eliminate the need for IT staff to work on tasks such as provisioning applications, resetting passwords, unlocking accounts, managing email lists, and answering questions so they can focus on high-value activities.Technology is the backbone of business productivity, yet, the average IT support ticket takes three entire days to resolve, said Bhavin Shah, CEO and cofound er, Moveworks. IT teams waste valuable time and money resolving the same issues over and over again. But it's a hard business problem to solve and all of the approaches up to now have involved a lot of manual work supported by heavy processes and workflow tools. That's why we built Moveworks: to provide the enterprise with an instant and autonomous solution that doesn't just log the issue, but does the work.We decided to approach the problem from a new angle. We developed our own NLU system that's pre-trained to understand IT support issues, continues Shah. Once the system correctly deciphers

the issue, it can decide the best course of action to take. And we've built numerous integrations into common enterprise tools so we can then go and complete the task or retrieve the right piece of information. We designed the system to learn continuously from every interaction at every customer. So we have this kind of network effect where the more customers we bring on, and the more employees we serve, the smarter the system gets for everyone.Shah concludes, We believe that software should be graded not by how many features it has, or how many workflows you can build, but by how much real work it's doing, such as completing tasks or resolving issues. This is where strong forms of AI really start to change the game, not just making suggestions but actually doing the work.Built by machine learning experts from Google and Facebook, Moveworks concludes that up to 75 percent of enterprise IT support issues can be understood and resolved using AI. The company is on its way to hitting that number, with many customers already seeing 25 percent to 35 percent of their daily IT tickets resolved autonomously by Moveworks.According to the CIOs of companies using Moveworks, the efficiency and agility gains are significant.Wendy M. Pfeiffer, CIO of NutanixWe got to a point where our employee base was growing at a pace that resulted in a 40 percent spike in IT requests. We tried portals, apps, workflows, and traditional automation, but it wasn't working. Then we found Moveworks and it's been nothing short of magic. Most days, more than 30 percent of our IT issues are resolved autonomously, reducing the workload on our service desk and giving us more time and resources to focus on other critical business areas.Andy Nallappan, CIO of BroadcomAs a global company with over 15,000 people worldwide, including many contractors, the ability to resolve IT issues quickly becomes critical to the business. Nothing came close to a truly autonomous solution until Moveworks. We didn't have to teach it anything, or write dialog flows, or create scripts — it was ready to go out-of-the-box and learned the nuances of our environment all by itself. Within the first few weeks, we were experiencing 20 percent resolution rates, and that's climbing. We couldn't do business without Moveworks today. Prakash Kota, CIO of AutodeskAs a CIO, I have to focus on making IT operations more efficient. At the same time, I have to create an amazing employee experience that is intuitive and frictionless, which helps us attract and retain the best talent in the industry. Moveworks enables us to do both simultaneously, and provides modern AI capabilities for our workforce. Moveworks makes it simple to integrate real AI seamlessly with our existing platform.Shah credits the success of Moveworks to the company's focus on resolution, as opposed to more traditional metrics like monthly active users. It's not enough for people to just use the tool, we have to be doing real, valuable work for them. That's how we measure success, adds Shah.Moveworks relies on cutting-edge technology to make the solution easy to use. We had to

completely rethink conversational-AI, says Shah. Most chatbots are really bad because they rely on presc ripted flows and, if you go off-script, they just get confused. So we created a stateless conversation engine that performs deep NLU at every step of a conversation. The system knows if users are trying to switch topics, or if they misread an instruction, or are responding out of turn to an earlier question. It's an incredibly fluid experience that keeps users engaged as we guide them to a resolution.Fueling Moveworks' progress and success to date is a $30 million Series A funding from leading venture capital firms Bain Capital Ventures and Lightspeed Venture Partners.The market is full of companies claiming AI capabilities, but most are just using generic machine learning models to make predictions or classify data, said Enrique Salem, partner at Bain Capital Ventures and former CEO of Symantec. When I first met Bhavin and his co-founders, I immediately knew they were poised to do something big. The Moveworks team is at the forefront of so many different aspects of machine learning, and they have pulled it all together into this incredibly elegant solution that does real work, resolves real issues, and delivers demonstrable value to their customers. We're thrilled to be partnering with such a world-class

team and look forward to playing a part in the company's growth and success.Moveworks is one of only a few true AI companies in the enterprise software market, said Arif Janmohamed, Partner, Lightspeed Venture Partners. While other companies have been investing in incrementally better user interfaces, or basic applications of Machine Learning, Moveworks has been building an AI system that gets smarter over time and has achieved what no other company in the space has: true autonomy. We're excited to have partnered with Moveworks from Day One and look forward to an exciting journey ahead.About MoveworksMoveworks is the industry's first autonomous artificial intelligence (AI) platform for resolving IT issues in the enterprise. To learn more visit http://www.moveworks.comAbout Bain Capital VenturesBain Capital Ventures partners with disruptive founders to accelerate their ideas to market. The firm invests from seed to growth in startups driving transformation across industries, from security and cloud infrastructure to logistics and e-commerce to finance and healthcare. The firm has helped launch and commercialize more than 240 companies, including DocuSign, Jet.com, Kiva Systems, LinkedIn, Rapid7, Rent the Runway, SendGrid, SurveyMonkey, Taleo, TellApart and Turbonomic. Bain Capital Ventures has $4.9 billion in assets under management with offices in San Francisco, New York, Boston and Palo Alto. Follow the firm via LinkedIn or Twitter.About Lightspeed VenturesLightspeed Venture Partners is a venture capital firm focused on accelerating disruptive innovations and trends in the Enterprise and Consumer sectors. Over the past two decades, the Lightspeed team has backed hundreds of entrepreneurs and helped build more than 350 companies globally, including Snap, The Honest Company, GrubHub, Nest, Nutanix, AppDynamics, and MuleSoft. The firm currently manages over $6 billion of committed capital and invests in the U.S. and internationally, with investment professionals and advisors in Silicon Valley, Israel, India and China. www.lsvp.comMedia 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 Moveworks now automatically resolves issues across all lines of business, including IT, HR, Finance, and FacilitiesMOUNTAIN 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 subjectmatter 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 Yi Liu, Tech Lead and Manager, Machine LearningWhen we talk about search, Google usually comes to mind. If you ask Google “How much muscle can you gain in a week?”, Google not only finds the relevant web page, but also extracts the exact answer in a short paragraph from that web page. This “featured snippet” style of answer is so useful that Google displays it above all other search results. Figure 1: Fully-phrased questions make up a growing portion of searchesJiang Chen, one of Moveworks’ co-founders, and I usually refer to these snippets as WebAnswers, which was the project name originally used by Google. We know this style of answer well because we were both founding members of that project at Google. We built that service from the ground up and saw it grow to significantly influence the Google search experience. When we started this project, less than one percent of Google search queries were entered as fully-phrased questions, like the one shown in the example above. Searchers were more accustomed to entering clusters of keywords. But after introducing WebAnswers, we saw a steady shift in the phrasing of search queries as people switched to posing more long-form questions, and relying less on keywords. In fact, featured snippets are now provided for about 12% of Google search traffic. This proved to be one of the first and most successful applications of natural language understanding (NLU) in consumer search technology.Consumer search hasn’t always been a great experience, but in the last two decades, it’s come a long way. Now you can type a question, and get an answer. Simple. But what about enterprise search? Unfortunately, that’s still broken.Figure 2: In the enterprise, most search tools remain primitiveFor example, if you search an enterprise knowledge base for “How do I setup my Java environment,” you’ll struggle to find the relevant article, and you’ll often get seemingly random results, such as email interruption notices or advice on finding your MAC address.So, why is enterprise search still broken? Well, the enterprise setting presents challenges that make search a very hard problem!Consumer search engines like Google have access to at least 12 billion pages on the Internet. Almost every answer repeats itself, in one form or another, on multiple pages across the web. These similar pages reinforce the search result relevance.On the other hand, a typical company wiki or knowledge base might contain only 50 to 5,000 pages. Usually the answer appears only once — as a paragraph, a sentence, or even a phrase. So the

task of enterprise search is vastly different from consumer search. For enterprise search, it’s like trying to find the only needle in a haystack.Figure 3: In the enterprise, there is less data to mineAnother advantage consumer search engines have is the wealth of user interactions. Billions of users scroll and click search results, and this activity provides vital signals that help the search engine make relevance judgements.Enterprise search engines, by contrast, usually have sparse usage that cannot function as a reliable input for article relevance.Although enterprise search is a hard problem, many enterprise search systems still rely on primitive models in an attempt to find relevant knowledge articles. Of these primitive models, keyword tagging is the most common. This involves the author of an article or wiki page adding keyword meta-tags.But keyword tagging is incredibly brittle, and requires significant manual effort and judgement. Consider the query “Can someone help issue me a new laptop”. If the knowledge writer had earlier added the keyword tags “help,” “laptop,” and “issue” to the “Help with common laptop issues” article, then that article — and not the one about ordering a laptop — would be wrongly served up as the response to the request.Figure 4: Keyword tagging is brittleKeyword tagging is brittle because it ignores syntax. That is, it considers each word in isolation, without regard to its grammatical role in the sentence or phrase. Consider these three sentences:If we rely on keywords without considering syntax, these three sentences become indistinguishable. But the syntax tells us that

“monitor” describes an object in the first sentence, an action in the second sentence, and a type of order in the third sentence. Syntax is really important for understanding context.A second reason keyword tagging is brittle is that it ignores semantics. Semantics refers to the meaning of the word, phrase or sentence.Figure 5: Keyword tagging ignores semanticsThe two sentences in this example have totally opposite meanings but contain very similar words. Keyword tagging falls apart here because it cannot capture the semantic meaning of the words.Most keyword-based search systems are configured to ignore certain words (often referred to as “stop words”) because those words sometimes carry less meaning. Keyword search also ignores punctuation marks. But stop words and punctuation are useful in understanding the meaning of a word or phrase, so when a keyword search ignores them, it reduces the quality of the results.For the query “What is Box?”, there is only one keyword; “Box.” By only analyzing the keyword, it’s hard to tell whether the underlying search query is asking for a definition of Box, instructions for using Box, help provisioning Box, or troubleshooting advice. Without this information, we can get hilarious (albeit frustrating) search results.Figure 6: Keyword-based systems can’t distinguish between multiple meanings of a wordAnother common trait of enterprise language is that it is often symptomatic in nature. And the vocabulary someone uses to describe the symptom can differ a lot from that used to describe the solution. Again, keyword tagging really struggles here.Figure 7: In the enterprise, employees tend to describe symptomsBetween the question “My laptop monitor turned blue” and the answer “Windows blue screen of death (BSOD) error”, the only overlapping keyword is “blue”, which is pretty generic. So you’re probably not going to find this answer with this search query. You might also notice that the question is phrased more like a statement — this is very common in employee support scenarios where employees often don’t know exactly what they need.At Moveworks, we have invested a lot of time and energy in fixing enterprise search by applying cutting-edge natural language understanding and machine learning techniques. Key to our approach is not just digging up articles, but finding precise answers in the form of single sentences, bulleted lists, or paragraphs buried deep within existing knowledge articles, documents, and FAQs. So how do we do this? To understand what a user is asking for, we have to treat their questions as complex language, not just as clusters of keywords. We employ many machine learning techniques to analyze syntax, structure, and semantics.Figure 8: Machine learning analyzes syntax, structure, and semanticsIn this example, by

understanding the syntax, we know the focus word for this question is “how many.” By using dependency parsing, which is a machine learning technique of extracting grammatical structure and defining relationships between words, we know the core topic entity is “Zoom meeting,” and we know the topic needs to be framed in the context of “with two-way video.”Understanding question language in this way helps not only to understand the meaning of the question, but also to set our expectations for an answer. In this case, we’re expecting to see an article that:Word embedding and sentence embedding are two important machine learning techniques that use deep neural networks to better assess the meaning of a piece of text. Word embedding uses mathematics to plot words on a massively multi-dimensional graph relative to other words on the graph. The location of the words in the graph can be based on any attribute of the word, such as what words tend to precede it in a sentence, or how often it shows up in chat messages. We refer to this as projecting words into a common semantic space. Using this approach, semantically similar words and phrases naturally cluster together. The same approach can be used for sentences, in what we call sentence embedding.Figure 9: Word embedding is a technique for finding relationships between wordsA key output of embedding models is the ability to identify synonymous words and phrases in order to help a search system cross the infamous lexical gap, which refers to the vast difference in the way that questions are structured, compared with their answers. For example, I might have a question about how many attendees I can invite to a Zoom video conference, but a simple search for attendees fails to yield an answer because Zoom refers to users as participants. Through the use of word embedding, our search system knows those two words refer to the same thing.Understanding synonymous words and phrases also helps us to figure out alternate queries. If you’ve ever entered something into a search bar, struggled to find an answer, then rewritten your search using different terms and consequently found what you’re looking for, then you’ve experienced the benefit of alternate queries. This is particularly important in enterprise search where, as we’ve discussed, answers are in sparse supply.Figure 10: Alternate queries are other ways to phrase the questionTo do this we combine the outputs of word and sentence embeddings with sequence-toseque nce (Seq2Seq) machine learning techniques. These techniques allow us to “encode” a piece of text

in one format and then “decode” it in another. It’s a popular technique for language translation where you might “encode” English language text and “decode” it in Spanish. Here we use it to figure out the multitude of different ways a question could be phrased.By applying this method, we can discover that “My laptop won’t power up” is somewhat synonymous with “My laptop won’t start,” “My Lenovo won’t turn on”, “Computer not starting,” and so on. And with all these additional search terms, our ability to find a relevant answer increases significantly.Query typing is another machine learning technique that helps an enterprise search system take incoming text and understand what type of question or statement it is, so that the system can better predict which solutions or knowledge articles are most likely to be relevant. Query typing machine learning models are able to interpret a symptomatic statement like, “Excel just crashed again” and recognize that it’s a request for troubleshooting guidance. Or that “VPN setup instructions” is most likely a request for a how-to article.The trick here is using the syntax and semantics of the question to predict what form the answer should take. This serves as an important input to ranking models to help make more accurate predictions about the relevance of an answer.Figure 11: Query typing identifies what sort of question or statement the employee has typedNone of this is possible in a keyword matching-based search system. To make accurate predictions, machine learning is a necessity.Knowledge articles in the enterprise can be long, and they often aggregate many things under a common topic. For a reader, this makes it difficult to find the most relevant part of an article to address their specific issue or request. Similarly, for a search system, it’s

challenging to assess the “meaning” of an entire article when it may contain many independently useful facts.Our approach to solving this problem is to divide and conquer long knowledge articles by dissecting them into snippets, much like Google does with web pages. Snippets can come in many forms — short paragraphs, bulleted lists, images with descriptors, single factoid sentences, and so on — so we developed machine learning models that recognize the content, context, and presentation of information, enabling our algorithms to automatically create the right type of snippet for each answer.Figure 12: Dividing a knowledge base article into answers, or snippetsEarlier I discussed using Seq2Seq to discover alternative ways of phrasing a query. We apply the same approach for snippets to generate alternative phrases for answers. And much like query typing, we also use answer typing models to identify what type of question this answer will best address. The goal of all of this is to generate as many different signals and insights about questions and answers as possible, so we can more accurately match them.Once we have a good understanding of both questions and answers, we use machine learning to match them. We use a lot of different machine learning techniques here (too many to discuss in this article) but Seq2Seq is a key contributor again.By training a neural network with tens of millions of examples of questions and answers focused on a specific domain, like enterprise IT, we can use Seq2Seq to predict questions for which a given snippet could be an appropriate answer, or predict what text we might find in an answer for a given question. Essentially we are asking the model “if this is an answer, what question would it answer?”. You can start to see why a model that made its name in language translation is so useful here — we are translating between questions and answers.Figure 13: Seq2Seq techniques help map questions to answersOne of the amazing aspects of this model is that it's very good at putting words into context. Let’s look at the example shown above:The Seq2Seq neural network recognizes the relationship between the word “issue” in the context of the question, and the word “request” in the context of an answer. Likewise, it sees that replacement in the question and new in the answer are probably referring to the same thing. This is very powerful because neither the words nor the sentences are visibly similar, but the model has discovered the relationship nonetheless.Solving enterprise search is not a trivial matter. There are many aspects of enterprise search that make it more complex than consumer search. But machine learning and natural language understanding have finally made it possible to answer ambiguous, symptomatic search queries with precise, accurate snippets of information retrieved from sparse knowledge bases.Here are the key ingredients to the Moveworks semantic search system:Of course, the really hard part in all of this is returning these answers in less than 100 milliseconds via a chatbot. But we’ll save that for another post.Figure 14: Finding answers for questionsAs a company focused on solving IT support issues using A I,
we spend a lot of time looking at the types of issues raised or questions asked by employees in the enterprise; search does not address everything. We’ve had to build many different techniques to address employee needs like unlocking accounts, provisioning software, creating email groups, and

other requests that require end-to-end automation rather than answers. But search is a critical part of the support experience for employees: typically, about 1 in 3 support issues are troubleshooting or information-seeking in nature.Despite the demand, enterprise search has lagged far behind consumer search for too long. It's been hard to use and is prone to embarrassing failures. There are good reasons why we've not seen much progress: while a deep trove of usage data helps hone consumer search results, for enterprise search, this usage data is hard to come by, so enterprise search has relied instead on keyword tagging, which is primitive; employees often describe symptoms only, resulting in a big gap between how questions are asked and what text appears in answers; and we typically don't have good data on usage, interaction, or freshness of knowledge articles.Moveworks has met these challenges by

applying NLU and advanced machine learning to tackle enterprise search in a unique way. This has not been easy — we've had to embrace and develop many novel techniques to overcome the constraints of the enterprise — but the end result is magical. I look forward to sharing more about our approach, technology, and the impact of our enterprise search capability in future articles. To learn more about why NLU matters for IT, and how it helps deliver enterprise help more quickly and more easily, see our posts:
Discover how AIOps transforms IT operations from reactive to proactive. Understand the AIOps revolution and shift from firefighters to innovators.
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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 Andrew Mairena, Group Product ManagerEmployee service has always been stubbornly people-intensive. But this past year, everything changed.Hundreds of millions of people interacted with AI in a meaningful way for the first time. ChatGPT captured the world's attention, and our industry entered the mainstream almost overnight, proving at once that a virtually seamless conversational support experience is possible with AI. But robust enterprise AI isn't built casually or overnight. It takes years of innovation that Moveworks has invested in perfecting conversational AI specifically for employee support.While competitors rush to catch up in the copilot space, Moveworks offers a mature platform backed by years of pioneering work in enterprise conversational AI. This gives us an unmatched advantage in leveraging large language models to provide robust employee assistance.To back up and understand why ChatGPT was such a pivotal moment, we need to explore the technology powering it: large language models (LLMs). Today, I'll explain how Moveworks harnesses LLMs to transform our customers' businesses. I'll break down:Whether you're an IT leader, HR professional, CXO, CIO, CEO, or just fascinated by AI, you'll learn how Moveworks leverages these advanced models to transform the world of work. Large language models (LLMs) like OpenAI's GPT-4, Google PaLM 2, and Meta's LLaMA are driving the rise of AI copilot s.

But what exactly are these models, and how are they designed?LLMs are a specialized type of deep neural network optimized for understanding and generating natural language. They take in text inputs and are trained to predict upcoming words and sentences, allowing them to produce remarkably human-like writing.The large refers to the massive scale of these models in terms of parameters.

Parameters are the adjustable settings within a neural network that control its learning. More parameters mean greater complexity and nuance in the patterns a model can recognize.For example, GPT-3, the predecessor to GPT-4, has a whopping 175 billion parameters! It was trained on hundreds of gigabytes of text data, including books, Wikipedia, websites, and more — over 300 billion words. This huge dataset and model capacity gives GPT-3 its versatility and eloquence.But size isn't everything. The architecture of LLMs is also key. They use a mechanism called transformers that allows them to learn

contextual relationships between words based on the entire input text. Traditional language models struggled with longer-term dependencies. But transformers can connect information across long strings of text, just like humans can draw relationships between distant passages when reading.Thanks to their massive scale and advanced transformer architecture, today's LLMs have unmatched natural language capabilities compared to previous AI systems. They can:This combination of versatility and strong performance makes large language models a game-changer for conversational AI. Understanding how they work is key to further understanding how Moveworks can create such a human-like experience for employees to solve their everyday issues. What does Moveworks do?Moveworks provides a single conversational interface to surface information AND take action across every enterprise system.Our journey began with the goal of streamlining IT support using advanced natural language technology. We've painstakingly removed the need for training, scripting, or workflow setup, presenting a solution that takes care of the entire process, allowing your focus to remain on strategic endeavors.Fast-forward to today, where the power of conversational AI has grown immensely. Every business leader is now looking to inject conversational AI into their enterprise. Moveworks has become a universal interface between employees and enterprise applications across the IT service desk, HR, Finance, Facilities, and more. In doing so, we enable employees worldwide to query, search, and take action on any system through more than one hundred languages. In many cases, the user may not know exactly what backend system they need to interface with or that the conversational AI is leveraging another system at all. The experience is seamless and magical. Language has become the only user interface that our customers' employees will ever need to know.While other companies are starting to sprinkle ChatGPT experiences in their apps, Moveworks stands out. We're not just talking about technology; we're talking about enhancing large language models with all the bells and whistles you need for an enterprise-grade experience:Figure 1: Moveworks is the enterprise copilot platform that unifies all enterprise systems. Moveworks is an AI-powered enterprise copilot. It acts as a digital support agent that employees can chat with in plain language to get help with IT, HR, and other issues. Our platform understands questions and requests using a combination of different large language models:To connect these models, Moveworks also employs chaining — sequentially combining outputs from different models into an integrated experience. This AI architectural chaining enables Moveworks to deliver specialized precision within smooth, natural conversational experiences.Figure 2: Moveworks chains together outputs from different AI models to deliver specialized yet natural conversational experiences.Powerful foundation models like GPT-4 and Bard provide general natural language capabilities. They allow Moveworks to excel at a wide range of language understanding and generation tasks:These foundation models understand nuance, context, and the latent human intent within employee questions, helping Moveworks handle various support needs expressed in natural language.Figure 3: Foundation models allow Moveworks to excel at understanding nuance, context, and intent within employee questions and generate tailored, natural responses. Moveworks combines the breadth of foundation models with the precision of task-specific models. This hybrid approach harnesses the strengths of both:These specialized models are highly optimized for precise automation of high-volume employee services. Their tuned knowledge significantly reduces errors and delivers the accuracy users demand.The hybrid model architecture stacks transformers and specialized models. This enables Moveworks to balance robust language capabilities with deep expertise for specific tasks. The combination drives accurate, intelligent automation of complex enterprise needs. Moveworks trained and deployed its large language model, MoveLM, customized on enterprise data. MoveLM is an instruction-based LLM supported by reinforcement learning with human feedback and trained on industry-specific terminology, workflows,

and processes from Moveworks' experience working with hundreds of customers across industries and geographies.MoveLM provides:This enterprise tuning enhances Moveworks' ability to understand and resolve employee needs across verticals. The combination of broad transformer models, specialized task

models, and custom enterprise MoveLM models allows Moveworks to deliver a robust employee service experience powered by AI, as demonstrated by the Enterprise LLM Benchmark.By combining these models, Moveworks can handle the full scope of employee service needs. The right model is applied for each step of the support process. This orchestration of multiple models allows Moveworks to deliver a seamless, conversational employee experience while ensuring accuracy across a wide variety of tasks. The result is fast, frustration-free support.Figure 4: Unlike general foundation models, Moveworks trained its own large language model called MoveLM on enterprise data, enhancing its ability to understand and resolve employee needs across verticals and provide more accurate support.What it takes to implement large language models effectively and safely in the enterpriseAs AI becomes central to employee service, it's crucial to implement large language models thoughtfully. Here are key strategies: Moveworks offers a blueprint for using large language models in the enterprise.Large language models are driving change in service automation by enabling natural language understanding at scale. With the right mix of models tailored to your needs and proper security precautions, these robust AI systems can provide incredible utility for enterprise services.Moveworks offers a blueprint for leveraging these models safely and responsibly to create a next-generation employee experience. The future looks bright for AI copilots that can understand context, learn continuously, and help employees get their work done better and faster. Contact Moveworks to learn how AI can supercharge your workforce's 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
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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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BENGALURU, India--(BUSINESS WIRE)--Moveworks, the leading AI copilot platform for the enterprise, today announced two key appointments to its Bengaluru office: Mayank Khanwalker as the new Director of Engineering, and Rajesh Anandaramu as Director of HR. Khanwalker and Anandaramu will be instrumental in scaling the Bengaluru team — which is primarily focused on research and development for Moveworks' cutting-edge AI copilot platform for the enterprise.Since opening its secondary headquarters in Bengaluru, India, in March 2022, Moveworks has seen rapid growth, now boasting over 50 team members. The team includes top engineering talent drawn directly from the region — with notable employees who honed their skills at industry giants like Google, Microsoft, Twitter, and more. Both Khanwalker and Anandaramu bring unique experience to the Moveworks team that will help

solidify the company's AI leadership in India and globally."India has always been, and will continue to be, a critical region for us to grow our team," said Vaibhav Nivargi, CTO and founder of Moveworks. "Having both Mayank and Rajesh on board will help us continue our aggressive growth trajectory and AI leadership now and in the future."Khanwalker brings over 15 years of invaluable experience from Microsoft and Google — with a rich background in both technical and leadership roles. Beginning at Microsoft India, he contributed to Azure Active Directory before joining Google in 2014, where he successfully led the Gmail backend team. After a decade in the US, Khanwalker returned to India in 2021

to lead the Cloud Spanner team at Google Bangalore. His passion for cultivating strong technical teams and driving direct business impact led him to Moveworks, where he now joins the leadership team to chart the next phase of the company's growth in India.“There’s never been a better time to be working on high impact AI projects,” said Khanwalker. “Since the launch of ChatGPT, the market has been frantically trying to catch up with AI innovation — especially when it comes to large language models. Fortunately, Moveworks has been leading this charge for years now, making it the ideal company to join and help fuel its continued growth.”Similarly, Anandaramu brings over 20 years of experience as a seasoned HR professional. He is most known for driving impactful people initiatives, and has a proven track record in talent management, employee engagement, and organizational development — all of which have led to exceptional results in start-ups and multinational corporations. Anandaramu's strategic approach to HR enhances employee satisfaction, retention, and overall organizational performance. His expertise in cultivating a positive work culture and fostering a diverse, inclusive workplace will play a pivotal role in driving Moveworks' growth and success.“India is home to some of the greatest engineering talent on the planet,” said Anandaramu. “Not only does Moveworks recognize this, it continues to invest in the Bengaluru team with aggressive hiring plans for the foreseeable future. It’s an honor to join the team at such a pivotal moment in their growth, and I’m excited to not only propel the team to the next level, but continue to extend Moveworks’ innovative and globally recognized culture to the India team.”Moveworks has been repeatedly recognized as a best place to work both in the U.S. and globally. Most recently, it received top rankings in Newsweek’s Global Most Loved Workplaces, Inc.’s Best Workplace, San Francisco Business Times’ Best Places to Work, and Forb es
Best Startup Employers in America. The company has also received significant recognition for its AI innovation in 2023, including: Forbes Cloud 100, Forbes AI50, AI Breakthrough Awards, and more.Interested in solving complex business challenges with AI? We’re hiring! Apply at moveworks.com/careers.About MoveworksMoveworks is a generative AI platform that boosts employee productivity by surfacing information and automating tasks through natural language. Moveworks provides enterprises with an AI copilot that works across every system — from Microsoft to Workday to Salesforce. Powered by GPT-class large language models, the Moveworks copilot learns the unique language of your organization to solve thousands of use cases. Brands like Databricks, Broadcom, DocuSign, and Palo Alto Networks leverage Moveworks’ proprietary enterprise data, out-of-the-box solutions, and intuitive developer tools to bring conversational automation to all aspects of their business.For more information, visit: Moveworks.comMedia 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 Click here to read the full press release.The platform

uses sophisticated AI technology to understand and resolve employee requests automaticallyMOUNTAIN VIEW, Calif.-- Moveworks, the AI platform that powers the best places to work, today announced that it won the “Best Overall Bot Solution” at the fifth annual AI Breakthrough Awards, which acknowledges the top companies, technologies, and products in the global Artificial Intelligence (AI) market today. Moveworks was recognized for its ability to understand the unique language of work — taking into account each employee’s location, permissions, language preference, and more.Chatbots and virtual agents are now ubiquitous in our everyday lives — from Siri to Alexa to Google Home. But recreating this experience at work is incredibly challenging. Moveworks takes a groundbreaking approach to solve this problem at scale. The platform uses sophisticated AI, NLU, and machine learning to resolve employee requests. It can provision software, pass along policy updates, update permissions, request or troubleshoot hardware, look up people or places, surface knowledge base articles, and much more.“Natural language understanding has made great progress, but there simply aren’t any general-purpose NLU models that understand the unique language of work,” said James Johnson, managing director, AI Breakthrough. “Moveworks addresses this challenge head-on, helping support employees in a nearly effortless way, using world-leading AI to understand employee needs and take action automatically. Congratulations on being our choice for the 2022 ‘Best Overall Bot

Solution.’”This year’s program attracted more than 2,950 nominations from over 18 different countries throughout the world. Moveworks stood out for its breadth and depth of machine learning capabilities. The bot understands and resolves employee requests by flowing with the natural conversation of the user, correcting spelling mistakes, identifying unique employees, and breaking through the noise in the context of a single user interaction. And, while most chatbots and virtual agents are siloed applications, Moveworks intercepts employee requests on any channel — like email, slack, or an online forum. It then resolves those issues automatically or routes them to the appropriate department for accelerated support.“Building groundbreaking conversational AI that understands each employee’s unique needs was no easy feat, said Bhavin Shah, Moveworks CEO. That’s why we invested heavily in R&D from the start to ensure our solution could navigate these complexities with ease. This recognition from AI Breakthrough further validates the work our team puts in every day so companies from around the world can better support their employees through simple conversations with our AI.”Moveworks has received consistent recognition for its AI technology over the years. It earned Best Chatbot Solution in the 2021 AI Breakthrough Awards. And in 2022, the company was included in the Forbes AI 50 list for the fourth consecutive year.To schedule a demo of Moveworks, visit: https://www.moveworks.com/request-demoAbout MoveworksMoveworks is the AI platform that powers the best places to work.Today, employees deal with endless distractions: They wait days to get IT support, search through dozens of systems to find the new HR policy, and don't learn about critical changes until it's too late. Moveworks lets them focus on what really matters. Our AI platform gives employees support in seconds, just by asking for what they need, and enables leaders to prevent problems in advance. With Moveworks, companies like Hearst, DocuSign, and Broadcom make work magic.For more information, visit: Moveworks.comAbout AI BreakthroughPart of Tech Breakthrough, a leading market intelligence and recognition platform for global technology innovation and leadership, the AI Breakthrough Awards program is devoted to honoring excellence in Artificial Intelligence technologies, services, companies, and products. The AI Breakthrough Awards provide public recognition for the achievements of AI companies and products in categories including AI Platforms, Robotics, Business Intelligence, AI Hardware, NLP, Vision, Biometrics, and more. For more information visit AIBreakthroughAwards.com.Media Contact Sophia Xepoleas, Sr PR ManagerEmail:

pr@moveworks.aiWeb: Moveworks.com/contact 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 usTrustDownload GuideService desks are now using AI-powered virtual agents to deliver white-glove IT support, at unprecedented speed and scale.To help you evaluate which service desk virtual agent is right for your team, we created this guide that outlines the top 7 criteria to consider.Learn why your virtual agent should: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 MOUNTAIN VIEW, Calif.--Moveworks, the leading conversational AI platform for the enterprise, today announced that it has been named a finalist in the 2023 Edison Awards. Moveworks is being honored in the innovative services and software solutions

category for its latest Natural Language Understanding-powered analytics solution: Employee Experience Insights (EXI). The Edison Awards™ recognizes some of the most innovative products and business leaders in the world — with past winners including Steve Jobs, Elon Musk, General Motors and Genentech.EXI is 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.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 extremely limited. EXI is the first solution that solves this problem by offering a holistic view of what issues are slowing employees down and costing the business the most money as a result."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. EXI fundamentally solves this challenge — and this recognition further validates the positive impact it has on businesses around the world."All nominations are reviewed by the Edison Awards Steering Committee with the final ballot

being determined by an independent judging panel. The panel is comprised of more than 3,000 senior business executives and academics from the fields of product development, design, engineering, science, marketing and education, as well as past winners.Gold, Silver and Bronze winners will be announced at the Edison Awards Gala on Thursday, April 20, 2023 in Fort Myers, FL. For more information on the Edison Awards, please visit www.edisonawards.com. Applications for the 2024 awards will open midyear, 2023.About The Edison Awards:Established in 1987, the Edison Awards is a program conducted by Edison Universe, a non-profit 501(c)(3) organization dedicated to fostering future innovators. The annual competition honors excellence in new product and service development, marketing, design and innovation. Past award recipients include Steve Jobs, Elon Musk, and leaders of global corporations such as Coca-Cola, Genentech, General Electric, General Motors, IBM and Campbell Soup Co. In 2022, the Edison Awards introduced the inaugural Lewis Latimer Fellowship program designed to celebrate, connect and bring together a community of innovative Black thought leaders. For more information, visit www.edisonawards.com.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, VP of Machine LearningAt Moveworks, we've spent five years engineering an incredibly simple support experience to make work feel less like, well, work. In practice, this means taking complex processes like IT support and HR service delivery — which usually involve lots of manual effort from busy professionals — and automating them end-to-end, from the initial request for help to the full resolution of the issue.Creating this simple experience forced us to build machine learning components that are the first of their kind — at every step of the support process. So we did. The result of our effort is what we call the Moveworks Intelligence Engine™. The Moveworks Intelligence Engine™Large companies invest in hundreds of different systems to help employees work faster and be more productive. They fill their knowledge bases with pages upon pages of documentation, they create portals with forms for every type of request, and they even implement chatbots with a rudimentary understanding of language. But with so many convoluted and disconnected systems to navigate, the truth is that employees can't get the resources they need quickly and easily. Take chatbots, for example. You've probably interacted with one in the last week, maybe even within the last 24 hours. They're ubiquitous — and yet they're often profoundly frustrating to use. Most chatbots either can't understand what you need, or can't ask the right follow-up questions, or can't solve your problem without redirecting you to a person, whom you would've preferred to speak with in the first place. So here's the question: What would it take to create a chatbot that people actually prefer to use for support? To give employees whatever they need, right away, directly through the bot?

Enter the Intelligence Engine. In this blog post, we'll distill our learnings from the past five years to show how the Intelligence Engine tackles the five challenges of automating support at work:Figure 1: The Moveworks Intelligence Engine has five components, which work together to resolve employee support issues end-to-end. Language Core™: Knowing what employees needTo help employees, you need to understand what they are asking for. Understanding would be easy if everyone sought help in the same way, but they don't. Sometimes employees use a lot of words or leave out context or mention something they think is relevant, but actually isn't. And as we've discussed at length, it's this ambiguity that makes it difficult for machines to figure out language. So in approaching this challenge, you need a

layer cake of dozens of deep learning models to correct spelling mistakes, to identify unique employees and software applications at each company, and to separate the signal from noise in the context of a single user. That's why we built Language Core.Figure 2: Language Core breaks down and restructures complex requests to understand what an employee is looking for. Let's look at an example. Here in Figure 2, John has quite a complex question, especially from the perspective of a computer. Does he need something provisioned? If so, which software? Could a knowledge base article solve his problem? Is he asking how to update his direct deposit? Request PTO? Troubleshoot his VPN connection? To answer these questions, we first use two techniques: natural language processing (NLP) and natural language understanding (NLU). NLP organizes language into structured data — disambiguating entities, analyzing grammar, and correcting typos — while NLU interprets that data to figure out what it means in context. While the traditional way to build a chatbot fixates on specific use cases, we take any support issue, for any line of business, and map it into this structured framework that a computer can understand and act on. Now, once we've given the employee's request the kind of structure that machine learning needs to understand, the next challenge to overcome is that every company has different employees, applications, office spaces, job titles, and security permissions. Here is where we use Collective Learning to see the unique ways that employees talk about these same issues. By combining information from many different companies and industries, our chatbot can recognize and interpret company-specific jargon that our models have never seen before.Using all these techniques, Language Core is able to understand exactly what employees need — the first and most important step in making help at work automatic. Dynamic Flow™: Holding natural conversationsUnderstanding what a person says is one thing; keeping up with conversation in real-time is another. Most chatbots are terrible conversationalists simply because the unpredictability of real-world back-and-forth cannot be scripted out in advance. Instead of this rigid, hard-coded approach, a chatbot needs an adaptable framework for deciding next steps.Dynamic Flow works to handle even the most erratic conversations by determining responses in real time. Instead of following a pre-programmed path, it analyzes conversational context to seamlessly shift between topics and generate dialog on the fly.Figure 3: While some conversations are straightforward, more often than not, employees have complicated issues that require a deep understanding of past interactions and current context to resolve. So let's return to John for a moment. Ideally, he would only have this one question about managing a distribution list. But we all know that the real world is more complicated. Much like John, we all jump between questions, reference past conversations, and don't stick to a single topic. Adding even more complexity, issues themselves are fluid. Something that was once a priority might be irrelevant now. The only way for a chatbot to keep up is to be flexible.That being said, most chatbots are not flexible. They dictate the flow of the conversation with scripted interactions. There's no opportunity for a user to escape pre-set flow or add context. With Dynamic Flow, the user starts and leads the conversation, exploring their topics of choice. This hands-off approach means that our bot engages naturally, adjusting to changing circumstances as they happen.And because the user is in command of the dialog, when they inevitably change their mind mid-conversation, there isn't a pre-programmed loop to get stuck in. Instead, Dynamic Flow's topic switching mechanism enables the chatbot to jump out of the recommended course at any time, moving the conversation in a different direction — all while remembering and returning to previous comments and questions, as needed.With this approach, it's possible for a chatbot to manage even the most ambiguous request — asking clarifying questions to further understand at every step of the conversation, presenting multiple solutions to move forward, adding comments to a ticket, and pulling information from the knowledge base.By circumventing the hard-coded chatbot

experience, Dynamic Flow creates a flexible conversation led by the user, ultimately transforming a

frustrating interaction into a productive one. Action Bid™: Determining the ideal solutionNow that we've understood and clarified what the employee needs, we have to serve up the most relevant solution available at their unique company.We all know that the best way to make a decision is to consider all possible options. But businesses are highly complicated and constantly changing: they adopt new software, hire new employees, and announce new policies on a regular basis. The ideal solution to a given support issue today might become out-of-date tomorrow.So the key to finding that ideal solution is keeping track of every possible solution to employee questions. Here's where Action Bid comes into play. Figure 4: Different solutions bid for the opportunity to solve an issue. When one or multiple options reach the confidence threshold, a response is sent to the user in seconds.When John asks his question, there's an infinity of ways to potentially address his request: remove someone from an email group, show contact information, surface a form, file a ticket, offer up a knowledge base article. And within these larger categories, there're even more specific solutions — remove Jenny from the marketing distribution list, show contact information on Marshall on the Accounting Team, surface a request form, file an IT ticket on JIRA, offer up a single line from the Employee Handbook. For every option, Action Bid weighs signals and context from across the company, considering every bit of information at its disposal — security permissions, job descriptions, business logic, location, past conversations — to calculate the relevance of each possible response to the employee's question. Even as support teams add new content and the company ecosystem changes, Action Bid constantly improves to make sure that every decision is the best decision. Enterprise Cache™: Transforming resources into bite-sized solutionsFor each service department — IT, HR, Finance, Legal, Facilities — ton
s
of valuable information lives deep inside different resources and systems. And when an employee has a problem, they don't know that they should be going to Confluence to troubleshoot their VPN issues, to Sharepoint for information on how to submit an expense report, or to the Okta portal to request access to a certain application.On top of this first challenge, when a subject-matter expert writes an article, they are trying to document everything. This kind of detail can be difficult for employees to find, read, and understand. Knowledge articles can be thirty pages detailing retirement benefits, featuring information from a dozen different countries. The key is wading through all this detail to get only the correct information in the right hands. And we've done this with Enterprise Cache — a system that transforms deeply buried resources into simple solutions designed to be rendered over chat. Figure 5: 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.As mentioned, when John asks his question there are a thousand possible solutions on the backend. Action Bid works to find out what type of solution is most meaningful for him. Maybe he needs an article on troubleshooting Outlook, contact information, access to marketing email software, a map to a certain conference room. Enterprise Cache works in tandem with Action Bid by making all this information useful to the end-user. It indexes all of the available resources, so every question can be answered with a single, precise snippet of information. Even when there are updates to various knowledge systems, Enterprise Cache automatically incorporates new information.And if the answer doesn't live in your knowledge base? Enterprise Cache also ingests knowledge from trusted, public websites to make your answer store the best it can be. Semantic Match™: Personalized answers to every questionEmployees expect personalized support. The same question doesn't always have the same answer, which is why support teams spend hours crafting personalized responses. Automating this process is a very difficult challenge, but it makes the difference between a typical automated system and a truly helpful

solutionSemantic Match provides precise answers to employees' questions — directly over chat. It leverages relevance and personalization models to find the most helpful information across disparate knowledge bases.Figure 6: Keeping track of an employee's location, department, and other context, Semantic Match surfaces the most relevant answer to each employee.For example, if an employee — such as Jenny in Figure 5 above — asks for an update on retirement benefits — the bot can offer information based on her specific circumstances, like her location.The power of Semantic Match is in how it intelligently surfaces information by considering context. Using all the capabilities of the other components of the Intelligence Engine, this system takes every disparate piece of data into account, from the proximity of certain words and phrases to the resources available to the location of the person asking. With a 360-degree view of your organization, our proximity, relevance, and location models

retrieve the most accurate answer. So even when an employee is vague, for example not mentioning where they are or which distribution list their referencing, Moveworks is able to connect them with the right solution. So employees get a quick and straightforward answer in seconds that's personalized to their specific circumstances. Greater than the sum of its partsEach component of the Moveworks Intelligence Engine — Language Core, Dynamic Flow, Action Bid, Enterprise Cache, and Semantic Match — takes a fundamentally novel approach to the problem it solves. Each pushes the limits of what's possible with machine learning today.But above all, it's the tight integrations between these components that allow Moveworks to automate support at work. Semantic Match analyzes knowledge articles using Language Core to deliver personalized answers. Action Bid weighs the utility of all the resources in Enterprise Cache to determine the best solution. We've built one engine — with far more horsepower than its five parts alone.And here's the biggest takeaway: if your solution fails to address just one of these challenges, employees won't use it. A chatbot that understands language is still useless if it directs employees to an outdated article. A comprehensive IT portal lies dormant when people can't find what they're looking for. We built our Intelligence Engine the hard way, putting thousands of hours of R&D into everything inside. Because otherwise, when your employees need support, they'd ask you instead.Request a demo to see the Moveworks Intelligence Engine™ 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.
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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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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 Every employee deserves instant support, no matter what language they speak. With Moveworks, employees get support in seconds — simply by asking for help in their native tongue. Most help desks struggle to support a global workforce: they process thousands of urgent requests from employees, at all hours of the day. But Moveworks resolves these requests in more than 100 languages,

completely automatically, so your help desk can deliver high-speed support from Tokyo to Paris to Berlin.Moveworks provides truly multilingual support to employees in their native language.No training required: employees can get help just by asking. And when they switch languages, Moveworks adapts on a dime.Moveworks is a one-stop shop for every employee to submit every issue — in every language. Our platform goes well beyond translation to interpret enterprise jargon, including conference room names, email groups, and company policies. It's engineered to understand the way employees request help at work.Moveworks provides the right solution to employees' requests, such as snippets from knowledge articles in the appropriate language.Our platform ingests thousands of support resources, the moment they're published, so employees don't need to go digging for what they need.Moveworks has pioneered the first AI platform that engages employees in their native language, deeply understands their requests, and provides the right resources in real time.Under the hood, we had to evolve the entire Moveworks Intelligence Engine™ to become multilingual:Moveworks is designed to engage employees on their terms, without following a script. Now, our platform can switch languages and determine the ideal response on the fly — using machine learning models trained on more than 250 million support

requests. Especially with a multilingual workforce, your support platform needs to hold dynamic conversations to resolve every unique issue. That’s why our conversation engine continuously learns from each interaction, allowing Moveworks to provide a simple, unscripted experience to employees around the world.Moveworks uses advanced natural language understanding (NLU) to determine exactly what employees need. By building upon our deep knowledge of enterprise terminology, our platform can interpret requests however they’re phrased.This level of NLU requires layers of machine learning models. Our approach allows Moveworks to detect languages with 98% accuracy, make sense of ambiguous entities, correct for grammar and spelling, and identify terms unique to each company.Moveworks solves support issues end-to-end by scouring your company for the most useful solution — in the appropriate language. Our platform automatically ingests support resources the moment they’re live, then ranks them with probabilistic machine learning, based on their relevance for the employee. Support teams create knowledge articles that contain an incredible level of detail. To make that information accessible to employees, we evolved our semantic search system to find the relevant snippet of information across multiple languages. A member of the Moveworks team will contact you soon!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 ManagerEmployee service has always been stubbornly peopleinte nsive. But this past year, everything changed.Unlike simple chatbots, conversational AI utilizes advanced natural language processing, machine learning, and AI to enable natural, human-like interactions between computer systems and human users. This technology is poised to revolutionize healthcare delivery by streamlining workflows, improving access, and enhancing patient engagement.In the sections that follow, we will highlight how conversational AI is currently being used in healthcare and showcase specific examples of organizations currently using conversational AI to enhance workflows, improve access, and create better patient experiences. The future of healthcare will undoubtedly include conversational AI as a core tool for delivering efficient, high-quality care. We’ll cover: Conversational AI represents a technological breakthrough that stands to benefit healthcare greatly. But before exploring its many use cases, it's essential to clarify precisely what conversational AI

is.At a basic level, conversational AI allows for natural, human-like interactions between computers and users. It utilizes advanced artificial intelligence, machine learning, and natural language processing to comprehend free-form human speech or text input. This is vastly more sophisticated than simple chatbots, which rely on scripted responses.True conversational AI has the flexibility and intelligence to respond appropriately to an infinite array of possible conversational scenarios. It can maintain context, ask clarifying questions, and handle complex interactions. Over time, conversational AI systems continuously improve through machine learning.Healthcare organizations implementing conversational AI are seeing improvements in efficiencies, access, costs, retention, and patient satisfaction by automating routine administrative tasks, freeing up staff for higher-value work, and more. Conversational AI represents a new paradigm in human-computer interaction. This technology will soon become an indispensable tool for delivering modern healthcare. With this in mind, let’s look at some of the top use cases for conversational AI in healthcare. Conversational AI use cases in healthcareConversational AI is transforming workflows and operations for healthcare providers in the following ways:On the patient side, conversational AI has an equally long list of use cases: The overarching focus of all these examples is on using conversational AI to simplify workflows, surface the right information at the right time, and alleviate repetitive tasks — allowing healthcare professionals and patients alike to devote more time to delivering high-quality patient care and improving outcomes across the board. Challenges of conversational AI in healthcareWhile conversational AI offers immense potential, there are also important challenges that healthcare organizations need to address:While substantial, these challenges are not insurmountable. With careful planning, prudent vendor selection, and phased deployment focused on the highest impact areas, healthcare organizations can overcome these hurdles and realize significant value from conversational AI adoption. This technology presents an enormous opportunity to improve workflows, access, satisfaction, and care quality once implemented thoughtfully.Even with these challenges, the benefits are immeasurable to the industry and serve to

provide positive impacts on patients, healthcare practitioners, and organizations. Benefits of conversational AI in healthcareDeploying conversational AI delivers significant benefits:Overall, conversational AI reduces healthcare costs, unburdens staff, promotes engagement, and delivers higher quality patient care. Leading providers are achieving game-changing ROI from conversational AI. How does conversational AI work in healthcare?When we talk about the healthcare sector, we aren't referring solely to medical professionals such as doctors, nurses, medics, etc., but also to administrative staff at hospitals, clinics, and other healthcare facilities. Healthcare organizations like hospitals and clinics deal with a high volume of inquiries and requests from staff on a daily basis. These can range from administrative questions to issues with IT systems to guidance needed for patient care. During times of crisis like COVID-19, the flood of questions and the need for support skyrockets. This results in overwhelmed help desks and staff wasting time toggling between different systems or tracking down information.Conversational AI provides a solution by automating responses to many routine, repetitive questions and tasks. With natural language capabilities and integration with backend systems, conversational AI-powered assistants, known as AI copilots, can act as support agents using advanced models to understand requests, analyze data, and deliver solutions.Powered by large language models (LLMs), these copilots possess deep knowledge across various systems and domains across a healthcar
e
organization. They can respond contextually to a wide array of possible questions and conversations. And over time, the copilots continuously improve through machine learning.The healthcare sector can undoubtedly benefit tremendously from such AI-driven customer care automation. Leading healthcare institutions have already implemented AI-powered copilots in partnership with Moveworks to improve

their organizations' day-to-day and the patients they serve. Wellstar, the largest and most integrated healthcare system in the state of Georgia, leverages conversational AI to enable employees to selfservice their own IT support needs. The healthcare provider deployed Moveworks' copilot, affectionately called WALi, on their messaging platform. With natural language understanding, WALi has automated conversations with staff to resolve issues instantly.Powered by Moveworks' AI engine, WALi required no lengthy setup or manual dialog creation. It provided instant ROI by syncing with Wellstar's systems and adapting to users. Employees simply chat with WALi to get passwords reset, ask HR questions, or address other requests.Within months, staff had over 100,000 conversations with the AI assistant. By empowering employees to self-serve, Wellstar reduced the burden on IT teams. Conversational AI delivers fast, personalized support, allowing over 26K healthcare employees to focus on patient care instead of tech hurdles. Luminis Health, a not-for-profit health system that serves 1.8 million people across central Maryland, leverages conversational AI to provide seamless access to information across its fragmented knowledge bases. The healthcare provider deployed Moveworks' AI copilot on Microsoft Teams. Named Lumi, the copilot is a single point of contact for employees to get support instantly within the tools they already use.Powered by natural language understanding, Lumi breaks down requests, maps them to relevant solutions across Luminis' many enterprise systems, and delivers personalized answers. This approach eliminates the need for employees to dig through separate knowledge bases or siloed documents. By unifying access to tribal knowledge, Lumi resolves issues in seconds without any back and forth.Within two weeks of launch, call volume to Luminis' IT help desk dropped by 25%. Lumi automates routine requests so that agents can focus on high-impact initiatives. The conversational AI assistant unites fragmented information so that employees get the knowledge they need when they need it. Vituity, one of the largest acute care providers in the United States, uses conversational AI to get ahead of issues with proactive messaging. Historically, the healthcare provider relied on mass emails to communicate with employees. But with inbox overload, these broadcast messages often went unread.To address this, Vituity deployed a Moveworks copilot, Otto, on Microsoft Teams. With Moveworks for Employee Communications, Vituity sends targeted announcements to specific groups based on location, role, and preferences.Otto enables leaders to share critical, timesensiti
ve updates right within Teams conversations. The bot also measures message engagement, handles individual follow-ups, and reports back insights.By replacing ineffective emails with personalized, interactive communications, Vituity keeps physicians informed proactively. Conversational AI transforms how they alert, educate, and inspire their distributed workforce. At Mass General Brigham (MGB), a not-for-profit integrated healthcare system and national leader in medical research, teaching, and patient care, the CIO is on a mission to combat burnout among the healthcare provider's 77,000

employees. With constant stress and round-the-clock demands, frontline workers, in particular, feel drained. The CIO realized technology could help relieve some of their burden.By deploying Moveworks' copilot, MGB gave nurses, doctors, and other frontline staff an instant self-service IT solution right within the tools they already use. Instead of waiting on hold or submitting tickets, they get answers in seconds. This solution saves precious time they can devote to patient care instead of IT frustrations.But the CIO didn't stop there. He sees listening as the key to leading with empathy. Using insights from Moveworks, the CIO better understands where employees are still struggling, allowing him to proactively improve their experience, whether streamlining workflows or providing new training.With creative solutions that automate the small stuff while supporting overall well-being, MGB continues to drive down burnout. His high-tech, high-touch approach keeps mission-critical frontline workers engaged. Healthcare organizations have unique needs and challenges when implementing

conversational AI. It's crucial to thoroughly evaluate platforms before investing, as deploying new technology like AI carries risks.Here are key considerations when building a healthcare conversational AI strategy:With an understanding of these considerations, healthcare organizations can overcome industry-specific challenges and successfully unlock the benefits of conversational AI, from cost savings to improved workflows and patient experiences. Conversational AI has immense potential to continue transforming healthcare in the years ahead. As the underlying natural language processing technology advances, we can expect even more sophisticated applications across the industry.Our vision is for conversational AI to become a core tool providing the right information at the right time to both healthcare professionals and patients. We see a future where conversational AI enables efficient operations, empowers healthcare workers, and ultimately helps drive better outcomes.The examples covered in this article represent just early steps on the path toward a more profound transformation of healthcare through conversational AI. We encourage readers to learn more about the possibilities from our company and others pioneering these leading-edge technologies.Contact Moveworks to learn how AI can supercharge your workforce's productivity.

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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
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Close this modal Adam Shostack, President, Shostack + AssociatesDamián Hasse, Chief Information Security Officer, MoveworksRahul Kukreja, Security Solutions Architect, MoveworksEditor’s note: Adam Shostack, President of Shostack + Associates, contributed to this post.The AI world has been buzzing with excitement since the launch of ChatGPT. Widespread enthusiasm for the technology has created a modern-day gold rush, with everyone from casual users to corporations and investors joining the race to tap into its power.However, to fully embrace the power of AI, it's essential to understand and address the risks it may introduce into an enterprise environment. Only by mitigating potential threats can we ensure successful — and secure — implementation.Today, we’ll shed light on the potential threats associated with the two main types of LLMs: generative models and discriminative models, focusing on

their four main stages: pre-training, training, fine-tuning, and end customer usage. With a primary focus on serving business needs, we'll explore the following: Businesses that focus on adopting large language models (LLMs) typically focus on two types, generative models and discriminative models, each offering their own benefits in an enterprise environment. There are also offensive and defensive uses of LLMs for cybersecurity purposes, but this article doesn't focus on those, and rather focuses specifically on safeguarding business applications of LLMs.Below, we outline core threats and corresponding mitigation strategies for business LLM use across the lifecycle stages. While this list may not be exhaustive, we aim

to capture essential information to guide users in this rapidly evolving field, ensuring constant improvement over time. We define these two types of LLMs below:Discriminative models distinguish the logical boundaries between datasets or labels. These models excel at scoring and categorizing material, such as identifying the most pertinent articles, highlighting critical information, or quickly replying with a yes or a no. Given these skills, discriminative models are particularly good at classifying and ranking information. The output of this LLM could be a number or set of numbers to help organize information. For example, you could query a database of knowledge base articles, and the LLM will order the articles ranked by relevance for that query. And it is essential to note that these models can't hallucinate in the same way as a generative model, though they might misclassify or incorrectly order content.Generative models create new data based on probability and likelihood estimation between words. These models excel at creating content, such as text, code, and images, and effectively summarize articles. Adversely, these models can hallucinate, i.e., create incorrect content that looks real but can sometimes lead to inaccurate or false information.This distinction between generative and discriminative models is essential since the threats and risks associated with each model type can vary depending on how the LLM gets used. The table below captures further practical LLM usage for business applications, followed by examples. DefinitionExampleUsing discriminative LLMs in the enterpriseClassificationAssigning a data point to a specific category or group based on its characteristicsPredicting that an employee stating: "My headset broke, and I need a new one" is an IT requestRankingArranging data in a specific order based on certain criteria or a set of rulesRanking three knowledge base articles in order of relevance to an employee's request about obtaining a new headsetHighlighting answersHighlighting content to properly answer a question (i.e., rather than reading a wall of text, the actual response is highlighted)Identifying specific text within an article to help an employee order a new headsetExtractive slot-fillingIdentifying and extracting specific pieces of information (or "slots") from a given text.Identifying and preparing API call arguments from user queries, like transforming What is the market cap of Apple? into GET_MARKET_CAP(company= Apple).Using generative LLMs in the enterpriseTranslationConverting content from one language to anotherTranslating the input My headset broke, and I need a new one to its Spanish output Mis auriculares no funcionan y necesito nuevos.SummarizationCreating a concise and meaningful summary of a longer input text by understanding the key concepts and ideas and then generating a condensed version coherently and naturally.Condensing (an existing) support article and using prior knowledge into a summary, presenting the main action items using its own words and paraphrasing the original content.CodingCreating or improving machine-readable codeDrafting a Python script that provides the market cap of Fortune 100 companies without any additional inputContent creationCreating new content, including text, images, and more.Drafting a sales outreach emailAbstractive slot-filling Enabling an LLM to generate API calls and arguments by reasoning and understanding user queries instead of directly extracting information from the input text.Interpreting the query What is the market cap of the creator of the iPhone? and identifying Apple as the company in question and generating the API call GET_MARKET_CAP(company="Apple").Combining discriminative and generative LLMs in the enterpriseRetrieval augmented generationOne or several discriminative models are used to search for relevant information, such as appropriate documents. to answer the question. Afterwards, a generative model is used to write the output from those documents.Responding to the query, "My headset is not working," with step-by-step instructions on resolving the issue instead of a set of links where the user has to click and review the material one by one manually. Table 1: Various uses for discriminative and generative LLMs in the enterprise. LLMs have revolutionized our interaction with artificial intelligence,

enabling various applications like language translation and chatbots. However, understanding their lifecycle and potential risks is crucial for safe, effective deployment.The lifecycle of an LLM can be

broadly categorized into four major stages, each playing a pivotal role in shaping the model's capabilities and performance:Figure 1: The large language model (LLM) lifecycle Pre-training and training LLMs: LLMs are pre-trained on vast amounts of human-curated information to develop a generic knowledge base. This pre-training phase equips the model with a broad understanding of language patterns and concepts. During training, the LLM learns to predict the likelihood of a word or phrase appearing in a given context, further refining its language comprehension abilities.Fine-tuning for specific applications: The LLM undergoes a fine-tuning process to tailor its capabilities for specific tasks or purposes. For instance, if the goal is to create a translation capability for a specific language, the LLM will be fine-tuned to understand idioms and nuances unique to that language. Fine-tuning allows for specialization and optimization, making the LLM more adept at specific applications.End customer usage: The LLM is deployed for end customer usage, typically through an API or a chat interface. It becomes an integral part of applications that interact with users. Although end customers do not have direct access to the underlying model, they interact with it seamlessly, benefiting from its language understanding capabilities.Continuous improvement through customer feedback: The journey of an LLM doesn't end with deployment. This stage marks the beginning of an ongoing cycle of improvement. End customers' feedback plays a crucial role in fine-tuning the model further. The LLM is updated and refined to enhance its performance and accuracy as users report issues or provide feedback (including other models and annotators input). This iterative process helps the model stay relevant and adaptive to changing requirements. This stage could lead to privacy concerns for end users, which we'll discuss below. Threat modeling is a family of techniques that help us answer crucial questions of "what are we working on?" (including an LLM in a business application), "what can go wrong" (we read about a lot, and the structures in this article help us focus), and "what are we going to do about those things?" When we've done so, we can decide if the dangers of using the LLM are acceptable to us, and perhaps apply risk management techniques of acceptance or transfer to what remains. For more on threat modeling, see Adam's The Ultimate Beginner's Guide to Threat Modeling. We'd be remiss to not mention privacy, and we're not going to go deep today because this post is already a little long. Privacy concerns may arise at any stage of the LLM lifecycle. Important strategies to mitigate these concerns involve using synthetic, anonymized, and/or masked data to decrease the risk of exposure — an issue that warrants further discussion. We do want to touch on two important aspects. One of the first concerns that we hear talking about LLMs relates to "will data about me/data I provide be used to train the LLM?" We can break this down into "I'm concerned about trade secrets" and "Will the LLM reveal my data?" Trade secrets are an important legal concept, and understanding who's training an LLM and how that LLM will be used can help you address the trade secret issue. We can also build tooling ("adapters") that will customize the LLM to better safeguard data. We'll emphasize a particular approach for handling sensitive data during fine-tuning: adapters. An adapter is a compact plugin for a global model. (We don't want to delve too deeply into adapters, but they're custom weights that are used to tune responses, say, for a specific company.)It's possible to use company specific data (say, "we use the term "partners" rather than "staff") to create an adapter that helps the LLM answer questions using that terminology. That adapter can be specific to one company, and so even if it contains trade secrets, those secrets are not exposed to the global model, but are kept in an adapter, used for only that company.For example, suppose the model needs to forget specific information or relearn a particular task, such as when using customer data. In that case, the adapter can be retrained with new data that

omits the information that needs to be forgotten. This method proves to be more cost-effective and straightforward than retraining the global model.Figure 2: Adapters can help manage privacy considerations within the LLM lifecycle. When we talk about security threats to general computer systems, we tend to go to tools like STRIDE or Kill Chains to help us anticipate or explore "what can go wrong." These techniques are powerful, general, and being general, don't really help us anticipate the unusual and even unique problems associated with an LLM. (Both are introduced in Adam's beginner guide to threat modeling under "common techniques.") We can work on more specific threats that generalize to many LLMs or ML techniques, and we can get even more specific with attacks that work against a particular LLM or release of an LLM. Now, we can explore potential threats and corresponding mitigation strategies for discriminative LLMs across various lifecycle stages. This information aims to provide a solid understanding of key concerns and their remedies, and it is not meant to be comprehensive.ThreatDefinitionStages To AddressMitigationBiased classificationSkewed predictions

due to imbalanced data representationPre-training and training, and Fine-tuningEnsure your dataset is well-balanced across different classes, including a diverse range of examples and features for each class. This diversity helps avoid overemphasizing specific characteristics and ensures unbiased outcomes when applying the model to real-world scenarios. Poisoning the training datasetIntroducing harmful data into the training setPre-training and trainingImplement machine-assisted dataset reviews to identify and eliminate any inappropriate or unsuitable data during the training phase. This maintains the integrity of your model and ensures that the resulting LLM is reliable and accurate.Ranking biasDistorted rankings due to unrepresentative dataPre-training and training, and Fine-tuningCreate a balanced, task-specific dataset encompassing diverse ordering scenarios to minimize the influence of malicious data during the fine-tuning process. OverfittingExcessive specialization on training dataPre-training and training Use a heterogeneous dataset with diverse examples and fine-tune your training process. Employ regularization techniques, cross-validation, and early stopping to prevent overfitting. This approach ensures the model can effectively handle real-world data rather than fitting too closely to the training data alone.Uninformative highlightingFailing to pinpoint relevant informationFine-tuningEnsure the dataset is task-specific, well-balanced, and focuses on a diverse range of salient aspects for answer highlighting. Fine-tuning with such data, even in the presence of malicious content in the model, minimizes its negative impact on the system.Parsing attackInability to properly parse the request (such as identifying parameters when doing extractive slot-filling)Fine-tuning, and End-customer useDuring the fine-tuning stage, construct a dataset that includes a diverse range of ways to describe the content, such as, API parameters, alongside incorporating human-curated content.During end-customer usage, implement a filter or validator to assess the validity and range of generated parameters after the LLM process but before they are consumed by the API. This ensures that only correct and acceptable parameters are utilized. (Direct) Prompt injectionMalicious input influencing modelEnd-customer useUse an augmented and balanced dataset with a diverse set of examples to minimize the impact of prompt injection attacks.Ideally, specific tasks/instructions can be trained into the models to mitigate risks associated with prompt injection attacks. Unlike instruction-following models like ChatGPT, which take their instructions from the text they are provided (and are consequently susceptible to following a different instruction taken from user text or article text), specific tasks/instructions are trained into the model itself in advance. In other words, we aim to separate instructions and data by default to prevent and mitigate this risk.Data leakageRevealing sensitive informationEnd-customer useEnsure proper access control at the API level is in place based on end user access. This should also mitigate blind injection attacks that attempt to infer sensitive data based on yes/no responses. Ensure that failure

code paths fail gracefully and are thoroughly tested (i.e. aiming to prevent the LLM “defaulting” to the wrong classification for example). Table 2: Threats and mitigations for discriminative LLMs throughout their lifecycle The below table outlines the threats and mitigations that can occur in the different stages of a generative LLM lifecycle. As mentioned earlier, this is not meant to be comprehensive but provide visibility into key threats. ThreatDefinitionStages To AddressMitigationPoisoning the training datasetInserting harmful dataPre-training and trainingLeverage in-context learning by providing positive examples at runtime to guide the model's behavior. Additionally, train the model to incorporate humancura ted (including machine-assisted dataset review) or annotated content and static reference material.Vocabulary limitations and biasesInserting harmful dataPre-training and training, and fine tuningExpand the training dataset by adding relevant idioms, terminology, and language examples. Also include human-annotated content to help minimize biases.(Direct) Prompt injection (see also)Malicious input influencing modelEnd-customer useDepending on how the LLM will be used the mitigations will differ. We share a few examples below:- Translation: Validating whether the model's output has been translated and ideally translating it back to see if it matches to a reasonable degree of accuracy.Summariz ation and Content Creation: Reduce the level of access the LLM has and the actions that could be taken by the LLM (on behalf of the user) based on the response generated. In some instances, proper access control or having human oversight might mitigate the risk.- API parameter generation: Implement a filter or validator to assess the validity and range of generated parameters after the LLM process but before they are consumed by the API. This ensures that only correct and acceptable parameters are utilized.Data leakageExtracting sensitive informationEnd-customer useEnsure that the responses generated by the LLM enforce access control or the LLM accesses non-restricted information. Alternatively, using an adapter for sensitive information, or an LLM (or LLMs) per

customer.HallucinationGenerating false outputsEnd-customer useProvide content to the LLM related to the actual task. For example, rather than asking the LLM to summarize arbitrary material, provide the actual material that should be summarized (such as KB article). Response should be grounded and ideally the source of the information cited.Company data exposureExposing internal data Fine tuning and end-customer useImplement data masking, use synthetic data or anonymization techniques to avoid exposing sensitive details.Malicious code (including backdoors) - similar to poisoning the training dataset) Embedding harmful codePre-training and training, and fine tuningConduct machine-assisted training dataset reviews to identify malicious content. Additionally, leverage human-curated and reviewed code samples during training. Run code scanners and anti-malware tools as a defense-in-depth approach.Implement human-in-the-loop reviews of any generated code before deployment. Perform comprehensive vulnerability scans and malware detection as additional safeguards against harmful code.Bias (See also) Skewed outputs from imbalanced data Pre-training and training, fine tuningUse a diverse and representative dataset for training. Routinely address any biases or skews detected in the model's outputs or performance. Update the training data as needed to improve fairness and accuracy. The training dataset should contain clear information about the intended task, relevant idioms, terminology, and human-annotated content to minimize biases.Table 3: Threats and mitigations for discriminative LLMs throughout their lifecycleWe want to call out that indirect prompt injection threats exist throughout various stages of the process. Both the pre-training and fine-tuning stages are susceptible to this risk. For instance, a malicious document instructing the model to ignore prior requests and do XYZ instead could be included in the training data. If the model internalizes this information, it may unknowingly perform indirect prompt injections when triggered by a similar input in the future. Similarly, the model might respond inappropriately during end-user interactions if the input

data contains hidden indirect prompt injections.Unfortunately, there is no foolproof mitigation to address this threat at present completely. However, there are steps we can take to minimize their impact. Ensuring that the training dataset is curated by humans and diverse is essential (instead of ingesting random material from the web or unique articles that could influence the model). Moreover, we can identify common keywords or patterns used in prompt injection attacks and attempt to separate genuine data from potentially harmful instructions. Training the model to actively recognize and reject prompt injection attempts by default can also be beneficial. As large language models continue gaining traction, they can deliver immense value to businesses through their advanced language capabilities. However, realizing their full potential requires responsible adoption practices.By exploring common LLM types and their unique strengths, examining risks across the model lifecycle stages, and detailing actionable mitigation strategies, this guide aims to equip leaders with the threat modeling knowledge needed to implement LLMs securely. While no framework can fully eliminate risks, we believe that certain techniques can be implemented to reduce them. With proper diligence and mitigation practices, companies can harness the breakthrough capabilities of large language models to enhance services, improve efficiency, and maintain a robust security posture. The future looks bright for LLMs in business — by keeping security and privacy in mind, leaders can confidently pursue innovation while building trust. Jayadev Bhaskaran, Machine Learning Engineer Matthew Mistele, Tech Lead Manager, NLUTodd Macdonald, Software EngineerYi Liu, Vice President, EngineeringChang Liu, Director, Engineering In addition to the resources shared earlier, we found the below resources useful as we learned and worked on this material.Learn more about what it takes to ensure conversational AI security for the enterprise. 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.

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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 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 continues its hyper-growth by establishing a presence in Austin -- an emerging hub for top talent.MOUNTAIN VIEW, Calif. -- Moveworks, the AI platform that automates support at work, today announced a major milestone in its expansion strategy: a new location in Austin, Texas.Austin is among the nation's fastest-growing hubs for technology companies. Given its own rapid

expansion, Moveworks will establish a significant presence in the area — providing on-the-ground support to local customers and attracting highly skilled talent. The Austin office is already available for use by fully vaccinated employees, with policies in place to ensure a safe working environment.Austin is home to one of the most elite talent ecosystems in the tech industry, said Moveworks CEO Bhavin Shah. But the new office also allows us to support our many customers in the South — as they, in turn, support their employees using our platform. We're incredibly excited to invest in the development of our Austin team because, with their leadership, we'll bring instant help to every employee on earth.The Austin location isn't just an office; it's a home base. It's already bustling with more than 20 full-time Moveworks employees and will expand to 40-plus by the end of 2021. In fact, the company plans to build entire teams in Austin, encouraging close collaboration while providing opportunities for career progression. One of these dedicated teams, Customer Success, will strengthen Moveworks' commitment to ensuring customers achieve a return on their investment, which sometimes requires meeting in person.Over the past year, Moveworks more than doubled in size, scaling from 130 employees to approximately 300. A number of pivotal events have fueled this expansion. In March, the company enhanced its platform to solve support issues across all lines of business, including IT, HR, Finance, and Facilities. Moveworks also partnered with Microsoft Teams, Slack, and Webex to seamlessly support employees on their favorite enterprise messaging tool. And in June, it announced a $200 million Series C funding round, increasing its valuation to $2.1 billion.Moveworks is hiring across every department — both in Austin and around the world. Named one of Inc.'s Best Workplaces of 2021, it's an AI company that puts people first, highlighted by world-class benefits and leadership opportunities. Apply to join the team 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 Bhavin Shah, CEO and FounderAt Moveworks, we believe that values should shape actions. Successful companies recognize that values are not just inspirational platitudes but clear guidelines that direct how an organization operates and serves its stakeholders.That’s why our mission is to make language the universal UI. We’ve worked diligently to craft a conversational interface that works across systems powered by large language models (LLMs). It is this foundation that enables our technology innovation and company

growth. And it is also this foundation that leads our customers like Hearst, Broadcom, and Palo Alto Networks to trust and value both our out-of-the-box solutions and developer tools to bring conversational automation to all business functions. Our values are what guide us, which is why we are honored to be named to the Forbes 2023 Cloud 100 list, which spotlights companies that pair strong values with top performance. The Cloud 100 is a prestigious annual list of the world's top 100 private cloud companies — produced by Forbes in partnership with Bessemer Venture Partners and Salesforce Ventures. It recognizes standout companies in the cloud technology sector ranging from small startups

to major private-equity-backed organizations, such as Stripe, Figma, Databricks, and a long list of other groundbreaking companies. The five key values that make this award so important are: Teamwork, Transparency & Honesty, Putting the Customer First, Ownership, Ambition & Boldness.This award and the values it promotes affirm that the world now knows what's possible with conversational AI. We've all seen its latest advancements accomplishing tasks unimaginable when we launched Moveworks seven years ago. Today, every business leader is now looking to inject conversational AI into their enterprise.Before the recent AI boom, when many were still unaware of the potential for conversational AI in business, Moveworks was trailblazing and developing enterprise solutions as far back as 2016. We started by using natural language understanding (NLU) to automate IT support tasks with zero maintenance required. But today, our platform goes beyond support to connect employees to every enterprise system through an AI-powered conversational interface. We've focused on making conversational AI seamlessly accessible across the enterprise with an out-of-the-box enterprise copilot that integrates with hundreds of applications, engages in more than one hundred languages, and leverages a stack of specialized large language models to give employees a single intelligent assistant to get work done, instead of navigating complex apps.As a result, we've received notable recognition, not only in this year's Cloud 100 list but also in the Forbes AI 50 five years running and in the AI Breakthrough Awards for best natural language generation platform.However, awards reflect outcomes, not how results are achieved.While we've received recognition for our innovative AI platform, we are most proud of our industry-leading conversational AI technology, the real-world results we deliver for customers, and our team that makes it all happen. What sets Moveworks apart is our long-term focus on scalable, secure, and ethical integration of AI across the enterprise. We invest deeply in data privacy, security, and responsible AI practices. This includes leveraging data centers in the EU and Canada and robust model testing and evaluation. On the technical side, our accumulated domain- and task-specific data, unique insight into our customers' needs, and ever-maturing MLOps system and teams feed into our success. To get here, we've invested in both headcount and technology. Our annotators, machine learning engineers, data scientists, and more work together to bring real AI to the enterprise. With Moveworks' expert team, you get access to best-in-class models, including OpenAI's GPT-4 for search relevance, Google's BERT for intent classification, and Meta's RoBERTa for entity recognition.You get models fine-tuned and grounded with over 500 million support tickets, over 10 billion bot conversations, and more than 100 million enterprise resources to ensure the language models understand the language of work. And you get a solution that provides users precisely what they need when they need it. We aim to provide the most effective enterprise AI platform through an approach rooted in our values. We've upheld this commitment for over seven years of technology innovation and will continue to exemplify what it takes to be at the forefront of this growing industry disrupter. As conversational AI goes mainstream, we are proud to remain leaders doing it the right way — enabling employees with an AI assistant they can trust. Rapid advances in LLMs and NLU, culminating in the release of ChatGPT, have brought conversational AI to the forefront of society. And as a result, enterprises face a business imperative: incorporate conversational AI into their tech stacks. The thing is that we believe AI doesn't have to be ungainly, esoteric, and brutal to work with — that's why Moveworks makes building with advanced, optimized conversational AI technology easy. Here's how we help our customers adopt this technology as effectively as possible.Moveworks makes advanced conversational AI easily accessible for any enterprise use case. Our platform layers intelligent conversational interfaces on top of existing systems — no ripping and replacing required. This allows enterprises to incorporate AI at their own pace and empowers various functions across IT, HR and more to build tailored AI experiences without

complex coding required.We remain at the forefront of AI investment to fuel our customers' continued success. And we intend to continue focusing resources on advancing conversational AI for the

enterprise.But more than providing access to cutting-edge technology, Moveworks puts customers first. Our conversational AI solutions start and end with enabling every team to work smarter and be more productive. We handle the complex AI so you can focus on results. Moveworks strives to be the easiest, most effective way to make conversational AI work for the enterprise.At Moveworks, employees are the heart and soul of the company. We believe that fostering a culture of diversity, equity, inclusion, and belonging is not just good for its employees, it's good for business. In short — we believe our employees are our most valuable assets.As a global company with teams spread across Europe, India, Canada, Australia, and the United States, we provide the tools and flexibility for employees to thrive anywhere. We also drink our own champagne — leveraging Moveworks' AI platform internally to assist our teams.We cherish our inclusive, equitable culture where everyone belongs. A majority of leadership roles are held by people with diverse backgrounds. Plus, we build in practices to reduce bias in hiring, compensation, and beyond.We care about enabling each person to grow through benefits, learning opportunities, and employee resource groups like Women In Sales and Working Parents. Employees take risks, stretch their skills, and lift each other up.Our employees drive our success. Moveworks is committed to creating an environment where every person can thrive and reach their full potential. When our people grow, we all rise. Conversational AI is now a business imperative with the category poised for massive growth. As the market expands, Moveworks is proud to remain an industry leader in advancing enterprise adoption.Our inclusion in the prestigious Cloud 100 affirms our impact. But more importantly, it's our long-term commitment to responsible, scalable AI that enables our success.We lead in research and development to push boundaries. And we put users first — guiding partners and customers to create AI that solves real business challenges, allowing companies to unlock productivity and create magical experiences for employees and customers alike.As conversational AI continues on its upward trajectory, we are similarly just getting started. We presented some of what we're working on at Moveworks Live and know the future is full of potential, and Moveworks is ready to realize it the right way.Contact Moveworks to learn how AI can supercharge your workforce's 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
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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 Click here to read the full press release.By leveraging Moveworks' AI platform, TCS enables businesses to automatically support employees around the world.MOUNTAIN VIEW, Calif.--Moveworks, the AI platform that powers the best

places to work, today announced its partnership with Tata Consultancy Services (TCS), a leading global I T
services, consulting, and business solutions organization. The partnership allows joint customers to provide seamless support to their employees at any time, in any language, and from any location.With the shift to "work from anywhere," employees need immediate support to stay productive, whether they have an IT issue, an HR request, or a question about the expense policy. Conventional service desk

s
can’t achieve the speed and scale required to deliver 24/7 help, in real time, to a hybrid workforce. Today, service desks take an average of three days to resolve employees’ issues, which ultimately reduces productivity and engagement across the company. The Moveworks and TCS partnership aims to eliminate this problem altogether — by giving employees the support they need in a matter of seconds, not days.“Progressive enterprises are adopting artificial intelligence and other digital technologies to enhance the overall employee experience,” said K Ananth Krishnan, Chief Technology Officer, TCS. “This partnership with Moveworks will enable our customers to transform their service desks with AI. They can rely on our expertise and Moveworks’ technology to support their workforce, automatically.”Mutual clients of Moveworks and TCS have greatly reduced their service desk costs as well as their mean time to resolution (MTTR) — including some of the top automakers, healthcare providers, and technology vendors from around the world. TCS’ deep domain knowledge and technology expertise — combined with the powerful Moveworks platform — allows these customers to provide the kind of workplace experience their employees expect, along with detailed insights to measure their service quality. Global insurance broker, AssuredPartners, relies on both companies for its employee support needs.“Traditional IT service desk models simply aren’t sufficient in meeting all of our employees’ support needs,” said Sankha Ghosh, CIO at AssuredPartners. “Both TCS and Moveworks have been instrumental in helping us transform our overall employee experience. The new digital solution allows our employees to get the technology support they need in a matter of minutes — not days — so they can focus on things that really matter.”“To create a world-class employee experience, companies need both their business knowledge and sophisticated technology that can address the nuances of their unique digital business. TCS leverages its deep contextual knowledge and digital champions to overcome these specific challenges, while Moveworks’ AI autonomously learns the intricacies of each customer environment,” said Anupam Singhal, Business Head, Financial Services, Tata Consultancy Services. “Together, TCS and Moveworks empower service desks to make supporting employees effortless.”“The nature of work has fundamentally changed, which means businesses need to completely rethink the way they support their employees,” said Bhavin Shah, CEO of Moveworks. “Our partnership with TCS is about empowering businesses to meet their employees’ expectations — by providing a single place they can go for instant support. With the help of TCS, this experience will be the gold standard for businesses around the world.”About MoveworksMoveworks is the AI platform that powers the best places to work.Today, employees deal with endless distractions: They wait days to get IT support, search through dozens of systems to find the new HR policy, and don’t learn about critical changes until it’s too late. Moveworks lets them focus on what really matters. Our AI platform gives employees support in seconds, just by asking for what they need, and enables leaders to prevent problems in advance. With Moveworks, companies like Hearst, DocuSign, and Broadcom make work magic.For more information, visit: Moveworks.comAbout Tata Consultancy Services (TCS)Tata Consultancy Services is an IT services
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consulting, and business solutions organization that has been partnering with many of the world’s largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology, and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a

benchmark of excellence in software development.A part of the Tata group, India's largest multinational business group, TCS has over 592,000 of the world’s best-trained consultants in 46 countries. The company generated consolidated revenues of US $25.7 billion in the fiscal year ended March 31, 2022, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.comMedia 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 Margo Poda, Content

Marketing ManagerGenerative AI, propelled into the mainstream by ChatGPT, has been a wake-up call for business leaders everywhere.Months later, companies find themselves at very different stages of the AI adoption journey — some just beginning to explore, others already rolling out advanced implementations, and a few already seeing value.Wherever you are on the adoption curve, the technology promises to unlock insights trapped in enterprise data, transforming how we interact with systems like CRM, ERP, ITSM, and so much more. It may even spell the end of the traditional web as we know it.In fact, insights from this week's Forrester Technology & Innovation Summit reveal that generative AI may be the most important technology of our lifetime. No wonder enterprise CIOs and their teams are prioritizing investments to stay competitive.The good news? AI tools, like copilots, can deliver quick wins by automating repetitive tasks, freeing up employees. These early successes can pave the way for more advanced implementations.But simply implementing new tools isn't enough. To fully leverage generative AI requires a thoughtful approach. In upcoming sections, we'll recap key learnings from Forrester around: Generative AI isn't a new concept, but its meteoric rise to prominence in the past year has transformed it into an absolute necessity for businesses. So, why is it imperative? The reasons discussed at Forrester are compelling:While it's true that certain risks linger, the moment to harness the potential of this extraordinary technology is now. By establishing a solid foundation in generative AI today, you're not just making progress for the present but setting your business on a trajectory of success for years to come.Figure 1: The Moveworks team at Forrester's Technology & Innovation Forum With solutions ranging from app-specific copilots to standalone LLMs to custom development options to everything in between, choosing the right solution for your enterprise is crucial.Many organizations rely on simplistic AI workflows that are maintenance-heavy and limited. While promising, it's crucial to recognize that some solutions may be more about hype than actual business value.As advised by Forrester, a comprehensive evaluation should revolve around three key aspects:Understanding these questions and, more importantly, their corresponding answers within the unique context of your organization forms the bedrock for making well-informed decisions. By balancing the associated risks and rewards in alignment with the overarching goal of delivering value, companies can tap into the extraordinary potential of AI while avoiding the allure of hype-driven solutions that ultimately fail to address real-world challenges.As you navigate these ever-changing AI waters, keep value at the center. By grounding the generative AI journey in tangible benefits, enterprises can elevate every facet of their operations, ensuring that innovation is purposeful and impactful. In one Forrester session, Melissa Dunham of Jamf shared how deploying Moveworks' copilot, internally called

Caspernicus, led to tremendous productivity gains across their organization — by balancing risks and rewards.Figure 2: At Jamf, a Moveworks copilot named Caspernicus started to drive value for employees and support teams from day one. In just a short period after implementation, Caspernicus:With Caspernicus handling repetitive support tasks at scale, Jamf's IT team can now focus on more strategic initiatives. Just as crucially, employee frustration is reduced by preventing ticket overload.And by empowering Jamf's workforce to operate at its peak, Caspernicus elevates the employee experience through seamless, instant support. As one example, automated software provisioning makes approvals instant, eliminates catalog searching, and enables frictionless onboarding.As Dunham explained, meeting employees in tools they already use, like Slack, is key for adoption. Instead of replacing humans, Caspernicus augments them — delivering value from day one.Jamf's success highlights the immense potential of generative AI when adopted thoughtfully, with clear goals and value at the center. Dunham's experience offers a blueprint for risk-balanced implementation. The enthusiasm for generative AI was palpable at Forrester. Clearly — the technology's potential is coming into focus, making it a priority for enterprise leaders everywhere. Hearing from companies like Jamf and many others featured at the event showed that AI copilots can deliver value from day one by automating repetitive tasks, freeing workers to focus on higher-impact initiatives.But to fully leverage generative AI requires rethinking workflows and thoughtfully integrating capabilities and an understanding of your own strengths. Simplistic AI tools alone are not enough. Assessing various technology solutions, your own architecture, and your organization's readiness are key, along with establishing clear use cases before deploying.The future is here and competitive advantage awaits those who act decisively with care and vision. Will you lead your organization confidently to meet it?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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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 ManagerPicture a world where communicating with technology is as effortless as talking to your colleagues, friends, and family. With ChatGPT leading the way, this vision is on its way to becoming a reality. Having seen firsthand what ChatGPT can do, it should come as no surprise that businesses are eager to understand the implications of chatbots and conversational AI for their operations and how to leverage this tech for success.However, the widespread media buzz around this tech has blurred the lines between chatbots and conversational AI. Even though the terms are often used interchangeably, it's crucial to understand their differences to make informed decisions for your organization.Today’s

topic: chatbots vs. conversational AI. You'll leave with a better understanding of the following: A chatbot is a tool that can simulate human conversation and interact with users through text or voice-based interfaces.When most people talk about chatbots, they’re referring to rules-based chatbots. Also known as toolkit chatbots, these tools rely on keyword matching and pre-determined scripts to answer the most basic FAQs.Crucially, these bots depend on a team of engineers to build every single flow, and if a user deviates from the pre-built script, the bot will not be able to keep up. Figure 1: Rules-based chatbots with pre-scripted responses can’t keep upwith unexpected user responses. Conversational AI is a technology that enables machines to understand, interpret, and respond to natural language in a way that mimics human conversation.For example, there are AI chatbots that offer a more natural and intuitive conversational experience than rules-based chatbots. AI chatbots use probabilistic machine learning models, natural language understanding (NLU), and conversational flow management (CFM) to understand what the user wants, hold contextual conversations, make real-time decisions, and proceed with the next actionable next steps.Conversational AI technology can be used to power various applications beyond just chatbots. Voice assistants, like Siri, Alexa, and Google Assistant, are examples of conversational AI tools that use voice as the primary input to interpret and respond to user requests.Virtual assistants are another type of conversational AI that can perform tasks for users based on voice or text commands. These can be standalone applications or integrated into other systems, such as customer support chatbots or smart home systems. Figure 2: Conversations can go in an infinite number of directions. Conversational AI chatbots are flexible enough to keep up in the face of uncertainty. One of the biggest drawbacks of conversational AI is its limitation to text-only input and output. Because conversational AI is often trained on large language models — models trained on text — users were restricted to communicating through written messages and receiving responses in text form, which could be cumbersome and time-consuming. However, with the emergence of GPT-4 and other large multimodal models, this limitation has been addressed, allowing for more natural and seamless interactions with machines. Multimodal conversational AI has been trained on more than text. As a result, conversational AI that leverages multimodal models can now process and generate various media forms, including images, audio, and video, making it more versatile and capable of meeting users'

diverse communication preferences. Not all chatbots use conversational AI, and conversational AI can power more than just chatbots.Think of chatbots as one possible application of conversational AI. Conversational AI is a broader concept encompassing chatbots but also includes other technologies and applications involving natural language processing and human-machine interaction.Conversational AI can power chatbots to make them more sophisticated and effective. While rules-based chatbots can be effective for simple, scripted interactions, conversational AI offers a whole new level of power and potential. With the ability to learn, adapt, and make decisions independently, conversational AI transforms how we interact with machines and help organizations unlock new efficiencies and opportunities. As businesses increasingly turn to digital solutions for customer engagement and internal operations, chatbots and conversational AI are becoming more prevalent in the enterprise. They are hailed as the universal interface between people and digital systems.Here are some examples of how both are currently used to improve efficiency, reduce costs, and enhance the user experience in various industries: With ChatGPT and GPT-4 making recent headlines, conversational AI has gained popularity across industries due to the wide range of use cases it can help with. But simply making API calls to ChatGPT or integrating with a singular large language model won't give you the results you want in an enterprise setting. For a conversational AI chatbot to create a lasting impact within an enterprise, it needs to connect each system and application across an enterprise, allow them to communicate

seamlessly, and then take action based on the user's needs. Without deep integrations with companyspecific data and the systems and apps within your organization, conversational AI use cases will be lackluster at best and downright useless at worst. For instance, while you could ask a chatbot like ChatGPT to add you to a sales distribution list, it doesn't have the knowledge or ability to understand and act on your request.If, on the other hand, an enterprise uses a conversational AI chatbot specifically tailored to their organization and integrated with their tech stack, it would be able to comprehend the request and add you to the correct list.Although the spotlight is currently on chatGPT, the challenge many companies may have and potentially continue to face is the false promise of rules-based chatbots. Many enterprises attempt to use rules-based chatbots for tasks, requiring extensive maintenance to prevent the workflows from breaking down.It's clear that rules-based chatbots dependent on brittle dialogue flows and scripts simply don't work, but up until recently, they were the only option available. With recent advancements in conversational AI, that's changed. Now, businesses can use this technology to build custom use cases without sacrificing the integrity of the output. With conversational AI, building these use cases should not require significant IT resources or talent. Instead, conversational AI can help facilitate the creation of chatbot use cases and launch them live through natural language conversations without complicated dialog flows. Conversational AI is rapidly becoming the foundation upon which the tech of the future will be built. Major companies like Google, Microsoft, and Meta are heavily investing in the technology and building their own offerings. With the advent of advanced technologies like LLMs and ChatGPT, the enterprise is set to be transformed in ways we can hardly imagine. To learn more about the history and future of conversational AI in the enterprise, I highly recommend checking out the Microsoft-hosted webinar on how ChatGPT is transforming enterprise support. It's a great way to stay informed and stay ahead of the curve on this exciting new technology. Follow the link and take your first step toward becoming a conversational AI expert.Contact Moveworks to learn how AI can supercharge your workforce's 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 ManagementKnowledge ManagementCost ReductionEmployee OnboardingMultilingual SupportSelf ServiceResource CenterBlogHelp CenterAbout usCareersNewsroomContact usTrustWatch NowPlatformSolutionsResourcesCompanyGuidesForrester 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 ManagerReady or not, conversational AI is here, and it's taking the business world by storm. Thanks to rapid advancements in language processing and the emergence of ChatGPT, most enterprises are no longer asking whether they should incorporate conversational AI into their tech stacks but how quickly they can do it. It's not just the tech giants leading the way — companies across all industries are harnessing the power of conversational AI to boost efficiency, customer satisfaction, and even employee experience. In this article, we'll explore five businesses leading the charge in implementing conversational AI and how it improves their work.What you'll learn: Conversational AI enables machines to interpret and respond to human language, creating a more natural interaction between humans and machines.This cutting-edge tech leverages natural language processing, machine learning, and artificial intelligence to mimic human-like conversations and can be used in various business applications, including customer service, HR functions, and internal communication. In a world where efficiency and speed are paramount, businesses are constantly seeking new ways to streamline their processes and better serve their customers and employees. That's where conversational AI comes in.By using chatbots and other conversational tools, companies can provide instant help to their customers, reducing wait times and freeing up support teams to focus on more complex tasks.But the benefits of conversational AI go beyond just customer service. For example, in HR, conversational AI can automate tasks like scheduling interviews, answering employee queries, and managing leave requests, taking the burden off of HR professionals and allowing them to focus on more strategic work.Another major advantage of conversational AI is the potential to improve the employee experience. By automating tedious and repetitive tasks, AI can help employees can focus on more high-value activities that require human expertise, ultimately increasing job satisfaction and productivity.And let's not forget about the potential for conversational AI to promote diversity and reduce bias in decision-making. By standardizing processes and decision-making based on objective data — rather than subjective human judgment — conversational AI can help businesses make more fair and unbiased decisions.All in all, it's no surprise that businesses of all types are eagerly adopting conversational AI. With the potential to increase efficiency, improve customer service, and enhance employee experience, conversational AI is quickly becoming a must-have tool for modern businesses. Unity, a leading platform for creating and operating interactive, real-time 3D content, successfully implemented conversational AI to enhance its employee experience.The company's CIO, Brian Hoyt, emphasizes the importance of employee experience and how it plays a crucial role in enhancing overall organizational performance. With employees submitting their IT issues on an #ask-IT Slack channel, Unity's support team had to keep track of dozens of ad-hoc issues.Thanks to Conversational AI, the service desk was able to address a significant portion of these

issues automatically. All employees had to do was ask a conversational AI chatbot. Instead of waiting days for support, employees now get help in less than a minute resulting in a happy team. More than 90 percent of Unity’s employees are satisfied with their IT experience!“Employee experience is my top priority. Having employees submit IT issues on a Slack channel posed some unique challenges, but we d o

it because employees like it. And with AI addressing a lot of those issues automatically, our service desk likes it, too.” — Brian Hoyt, Former CIO, UnityConversational AI is transforming various industries, including healthcare. It offers numerous benefits, from improved patient care to enhanced operational efficiency. One such example is Luminis Health, where IT Director Andre Green implemented conversational AI to up-level his team and provide better services to patients.One of the most significant advantages of conversational AI in healthcare is its ability to automate routine tasks. For instance, AIpowe red bots can handle password resets, appointment scheduling, and other repetitive tasks, freeing healthcare workers' time to focus on more critical responsibilities. With conversational AI resolving issues remotely and instantly, often without agent intervention, Green saw a 25% reduction in IT call volume two weeks after launching a conversational AI chatbot. It is worth noting that implementing conversational AI is not about replacing human resources; instead, it is an opportunity to up-level team members by allowing them to focus on high-value tasks. According to Green, investing in AI is an investment in the team's upskilling, enabling them to work more efficiently and productively.Luminis Health's success in implementing conversational AI highlights the technology's potential to revolutionize the healthcare industry.“Investing in AI is not about replacing FTEs. It’s an opportunity to up-level your team. You don’t use your people, your most valuable resource, to reset passwords. AI can take care of that.”— Andre Green, IT Director, Luminis HealthGlobalization has revolutionized how companies operate, with businesses having employees distributed worldwide. However, this distribution presents a challenge for support, as providing timely and efficient support to every employee is often not feasible. For example, following some acquisitions, Verisk needed to onboard thousands of new employees across the UK, Spain, and Asia-Pacific, and at the same time, each new company possessed its own systems and processes.That’s why Verisk's IT leaders recognized the need for a robust support system to deliver personalized and consistent support across the organization. They knew rules-based chatbots would struggle to hold a natural conversation in their complex environment, so they turned to conversational AI as the solution. As a result, more than 96% of Verisk’s employees — around the world — now rely on a conversational AI chatbot for support.Conversational AI chatbots are a game-changer for global businesses, providing always-on, efficient, and personalized support, regardless of employees' locations. Integrating AI technology in IT support is an investment in the company's future, ensuring they can deliver top-notch support services to employees irrespective of location.“Having a chat-based interface was crucial as we globalized our help desk. With conversational AI, we’ve completely eliminated the waiting, friction, and language barriers that come with asking for help over the phone.”— Bill Merritt, Global Helpdesk Manager, VeriskAt Medallia, conversational AI is not just a tool for basic question-answering or category prediction; it's an integral part of the company's approach to managing permissions and entitlements, provisioning applications, and enabling employees. While many enterprises are still exploring the possibilities of AI, Medallia has taken bold steps toward transforming its business with this technology. Immediately after the conversational AI chatbot’s implementation was complete, Medallia employees could engage with Jarvis conversationally on Slack to instantly selfservice t heir tech issues, from unlocking accounts to resetting MFA tokens to accessing new software. Problems that once took several days to fix manually were suddenly resolved in seconds — fundamentally transforming the experience for employees and the IT team. Conversational AI has allowed Medallia to leverage AI and automation to level previously thought unattainable, and the results have been impressive. “Most enterprises are still thinking about AI as a solution for simple question-answering or category prediction, but we’re using it for managing permissions and entitlements, provisioning applications, and employee enablement.”— Ashwin Ballal, CIO, MedalliaFor

global enterprises like the Albemarle Corporation, providing consistent, high-quality IT support to all employees, regardless of location or language, can be daunting. But with the help of conversational AI, Albemarle has achieved this goal. The company's CIO, Patrick Thompson, explains that the conversational AI chatbot provides 24/7 help to employees in their native language, allowing everyone

to get the support they need quickly and easily without the need for localized service desks around the world.In addition to providing IT support to employees, conversational AI can pull insights from backend IT systems, helping Albemarle turn thousands of requests into a simple, actionable to-do list. While current ITSM insights tools focus primarily on tickets and SLAs, conversational AI can help companies identify trends and issues before they become major problems and proactively address them. This approach offers Albemarle's support leaders granular insights, allowing them to immediately see and address inefficiencies across the company."With AI, we can provide the same high-quality support to every employee, no matter which languages they speak. It gives our people 24/7 help in their native language, conversationally. Now, they can get support right away without us needing localized service desks all over the world."— Patrick Thompson, CIO, Albemarle CorporationConversational AI is transforming the business landscape in unprecedented ways, and its adoption is only accelerating. As we've seen, companies across all industries are embracing this technology to streamline processes, enhance customer satisfaction, and improve the employee experience. The examples we've discussed in this article illustrate the versatility and power of conversational AI, from reducing IT support wait times to improving patient care in healthcare settings. As conversational AI technology evolves, we can expect to see even more innovative use cases emerge. Businesses that fail to embrace this transformation risk falling behind the competition.Whether you're just starting to explore the possibilities of conversational AI or you're ready to take your existing implementation to the next level, we invite you to start your own conversational AI journey and discover how this game-changing technology can transform your business.Contact Moveworks to learn how AI can supercharge your workforce's productivity.
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 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
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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 Varun Singh, VP of ProductEmployees shouldn't need help asking for help. As a support professional, you already know this. Unlocking an account or updating benefits should be intuitive, not complicated.That said, every service department — HR, IT, Finance, Facilities — has a different approach to supporting employees. And every employee has different habits and preferences when it comes to getting help. This means that your whole workforce has to learn when to submit a form through an IT portal, when to directly email a

colleague on the HR team, and when to ask the entire company for help on a public Slack channel.I've come to learn that support teams can't afford to consider support channels as distinct from one another. Instead, you need to move towards omnichannel support. With this approach, employees can get personalized help, no matter where they go.Omnichannel support means employees can use whichever channel they prefer to get help and receive the same seamless experience. Whether an employee sends an email or a chat message, they get the information they need in the place most convenient to them. With this strategy, employees can help themselves, and your team has the time to focus on improving the support ecosystem as a whole.With omnichannel support — no matter which channel an employee prefers — they:Figure 1: To ensure a positive employee experience, support teams

must provide the same great experience on every channel. A common challenge for support teams is that there's often a different strategy for every channel. The IT team might focus on setting up automation in Microsoft Teams, while the HR team is trying to direct all support traffic to their web portal. As a result, employees don't know where to go, which portal to use, who to email, or where to chat. Employees should be able to get support where they're already working, whether in the office, at home, or in the field. That's why I recommend support teams think backward from the end-user experience. Instead of starting with improving phone support or encouraging everyone to ask questions on Slack — let people go where they want to go, use the tools they want to use, and take full advantage of all the automation you've worked hard to build. A critical step in building a modern support process is ensuring consistency across every channel within your organization. With an omnichannel support mindset, you can integrate your environment in a way that's synchronized. The same solutions can live in the messaging platforms, the enterprise web portals, and the email accounts that your employees use every day. Figure 2: Moveworks lives in the messaging platforms employees use every day, picking up and continuing conversations from other support channels, as needed.The goal of omnichannel support is to help employees help themselves. So once you've ensured the same access to support across channels, step two is creating the same exact experience everywhere. Because, more often than not, every support system has an entirely different interface. No one has to learn how to use a new portal or remember the correct email address to get hardware help.Don't force employees to think too hard about support. With the right strategy and tools, employees don't have to learn yet another system. What I've seen is that — by far — a conversational interface offers the most seamless experience. Employees use natural language to get what they need. They don't need to learn new buttons to click; they can just type a question and get an answer.With a conversational interface that lives on every support channel, you'll create a universal stepping-off point to get help. Employees will always know where to go and how to ask for help.Figure 3: With Moveworks for Web, users who prefer to get help on enterprise portals can easily access all the skills, features, forms, and knowledge at Moveworks' disposal. The final step of building omnichannel support is customization. If you send an important memo about changing healthcare benefits, you want employees to see it and engage. But, when some people prefer email and others live in Microsoft Teams, there's a high probability that your message will go unnoticed. Meeting employees where they are involves knowing who an employee is and keeping track of their preferences. By combining conversational AI with a deep understanding of identity, you can tailor support for every employee automatically and reach out to them on the channels where they expect support. This keeps information from falling through the cracks while ensuring that users aren't overloaded with the same information across different channels. When every employee has a secure profile that knows their department, location, and preferred support channel, it's easy to engage in a meaningful and timely way.Figure 4: Moveworks personalizes messages to cut through the noise. By

precisely targeting comms based on employees' locations and support preferences, our bot meets employees on their terms.The mark of a truly mature support process is a great employee experience. And the foundation of a great employee experience is meeting employees on their terms.Instead of getting stuck in the mindset of providing the bare minimum across every single channel — checking boxes by setting up email, chat, and web support — you increasingly need to think about how to bring every support channel together into a single omnichannel experience. See how omnichannel support transformed Palo Alto Networks' employee experience.

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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 Ritwik Raj, Technical Program ManagerUsing a solution like OpenAI's ChatGPT can be incredibly appealing, but there's a catch: occasionally, these AI solutions generate responses containing misleading or incorrect information. In critical tasks, can you confidently rely on these systems? Grounding, a key concept in the rapidly evolving field of AI, offers a potential solution. It helps develop AI systems that are better prepared to interact with the real world, with the goal of minimizing the risk of inaccurate results. In this article, we'll explore the fundamentals of grounding AI, highlighting its crucial role in advancing AI decision-making. By the end, you will have a comprehensive understanding of grounding, including its incredible potential in shaping the future of AI systems that can engage with the complexities of the real world.We'll cover: Grounding AI in machine learning refers to the process of linking abstract knowledge in AI systems to tangible, real-world examples. This enhances an AI's ability to produce better predictions and responses by using specific, contextually relevant information.In the realm of language models, grounding AI involves giving large language models (LLMs) access to use-case specific information, which is not inherently part of their training data. By including explicitly cited data, a grounded model can generate more precise and contextually relevant output.To go a bit deeper, generative LLMs produce text using two primary methods. In one way, the LLM relies on the knowledge and understanding gained from its training data. And in the other way, the model is provided with specific information (e.g., for summarization) and instructed to either use that information alone or combine it with its inherent knowledge to generate the text. Ultimately, grounding AI aims to build machine learning solutions that intelligently and effectively operate in realworld situations, offering users contextually appropriate, accurate, and meaningful results. As you can imagine, grounding becomes important because that is the way we can influence LLM outputs to be customized to the knowledge of a particular organization.It's important to clarify that grounding does not refer to training a model with annotated data containing the information to be used for generating

the response, as this would be known as supervised learning. Instead, grounding specifically relates to guiding a generative language model to generate responses that incorporate explicitly referenced information. When an AI system needs to be accurate and factual in what it generates, grounding is key. This is especially true in an enterprise environment when you need to ensure a high threshold of accuracy in the answers the AI generates when those outputs are going to employees or customers.Grounded AI systems are superior to non-grounded systems as they connect their abstract knowledge with the specifics of real-world scenarios. This enables them to generate more accurate, contextually relevant responses in comparison to non-grounded systems, which may struggle to incorporate case-specific information, leading to irrelevant or inaccurate outputs. In this way, we can harness the power of LLMs while improving the odds of getting fluent but accurate responses. One intriguing aspect of large language models (LLMs) is the occurrence of the hallucination effect. Hallucination occurs when an AI generates outputs that sometimes appear reasonable but are not entirely accurate based on the given context. And in some rarer cases — an LLM could surface information that is just plain wrong. That said, hallucinations are not inherently negative, as they can demonstrate an AI model's ability to create inventive text and responses. However, if hallucinations lead to misleading outputs or if they reflect leaked world knowledge, they become problematic.Recognizing the types and impacts of hallucinations is essential in determining their acceptability. Generally, hallucinations are less concerning in conversational responses, where there is no specific ground truth, and the goal is to generate text consistent with the overall context and tone. For instance, when answering a question like, How many dinosaurs were in the Jurassic period?, the AI's response may provide the correct information, approximately 2-4 billion, alongside a long list of unneeded information, including the comparison to the number of people on Earth today. This type of

hallucination is acceptable since the essential part of the answer remains accurate, and the additional information doesn't significantly affect the response's value. But the following text contains an egregious error, as there are significantly more than 2-4 billion people alive on Earth today. Figure 1: If we provided the LLM with a Wikipedia article on the Jurassic period and told it to only use that article, but it still produced text that was not supported by that article, that would also be a hallucination — even if the entire generated response was accurate.This is to say that hallucination is an intrinsic characteristic of AI systems and sometimes can be beneficial. The key is identifying when hallucinations are problematic and mitigating their drawbacks while harnessing their potential for producing more engaging and contextually relevant AI-generated responses. This is where grounding plays a vital role. Particularly in enterprise settings, AI systems are increasingly relied upon to make critical decisions, offer recommendations, or provide solutions that directly impact business operations. In such scenarios, accuracy becomes a non-negotiable requirement. Grounding AI ensures that the AI model's understanding is closely linked to the real-world context, minimizing errors and maximizing the relevance of the generated outputs.By grounding AI, systems can better decipher the surrounding context, filter through available data, and process information in a manner that reflects real-world situations. This ability significantly enhances decision-making capabilities, as the AI system can draw from specific and relevant data sources to produce outputs that are aligned with the scenario at hand. AI systems often encounter difficulties when interpreting and processing complex real-world data. Identifying and addressing these challenges is crucial for developing AI models that can provide meaningful and effective responses in a wide array of applications. Some challenges faced by AI systems when understanding real-world data include: The consequences of the challenges listed above are that training is not always able to imbue the model with everything it needs to produce a contextually

relevant response. Grounding helps the model to produce better results, without being limited by its training data. Suppose we want to use a tool to determine the office location of an employee named Mike Jordan. Using an ungrounded LLM, which only generates text based on the model's learning, we might encounter some issues. For instance, the ungrounded LLM could wrongly assume that our query is about basketball legend Michael Jordan and provide an irrelevant, albeit factually accurate, answer. Here, the model is making a leap in saying that Michael Jordan's office is in Charlotte based on the fact that his team was based there. That is an assumption, and it's not clear whether the model had access to any concrete evidence about the location of Jordan’s office.On the other hand, if we utilize a grounded LLM connected to an internal employee roster, we can experience a more accurate and helpful response. Once prompted with relevant employee search results containing details about Mike Jordan, such as his title, tenure, location, email, and phone number, the grounded LLM can quickly provide us with the correct answer: Mike Jordan is based in San Francisco, CA, and their title is IT Director.By employing a grounded LLM in this scenario, we can ensure that the information provided is both accurate and efficient, significantly enhancing the employee data lookup process. Figure 2: Grounding prevents a language model from being misled by unrelated information. AI systems must overcome a myriad of challenges to excel in interpreting and processing complex real-world data. Grounding AI models in real-world knowledge and providing them with sufficient contextual understanding are essential steps in addressing these challenges. By equipping AI models with the ability to seamlessly adapt to different contexts, data formats, and linguistic nuances, enterprises can harness AI's capabilities more effectively and ensure their systems are well-suited to address an extensive range of use cases across various industries. Before diving deeper, it's essential to have a basic understanding of two main types of machine learning (ML) models: discriminative and generative models. Discriminative models are the more widespread category, which allow for tasks like predicting variable values or classifying items into categories. The primary function of these models is to map an input to an output value or category. For instance, a discriminative model can help determine whether an email is spam or non-spam, based on the input features, such as the email's content, sender information, and subject line.On the other hand, generative models produce variations or examples of the input. To do this, these models must grasp the input's essence and create examples based on specific input requirements. For instance, these models can learn the essential elements of writing a professional email and generate completely new emails that cater to specific situations — such as crafting a friendly reminder to colleagues about an upcoming deadline or composing a thoughtful request for additional project resources.Generative models, like GPT-4, are powerful due to their exposure to billions of text

pieces during training, which has enabled them to understand what a well written poem or novel or research paper looks like, to the extent that something like ChatGPT can produce similar pieces of text, literally predicting one word at a time. On top of that, generative models can be further fine-tuned to take instructions in plain language to produce this text to match some requirements. The key to grounding is finding a way to guide your LLM to produce responses that only use your data, rather than restricting its trained knowledge. By doing so, you can incorporate case-specific, relevant information that enhances your AI model's understanding and processing capabilities in real-world situations.The goal is to control the AI model's behavior so that it utilizes explicitly provided information — without resorting to filling in blanks to create content or respond to questions. To improve the accuracy of AI models, especially in generating contextually relevant responses, we can employ several grounding techniques. Here's a closer look at three key methods: LLMs can benefit from incorporating external knowledge or databases, providing additional data and context for more effective grounding. By

employing semantic search, the relevant and similar text between a user's query and available content can be quickly identified, enhancing the responses generated through retrieval augmented generation. This can be achieved by including the retrieved data in the LLM prompt or enabling API access to the data source. Vector databases are particularly powerful due to their use of semantic keyword-assisted search, which combines the advantages of both keyword and semantic search. Semantic search leverages the concept of embeddings – a representation of text in “semantic space”, where similar phrases are closely mapped and unrelated phrases are distant. Vector databases store these embeddings, supporting retrieval augmented generation by enabling the quick identification of relevant and similar content to answer users' queries effectively. As companies integrate generative AI features within their SaaS offerings, they will increasingly leverage existing APIs and platforms to ground AI models using semantic search and vector databases. In this case, a user's request to the LLM is transformed into multiple internet search queries. The top results are then analyzed and fed back into the LLM through a subsequent prompt, providing context for the LLM to use. Before being presented to the user, the LLM's output can be verified and cross-referenced with the search results.Let's take a relatable example: researching treatment options for a health condition. Suppose a user asks the LLM to suggest different therapies for addressing a particular ailment. The system creates one or more search queries, performs a web search, and retrieves a list of web pages with information on various treatments. The AI model then parses the text from these web pages and incorporates it in the next prompt using in-context learning, which helps the LLM select relevant information based on the user's original request. Finally, the model summarizes the results and facilitates a discussion with the user about the possible treatment options. In this case, the actual web search results on treatment options act as grounding, using the search context to provide factual responses based on reliable and more upto-date sources discovered in the search. Additionally, integrating citations and references from the web search results allows users to delve into the external data used for grounding, instilling confidence as they explore different healthcare options. Engineers can incorporate system messages to provide context that helps ground and align the model with user needs. Regularly updating the LLM's internal system messages can keep the model informed about current trends and terminology, making its responses more relevant and accurate to users. For instance, you could use a system message like, You are an expert nutritionist providing advice to health-conscious individuals, and all responses must be accurate and based on scientific research. This ensures more precise nutritional guidance in the model's responses. Regularly updating an LLM's internal system messages can keep the model informed about current trends and terminology, making its responses more relevant and accurate to users. In-context learning enables users to efficiently develop models for new scenarios like recognizing and responding to new slang terms or emerging health trends that gain popularity. By providing a prompt composed of various input-output pairs, we can keep the AI model informed without adjusting and maintaining new parameters for each task. Ensuring that context is delivered through system messages and updating them regularly allows the AI model to generate responses that stay current and relevant to the user's requirements, ultimately enhancing the overall user experience. Supplementing AI models with userprovid ed data sources, such as documents, significantly boosts their ability to understand context. For instance, when summarizing a lengthy report, a more accurate and succinct summary can be achieved if the AI utilizes the document itself as context. Previously, models were limited by the maximum input tokens. However, the emergence of models like GPT-4 allows for substantially longer input contexts.

One effective method for grounding models is to enable users to provide documentation links for obtaining context. OpenAI's GPT-4 launch demo illustrates this approach, where a developer received

Python code from the model, based on specific requirements. After encountering an error message, the user supplied a link to the relevant technical documentation, allowing the model to deduce the appropriate bug fixes. As the context length increases and models access user/company-specific information, their output becomes more potent. Integrating multimodal features, such as visual input, can enrich an LLM's contextual understanding when addressing inquiries. For instance, a user asking about an artwork's style can provide its image along with the question, allowing the AI to analyze the picture and deliver a well-informed answer based on its assessment. Although it might not be a traditional form of grounding, modern multimodal models accepting text and images as prompts offer innovative ways to align with a user's scope and context. Imagine a scenario where a user requests dinner recipe suggestions and provides a photo of the available pantry or fridge items. The AI model can utilize image context to recommend recipes based on the ingredients at hand. In more advanced applications, users could request step-by-step repair instructions for an appliance or device while submitting images at each stage for the AI model to maintain context and provide accurate guidance. Allowing an LLM to access external tools, such as calculators, can improve its accuracy when handling mathematical or computational questions. An AI-driven digital assistant calculating long-term investment growth can utilize an external financial calculator to provide precise and contextually relevant results. Future models may have access to multiple external tools that can be used for verification, referencing, and grounding responses. Currently, when an LLM is asked for driving directions, it provides turn-by-turn instructions based on its training dataset, which only includes up-todate information up to a certain point. If the model could access and be trained to use external tools like real-time traffic data or personal user information through third-party APIs, its responses could factor in road closures, traffic conditions, and personalized requirements, such as electric charging stations. Businesses are constantly searching for technologies that set them apart from their competitors and offer them a decisive edge. Grounding AI has emerged as a differentiator that can enhance the AI model's effectiveness and value in real-world applications.By incorporating grounding techniques, AIdrive n solutions can achieve more accurate, contextually relevant, and reliable results, paving the way for enterprises to gain a competitive advantage in today's rapidly evolving market. Here are just a few of the ways grounding can benefit businesses: Grounded AI has led to numerous practical advancements in various industries. By leveraging contextual information and real-world data, these AI systems offer significant improvements over traditional models. Below, we explore several case studies where grounding has been successfully applied. Example 1: Employee support with grounded conversational AI Tools like Moveworks leverage company information, such as employee names, contact lists, meeting room titles, and software details, to make the AI's responses more accurate. This approach leads to better support and helps enhance overall user satisfaction.Example 2: Medical diagnosis and treatment planningAI-assisted medical diagnosis tools benefit from additional patient-provided information. For example, while describing their symptoms to a doctor, patients can also share relevant medical history or lab results. This extra data helps doctors gain a deeper understanding of the patient's condition, leading to more accurate diagnoses and better patient care.Example 3: Financial trading AI-powered financial trading tools can benefit from additional information from traders. For example, if a trader is making a decision about whether to buy or sell a stock, they can provide the AI tool with the company's financial statements or the latest news about the company. This additional information helps the AI tool to make a more informed decision.Example 4: EducationAI-powered educational tools can benefit from additional information from students. For example, if a student is working on a math problem, they can provide the AI tool with the steps they have already taken to solve the problem. This additional

information helps the AI tool provide more helpful feedback. Grounding AI in real-world experiences elevates AI systems' capacity to become more efficient, context-aware, and adaptable to users' diverse needs. The importance of grounding AI cannot be overstated, as it bridges the gap between data-driven intelligence and human intuition, paving the way for more seamless and productive human-AI collaborations. To harness the potential of grounded AI, further research and development are essential. Researchers, industries, and AI enthusiasts should continue to explore opportunities for integrating contextual data and real-world experiences in AI systems, unlocking their full capability and versatility.

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Ahmed Al-Bahar, Head of ProductTomasz Jurczyk, Tech LeadIvy Wang, Product Design LeadHR teams are
overwhelmed. Charged with managing a successful and high-performing company culture, HR professionals are experts at handling every stage of the employee lifecycle — from onboarding new hires to managing benefits to coaching leaders. Ensuring the success of thousands of employees is no easy task.The real problem is that HR is responsible for so many manual tasks: whenever an employee needs help, the HR team has to do it by hand. The result is that HR spends tons of time on routine, repetitive tasks — rather than on meaningful interactions. And for employees, all this time waiting for answers slows their workday down. With this manual approach, global companies would never have a big enough HR team to keep up. Figure 1: HR teams are responsible for every step of the employee lifecycle.At Moveworks, we realized that the key to scaling the HR team is speed. If you want employees to adopt new tools or fill out benefits, the right resources — from forms to knowledge articles — must be available to those who need them in seconds. And the only way to do this is to rethink the whole process from start to finish.Figure 2: With Moveworks, HR teams deliver real-time support at scale.That’s why the Moveworks platform is purpose-built to handle HR issues: to help you create a culture of instant help at work. In building this solution, we found that three fundamental roadblocks hold back HR teams from making change happen overnight:In this blog, we’ll discuss how Moveworks is helping top HR teams deliver real-time support — at a massive scale.When employees have HR questions, they don’t know where to go. HR may have a system to submit issues to dedicated experts, but that doesn’t mean next steps are accessible or obvious. Employees aren’t thinking about complex backend reporting systems. They just want their questions answered. So the IT team is flooded with HR requests, the HR team gets finance questions, and the Finance team gets questions about IT issues.

That’s why we built a single starting point for employees to self-service their own support. On the front end, employees can ask any question in basic language. And on the back end, all the various support systems — from HR to IT — are integrated so that a single bot can answer every question.Figure 3: Employees can submit any support issue to the Moveworks chatbot to get instant help.Our bot offers such a powerful experience because we’ve analyzed tens of millions of examples of how employees ask for help. By studying what these requests have in common, our machine learning models deeply understand everyday enterprise language. So we don’t have to predefine our bot’s actions. Instead, the bot autonomously works to discover the user’s underlying intent to give them the best response. Because of this approach, we can easily transition from answering IT questions to helping employees in all spheres of their work-life, including HR. With every in-bot conversation, our models understand

more, and employees learn through repetition that Moveworks is the first place to look for help.If an employee has a complex or sensitive issue, our AI-powered Smart Handoff transfers requests to the correct specialist, automatically and immediately. By either routing issues to the right HR professional or linking users to a specific process or workflow within the HR platform or Intranet site — employees get the support they need, and HR professionals get questions they're specially qualified to answer.With Moveworks, problems aren't just solved faster — they're solved automatically. So employees can get on with their work, and HR teams are free to personally handle more specialized tasks. Figure 4: With Smart Handoff, employee questions get to the right department expert.One of the biggest challenges for HR is the constant trade-off between speed and precision. Conventional automation tools offer fast service, but they typically aren't smart enough to provide the accurate response. Consider an employee requesting details on the employee referral program. Even to answer a simple question like this would be difficult to automate, given that the correct response depends on many factors — location, department, and seniority. You need to take all of these contextual details into account to surface the right knowledge. Figure 5: Moveworks uses context — location, role, seniority, department — to make every answer relevant.We created a bot that's specifically designed to take all of this disparate information into account and automatically solve issues. Autonomously curating an identity map for each employee — Moveworks provides tailor-made answers or redirects sensitive questions to the right expert.As an HR team, it's frustrating when the resources you've spent so much time building aren't used. Setting up and personalizing the right answer manually can take forever. Our solution transforms company resources into an immediately helpful format, ensuring that employees get only the relevant snippet from a knowledge base article or the appropriate form that addresses their specific request.Company culture doesn't come down to only choosing the right benefits or enacting supportive policies. Company culture changes all the time, re-defining itself minute-to-minute. Onboarding, training, benefits enrollment, and career development are all opportunities for employees to know if their company is worth working at.No HR team can operate at the kind of scale that modern enterprise requires. There's so much to deal with that how you tackle every challenge matters. And that's why having a strategy that incorporates machine learning (ML) and artificial intelligence (AI) is critical, given these technologies' ability to resolve thousands of issues simultaneously. Figure 6: With Moveworks, HR teams can send targeted messages to employees.Right now, communicating at each of these critical moments is time-intensive and manual. It's time to incorporate real-time automation that can target the right employees at the right time, so no one tunes you out. With our solution, you can move away from the slow, manual email communication model and instead target specific employees with actionable messages. By automating internal communication, HR teams are free to focus on these bigger, more strategic projects that take time and human creativity to implement.In this digital era, companies blend

together, all using the same SaaS tools. Our customers — like Palo Alto Networks — know that standing out comes down to the little things, like providing support the moment it's needed. And that means investing in a digital workplace, just as much as a physical office."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."With AI, there's a fantastic opportunity to create an experience that's distinctive to your organization. When we founded Moveworks, we shared a vision to empower employees worldwide to focus on the most impactful work. Extending our abilities to HR is just the beginning. HR teams handle an impossible workload, but with Moveworks for HR, these highlyeng aged professionals can keep up with the modern workplace's constantly evolving demands.Contact us to learn how you can use Moveworks to automate HR support.

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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 Varun Singh, VP Product Read the full reportMoveworks is proud to be named a leader in The Forrester Wave™: Chatbots for IT Operations, Q4 2022.In its latest report, published today, Forrester comprehensively evaluates the top IT chatbots with respect to 33 different criteria. Forrester recognizes Moveworks as among the top vendors evaluated. What we believe sets Moveworks apart is our unique approach to support. Rather than simply tracking issues or providing recommendations, Moveworks resolves those issues end-to-end — completely autonomously — by connecting a company’s entire support ecosystem and making it easy for everyone to get the help they need.With regard to Forrester’s 33 specific criteria, which are scored on a scale of 0 (weak) to 5 (strong), Moveworks received the highest score possible in 19 such criteria, including: chatbot readiness, product vision, execution roadmap, market approach, supporting products and services, and category revenue. Here’s what Forrester’s findings mean for our customers: Rapid time-to-valueFor companies looking to automate IT support with a chatbot, the first consideration is time-to-value: how long it takes to get results. Conventional chatbot toolkits require IT teams to manually build scripts and dialog flows over the course of several months — then continue to adjust those workflows as the IT environment evolves. This manual approach to building a chatbot simply cannot scale.What does it mean to have a high score for “chatbot readiness”? By leveraging a combination of advanced conversational AI and natural language understanding (NLU), Moveworks starts resolving IT issues out of the box, without any training or scripting for the customer. The Forrester report states that “managing all elements of virtual agents, from implementation to language refinement, Moveworks’ strategy is to take on the hard parts of making virtual agents useful” which allows IT teams to dramatically accelerate the bot’s deployment and impact.For a chatbot to effectively resolve employees’ support issues, it needs powerful tech behind it. The Moveworks Platform has a powerful, sophisticated natural language understanding (NLU) engine trained on 400+ million support

issues that recognizes 99 percent of enterprise support requests out of the box. We also understand that our customers' support ecosystems change over time, so we built Moveworks to evolve with them. Moveworks uses Collective Learning's network effect to understand complex requests and identify new entities and resources as they are added or changed. This means our chatbot constantly improves its performance and enterprise language comprehension. No matter how employees describe their problems or which language they use, our bot gets the message.The purpose of an IT chatbot is to provide a single interface for employees to resolve all support issues, from requesting software to resetting passwords to finding the right knowledge article. With this goal in mind, Moveworks has created deep integrations with dozens of enterprise systems — and we're excited that Forrester gave us the highest score possible in the omnichannel support criterion, part of the chatbot language and learning capabilities criterion. Our platform takes autonomous action within these systems, allowing employees to self-service their IT issues directly through the bot.When we founded Moveworks in 2016, we shared a single vision: empower employees around the world to focus on impactful work. We've spent the last six years building an AI chatbot that resolves employees' tech issues — instantly and autonomously — to make that vision a reality.So while the Forrester report gave Moveworks the highest possible scores (5 out of 5) in 19 total criteria, we're most excited about our 5 out of 5 scores in the product vision and execution roadmap criteria. Our chatbot has already transformed the support process for customers like DocuSign, Albemarle, and Broadcom. But despite what we've accomplished, and despite this recognition from Forrester, we know the best is yet to come.Download The Forrester Wave™: Chatbots for IT Operations, Q4 2022 here.Contact Moveworks to learn how AI can supercharge your workforce's 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 Bhavin Shah, CEO and FounderOn behalf of our entire team, I'm excited to share that Moveworks has landed in Europe! We're hiring aggressively for go-to-market roles in the UK, France, and Germany, where we'll open new offices this year. Already, European companies across industries rely on Moveworks to deliver a world-class employee experience, and we're only getting started.I'd like to thank the thousands of leaders in North America who believe in our vision — leaders who refuse to settle for the status quo when it comes to truly supporting their people. Our customers at companies like Palo Alto Networks, DocuSign, and Verisk decided that getting help at work should take seconds, and so they invested in a conversational AI platform that often wasn't in the business plan, because they knew it would solve a huge business problem. They made this milestone a reality.The truth is that employee experience will make or break every business in Europe, since flexible work opens up job opportunities anywhere on Earth. Now, you can simply log out of your current company and log in to another, which means you won't tolerate waiting three days to get IT support, or having no idea where to go for HR help, or enrolling in the wrong healthcare policy because you missed a mass email. Moveworks is ready to meet the demand for our platform in Europe, and enable customers like Premier

Foods to meet employees’ expectations: Our employees expect a seamless experience, which is why we're thrilled to be on this journey with Moveworks. 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.— Gareth Byrne-Perkins, Director of Technology, Security, & Services, Premier Foods
Over the last two years, we’ve seen remote and hybrid teams turn to conversational AI chatbots to stay productive, whether they need IT support, HR service, or a colleague’s phone number. Wherever they are, they can describe their request to their Moveworks bot, which provides the most relevant solution available at the company right away. 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. Moveworks lets companies support their employees 24/7, across every time zone, so they can focus on what matters. It’s also my pleasure to announce that Moveworks has added two renowned executives as GTM leaders in Europe: our Chief Revenue Officer Marcello Gallo and our Vice President of EMEA Marc Zakher. Marcello and Marc help each account executive master a customer engagement model that’s proven to close deals with Fortune 500 customers, so they can earn

their PhD in enterprise sales.If you’re looking to join a world-changing AI company with career-defining growth opportunities, I’d have to recommend Moveworks.Visit Careers to see open positions in Europe!
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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 Varun Singh, VP of ProductEvery employee deserves effortless support at work. At Moveworks, we take this statement as fact. It’s why we’ve spent years engineering an extensive network of machine learning models to take complex processes, like IT support and HR service delivery, and automate them end-to-end.We also know that to deliver a best-in-class employee experience in today's inter-connected world, our platform can’t stop at just solving issues; it has to proactively prevent them from happening in the first place. But trying to predict the future, especially when every company has its own behind-the-scenes challenges, can be maddening — which is where our first API comes in.Moveworks’ new Message API allows companies to pull critical information from across their support environment so support teams aren’t caught off guard by unexpected issues. Already, customers, including companies like Broadcom and Nutanix have used our API to automatically send targeted messages, critical updates, and actionable requests — stopping their workforce from getting bogged down by preventable problems. More to the point, the potential use cases for our API are limited to your imagination. You can automate disk cleanup, remove unauthorized software, reclaim unused devices, backup disks, run surveys, manage approvals, e-sign requests, and send reminders or expense updates — needless to say, the list goes on. For today, I’ll just give you a taste of what’s possible, running through 4 of the most transformative Message API use cases we’ve seen so far:IT teams manually manage hundreds of applications, but less

than half are regularly used by employees. Message API works with systems like Okta, Productiv, Active Directory, and SailPoint to seamlessly pass data to and from each of these many SaaS applications, auto updating access permissions in seconds.The result? Companies save millions of dollars on tech that would otherwise just sit unused, without disrupting employees' workdays.Figure 1: Automatically managing software licenses saves your team time and money. Message API keeps employees on task by preventing common hardware issues from spinning out of control. If an employee is running out of disk space or has unauthorized software on their machine, our chatbot acts as a conduit, pulling critical information from tools like Nexthink to alert that user of potential issues. On cue, Moveworks' conversational AI steps in, giving that employee a space to ask follow-up questions, while offering actionable next steps to fix the problem, before anyone has to suffer the consequences of a faulty device.Figure 2: Keep employees productive by sending action-oriented messages in response to real-

time hardware issues.Message API eases new hires into everyday life, helping them feel like they're at home within a week, not a month. Integrating with standard tools such as Workday, Okta, Postman, and Zapier, our API takes the pressure off support teams' by automatically providing new employees with access to all of the apps, accounts, paperwork, and systems they need to start their job right. Onboarding with Moveworks means that employees don't have to figure out company-specific jargon to get to work. All the software, forms, policies, and day one resources they need are already at their fingertips directly in chat.Figure 3: Set the stage for your new hires' success by giving them everything they need in a single place. Automate your entire incident workflow with Message API. Detecting issues as they happen with tools like Splunk, Salesforce, and ServiceNow, your bot is empowered to send out comms automatically notifying your workforce of outages, disruptive incidents, and security breaches, and to answer the questions on the tip of your employees' tongues.Whether the WiFi's out or there's a security breach, it's critical for your response team to kick into action, your employees to quickly learn workarounds, and stakeholders to know when things will resume. Message API allows you to do deliver messages dynamically, ensuring that everyone has the resources they need to quickly adjust to changing circumstancesFigure 4: Prevent long support queues by sending employees timely, interactive comms. We often ask ourselves here at Moveworks: What does it take to get ahead of problems at work? There's a litany of things happening across a company at any given time. New employees are hired. Old software is retired. New policies are launched. The office WiFi goes out. An API is only part of what it takes to manage all this chaos. It also takes everything else that Moveworks can do, from deeply understanding support issues to transforming resources into intelligible solutions.We've found there's a huge appetite for an API from our customers who want to extend the power of Moveworks, incorporating our conversational AI platform into any system in minutes. Because we don't expect your support teams to become machine learning experts, we'll always provide the same fully autonomous support from day one — without training, scripting, or maintenance from you. Message API makes Moveworks smarter, allowing teams to create workflows automatically, helping every employee get the information and support they need — before they run into problems.Start building with the Moveworks API — today.

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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 Al-Husein Madhany, Head of PeopleWhat does it take to create a new category?From Gatorade with the sports drink, to Uber with ridesharing, to DocuSign with the electronic signature, category creators develop deep associations in our minds, beyond the typical relationship between company and customer. They don't just sell a more

efficient, more effective product. They sell a belief about how the world should be — a belief that begins inside the organization itself.That's why category creators don't succeed simply by engineering the best product, acquiring the best customers, or building the best brand. Rather, I've realized that creating a category means focusing first and foremost on our people. It's people who deliver the product, the customers, and the brand, so step one is to empower the right people with the right company culture. To change the world, you need a world-class workplace.Here's the problem: there are about 1 billion search results on Google for the query "company culture advice," offering an almost endless selection of conflicting opinions. Especially for startups outside an established industry, pinpointing your unique company culture can feel like throwing darts — with trial and error until something sticks. However, while every business is different, I'd like to save you some time by suggesting these three universal principles for category creators:But first, let me answer your burning question: What do we know, anyway? For the last five years, we've watched a new category of employee support emerge. Employee support has been reimagined with the idea of helping companies keep their people productive — from IT to HR service delivery to policy information — by using artificial intelligence to make the employee experience effortless. More than 100 enterprise customers share our vision for employee experience, including fellow category creators like DocuSign, Stitch Fix, and LinkedIn.The last few weeks in particular were among the most rewarding of my career. Allow me one paragraph of shameless self-promotion, if only to convince you that there's a method to our madness: On the technology side, Moveworks was named to the third annual Forbes AI 50 — the definitive list of the most promising AI companies — for the third consecutive time. We then earned two 2021 American Business Awards®, including Silver for Most Innovative Tech Company of the Year. But my favorite news came this week. On May 7, the San Francisco Business Times called us one of the Best Places to Work in the Bay Area, and yesterday, on May 12, we were included on Inc.'s Best Workplaces of 2021. The company culture awards weren't just my favorite because I lead People Operations. They're my favorite because, without our unique culture, we couldn't have built our technology in the first place.Let me explain. Principle #1: Embody your beliefFor your employees to become champions of your category, their own workdays must embody your belief about the world.At a glance, this principle seems straightforward. Gatorade's employees probably aren't drinking apple juice all day. Uber's team likely doesn't take the bus to work. And DocuSign's office won't ever get cluttered by thousands of paper contracts.Yet perfect harmony between your culture and your belief is deeper than using your own product — although that's a great place to start. Instead, the key is to ask yourself, before every decision you make, whether that decision reflects the company belief. There's a reason this is my first principle. Employees are quick to spot the difference between a consistent, genuine conviction and an inconsistent, half-hearted mantra on a poster.I'll use Moveworks as an example. We believe that companies thrive when their employees can spend as much time as possible on high-impact work. Of course, our belief manifests in our product itself: an AI platform that eliminates busywork by automatically resolving IT, HR, finance, and facilities issues. But if we failed to internalize our belief — if life at Moveworks was, in fact, full of friction and anxiety — we would never have gotten off the ground.So how do we embody our belief? Above all, we're committed to simplifying the workday, which is the opposite of what naturally happens when fastgro wing companies add new tools, systems, and processes. When we decide to invest in software, for instance, it's always to reduce complexity for employees. This commitment often results in additional costs, or custom workflows for every department, or extra effort during implementation. Making things easy is hard. And yet, if it means we live up to our belief, it's worth it. Most importantly, your belief should inform how you treat your employees, not only inside but also outside the office. At Moveworks,

we recognize that friction and anxiety come from our personal lives as well, particularly in a global health crisis. To that end, we give our employees everything they need to concentrate on their work.

When they get sick, they get access to comprehensive healthcare — with no insurance premiums. When they have a baby, we offer 100% paid parental leave, in excess of state requirements. And when they retire, our 401(k) matching program ensures their peace of mind. We provide these benefits for three reasons:Whatever category you create, my advice is to make it real inside your workplace, before you go to market. There's no shortage of support for this principle, whether you prefer famous TED talks on the value of finding your "why, or quantitative proof that people are more loyal to purpose-driven brands. But the true test is common sense. If your own employees can't passionately champion your belief, how can you expect prospective customers to just "get it" after one demo? Principle #2: Practice collaborative ownershipCategory creators let talented people take ownership over their functions, while still maintaining constant communication across the company.Category creators must strike a careful balance between team collaboration and individual ownership. Successful category creators make this balance work to their advantage.First, let's analyze each term. The merits of collaboration are clear — teamwork is the foundation of every company on earth. For category creators, though, preventing silos of information and feedback is even more critical, since employees can't depend on experience alone to understand the broader business. If working at a normal organization with silos is like flying an airplane by yourself, then working at a category creator with silos is like single-handedly operating an alien spaceship. To avoid crashing that spaceship, your sales team must develop a close relationship with your product team, which can walk through new, often unprecedented features. Your engineering team should, in turn, meet regularly with your sales team to gauge demand from customers — the only way for them to know what projects to prioritize. And your marketing team needs to stay up to speed with all of those engineering projects, or your messaging will drift further and further away from your real features. Creating a category means mastering collaboration.So, you ask, why the emphasis on individual ownership? In short, because there's no other option. At Moveworks, we've built the first platform that solves every support issue, for every employee, no matter what they want, using a combination of natural language understanding (NLU), conversational AI, and probabilistic machine learning. There isn't a user manual in the spaceship's glovebox detailing how to fix our platform. Or measure its efficacy. Or talk about it on social media. Ultimately, each employee becomes the leading experts on their function: what fuels the ship, what crashes the ship, and why.Without a manual to follow, category creation simply can't happen under a strict corporate hierarchy, with orders passed down from above. Autonomy allows your team to thrive as a collective. But to accomplish your end goal — to write your own spaceship user manual one day — it requires over-communicating the insights you uncover. What are customers saying? What are analysts saying? What are your Twitter followers saying? Across the board, collaborative ownership gives your expert employees the knowledge necessary to reach new heights. Principle #3: Be totally transparentCategory creation is a massive undertaking for every single employee, which is why they need — and deserve — total visibility over the business.About 90% of startups fail. And without exception, 100% of startups pursue a bad idea, or fail to capitalize on a good idea, at some point. The lesson? Being wrong means you're on the right path. Taking risks is the only safe bet. Unless you're transparent, however, your employees can't learn from mistakes, determine necessary risks, nor see the bigger picture. As you might've expected by now, the need for full transparency is even greater when creating a category. From a financial standpoint, most of your employees won't know how your business is performing — much less be able to benchmark that performance, given the lack of peer group companies — without access to sales figures and context.

From a technology perspective, your people can't allocate their efforts appropriately until they have a sense of what's selling and what's not. In short, you're on the spaceship together, so don't hide the dashboard.Returning to the Moveworks example, our leaders practice and preach transparency across all workstreams. At our weekly all-hands meeting, engineers discuss their latest achievements in detail — but with humor and analogies rather than technical jargon. Our CEO shares takeaways from every discussion with our board, including granular company financials and expansion plans. Furthermore, all four of our co-founders keep their calendars open and public for anyone who wants to book time. This transparency and collective strategizing provides everyone the context to inform smart decisions.Beyond the tangible value of transparency for decision-making, there's also an intangible benefit that's just as important: a culture of ownership. Creating a category is among the most difficult and most rewarding challenges in the business world, one that demands a constant, unwavering commitment from your entire workforce. If your employees believe what you believe, they're working

for more than a paycheck; they're working to turn your belief into reality. I'd argue they deserve to be treated as owners, and therefore, as leaders.People firstNeedless to say, creating a new category takes a compelling, if not revolutionary product. Perhaps that explains why, especially in Silicon Valley, we assume that category creators should have engineering-first or product-first cultures. I disagree. Category creators aren't engineering-first companies. Nor are they product-first companies. They are people-first companies. Your people write the code, deliver the product, serve the customers, and build the brand. If you hire the right people and establish the right company culture, the rest will follow. So embody your belief.Practice collaborative ownership.Be totally transparent.And go build something that's never been built before.Check out our Careers to help us transform the world of employee support.
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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 EMA research places AI and automation initiatives at the top of C-level technology priorities. But resistance to change, lack of experience, and the complexity of training models all hold back progress. This webinar will address 5 common misconceptions about AI-powered ITSM automation and present a practical way to revolutionize IT support without changing platforms, processes, or user habits. In this on-demand webinar, EMA Research Director, Valerie O'Connell, and Moveworks Co-founder and VP Product, Varun Singh, will explore:Thank you! Please check your email for the recording link.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 Stanley Toh, Head of Enterprise End-User Experience & Services, BroadcomIn my role as Head of Enterprise End-User Experience & Services at Broadcom, I work closely with our CIO Andy Nallappan and the Broadcom IT team to deliver a great employee experience. We set ourselves a very high bar for issue resolution times, and we're always trying to move the needle on service accessibility. Over the last year, a big part of our IT service delivery strategy has been 1.Bot, which is the name we've given to our Google Hangouts chatbot powered by the Moveworks AI platform. This month we held a celebration to mark the first year of 1.Bot resolving issues for us, so it feels like a good time to share some thoughts about how our first year of AI-powered IT support has gone.In our first week with the bot, we were excited to see it resolve about 8% of our employees' IT support issues. After an implementation taking just a few weeks, it was great to see value straight out of the gate. Today 1.Bot is consistently resolving 38-40% of issues every week. It's getting so effective that pretty soon we plan to turn off our telephone-based support for L1 issues. The most impressive part about this is that our journey to 40% happened without hiring any additional staff. We don't have any admins for Moveworks, no coders, nobody writing

workflows of conversation scripts, no machine learning experts. We just keep an eye on the new features that frequently become available in the bot so we can make sure our employees hear about those and start using them right away.Our journey actually started about three years ago when we began looking for an AI platform that could take over as the first line of IT support for employees. It was a frustrating search. Almost every solution we looked at required us to write scripts, build dialogs, or train machine learning models. So it was a breath of fresh air when we found Moveworks. They understood that the value of an AI chatbot is all about the learning. It's all about how it learns to understand what employees are asking for, and solve their problems automatically. Learning is different from teaching or training. We didn't want to have a system we had to teach or train — we wanted something that could continually learn, all on its own.When you handle IT support, the sheer variety of questions you get is huge — almost infinite. As an IT team, we can't anticipate all the things employees will ask about, or how they will ask for it. Additionally, our IT environment is constantly changing — new apps or services can be introduced at any time. For this reason, having Moveworks handle the natural language understanding is essential. The Moveworks service learns constantly from its conversations with employees and from the contents of IT tickets. This is true machine learning. My team doesn't have to teach the bot anything.So what have we focused on to make the bot more effective? Well, another key benefit of having Moveworks underpinning our IT support process is that Moveworks provides us with a very clear roadmap of changes that we can make to unlock more autonomous resolution. Sometimes this means writing new knowledge articles, or enabling a new app to be provisioned through Okta, or building more automation in something like Workato. Or course, we used to do all this before, but oftentimes this work would sit idle — Moveworks brings all of this to life by making it accessible through a bot. The employee doesn't have to know what the new automation or article is called, or even know it exists — they just talk to the bot and it finds the right answer or triggers the automation immediately.This easy accessibility is a big accelerator during onboarding. Given the size of our organization and the acquisitions we do, we sometimes need to bring thousands of employees into the company in a single day, without increasing the size of our IT team, and 1.Bot lets us do this. On the back end, we'd built the automation in Okta and Workday to enable this, but imagine directing a newhire — or a thousand of them — to a bunch of complicated onboarding tools. Now this problem is gone.

We just say, Go to 1.Bot!, and they get everything they need: the bot answers their questions, gets them the applications they need, and sets them up on the right email lists, and so on. It's real one-stop shopping for new employees, and they love it.Moveworks is constantly releasing new skills for the platform. As an early adopter of Moveworks we like to have early access to these new skills and to participate in evolving the capabilities of the platform. This is a big deal for us, because Moveworks is building out skills based on machine learning they do across many organizations. If our IT team had to develop 1.Bot's new skills ourselves, we'd first have to anticipate every new use case our employees would need help with, then predict how they were going to ask for it, and then attempt to design conversation flows, integrations, and business logic. We're an IT support team, not a linguistics team or AI team.We have big goals and expectations for the next 12 months, but here's a quick summary of what we've achieved in year one:If I could highlight the top five impacts Moveworks has had on our IT service delivery, they would beOverall, it's been an amazing journey. For a long time, the reality of AI has failed to live up to the hype. But in our first year with Moveworks we have proven that AI is finally able to transform the way we deliver IT support. Not just incrementally, but radically. We are excited to see what happens in year two. 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.

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