



Moveworks Virtual Agent

Duration : 8 Hours

Course Overview

The Moveworks Virtual Agent course is aimed at individuals or teams responsible for deploying and managing Moveworks within their organization. It will provide learners with the tools to understand the platform's capabilities, best practices for setup, and how to maximize the platform's potential for automating IT support processes.

Course Outline:

☐ **Introduction to Moveworks Virtual Agent**

- Overview of Moveworks Platform
- Key Features and Capabilities
- Role of AI in IT Service Management
- Benefits of Automating IT Support

☐ **Setting Up Moveworks**

- Initial Configuration and Setup
- Integrating with ITSM Systems (e.g., ServiceNow, Slack)
- Customizing the Virtual Agent to Organizational Needs
- Managing User Access and Permissions

☐ **Training the Virtual Agent**

- Overview of AI and Machine Learning in Moveworks
- Training the Virtual Agent for Accurate Responses
- Collecting and Analyzing Data for Continuous Improvement
- Setting Up Feedback Loops and Continuous Training

☐ **Creating and Managing Knowledge Bases**

- Building and Structuring Knowledge Articles
- Integrating Knowledge Bases with the Virtual Agent
- Updating and Maintaining Knowledge Content
- Using Analytics to Optimize Knowledge Base Performance

☐ **Ticketing and Issue Resolution Automation**

- Automating Ticket Classification and Assignment
- Defining and Managing Workflows for Incident Resolution
- Integrating Moveworks with Service Desk Tools
- Monitoring Ticket Status and Performance Metrics

□ **Monitoring and Reporting**

- Key Performance Indicators (KPIs) for Moveworks
- Leveraging Analytics for Tracking Virtual Agent Performance
- Customizing Reports for Insights and Decision Making
- Real-time Monitoring and Proactive Issue Resolution

□ **Advanced Features and Customization**

- Exploring Advanced Use Cases and Integrations
- Customizing the Virtual Agent's Conversational Experience
- Extending Moveworks' Functionality with APIs
- Multi-Department Integration (e.g., HR, Finance)

□ **Security and Compliance**

- Understanding Data Security and Privacy within Moveworks
- Implementing Access Controls and Encryption
- Ensuring Compliance with Industry Regulations (e.g., GDPR, HIPAA)
- Best Practices for Securing Virtual Agent Interactions

□ **Q&A and Hands-On Practice Session**

- Open Q&A with Experts
- Practical Exercises and Real-World Scenarios
- Troubleshooting Common Issues
- Final Review and Key Takeaways