AI-POWERED TECH SUPPORT

FOR OUTCOME-DRIVEN CUSTOMER SUCCESS

Technical support leaders today face a common challenge: delivering flawless customer experiences amid growing complexities. Customers expect quick, solution-focused support; engineers need efficient tools; and leaders seek actionable insights from data—all while balancing their enterprise support outcomes.

The new era in technology services witnesses AI as a true business enabler, reshaping how enterprises operate, grow, and engage customers. In the face of cost pressures, revenue demands, and rising customer expectations, the path forward lies in profitable models, scalable operations, and sustainable AI-led growth.

This is where Movate steps in by blending technical expertise + AI innovation to drive the next W(AI)VE™ of transformation.

NelsonHall	GLOBEE AWARDS	HFS	TITAN INNOVATION AWARDS
Recognized as a "**Leader**" in NelsonHall's Conversational Commerce 2025 NEAT for Sales Capability	Won the Silver Award for **AI innovation** - 20 Annual 2025 Globee® Awards for Technology	Recognized as an **Enterprise Innovator** (**Horizon 2**) in the HFS Horizons 2025 report for Generative Enterprise Services	Clinched Gold at the Titan Innovation Awards 2025 - **Best AI Technology Innovation**

LEVERAGE MOVATE'S AI SERVICES ON AGENTFORCE

Designed to accelerate AI-driven customer service automation, Agentforce empowers enterprises to scale intelligent agent operations and transform business workflows seamlessly.

STRATEGY & CONSULTING

Business Process Assessment

Ticket Trend Analysis - Identify Top Call Drivers

Understand data sources and integration touch points

Map the Business Process, Identify Gaps and high-level AI use cases

AI MATURITY ASSESSMENT

AI maturity assessment

Deep Dive on Use Cases Identification & Prioritization

AI Agents selection & feasibility analysis

Data strategy set up

USE CASE IMPLEMENTATION

End-to-end AI solution deployment (Standard/Customer Agents/Non-Conversational Interventions)

Functional AI integration into business workflows

Data synchronization & profiling

Establish framework/best practices to handle guardrails & hallucinations

Data Unification through Data Cloud as required with Enterprise Lakehouse & external systems

SUPPORT & OPTIMIZATION

Agentforce features optimizations

Prompt Tuning ; Topics & Instruction Tuning

On-going enhancements

Training as a Service

AI-Led Transformation via Agentforce & Data Cloud

Movate's iGNITEHub Framework (Our proprietary one stop solution for all AI Services)

Movate's Salesforce Solutions

20+ Pre-built industry-specific accelerators & tools to improve time to market, efficiency, costs, and CSAT

Movate's Frameworks

Org Assessment, Service Cloud Maturity Framework, Lightning Framework, Detailed Technical Org Assessment, Test Automation

AI-ENABLED TRANSFORMATION WITH IGNITEHUB

Being trusted partners with Salesforce enables us to customize Salesforce's power to build robust, scalable innovative enterprise support solutions.

Click here for details on iGNITEHub   **Click** for Enterprise Product Services

FOR CUSTOMERS	FOR AGENTS / ENGINEERS	FOR FIELD ENGINEERS	AI-DRIVEN PROCESS AUTOMATION
Auto-detect case taxonomy	Case Taxonomy Validation	On-Site Troubleshooting	Automated Audit Record Creation
Guided self-help flow through the Portal	Automated Templatized Handoff & Closure summary	Smart Knowledge Base Access	AI Generated Audit Fields
Suggest Next Best Action	RMA Workflow Automation	Spare Parts Recommendation	Dynamic weighted average auto scoring logic for the audit
AI Suggested Knowledge Articles	Ticket Completeness Check	Schedule/ Reschedule Appointment	Integrated feedback workflow
Sentiment aware routing	Clarifying/Probing Question Recommendation	Sentiment-aware routing	Unified Reports and Dashboards
Realtime Multi-Lingual Article Translation	AI Drafted Email Responses	Similar Issue Identification	Auto Submission of RMA Cases
Visual Ticker Timeline	Grammar and Format Check	Auto-Drafted Service Report	Automated Eligibility Checks
Smart Status Updates	AI Based Article Recommendation and Draft	Automated Customer Communication & Smart Status Updates	Warranty Policy Visibility
	Duplicate Case Detection and Merge Recommendation		
	Sentiment Analysis and Escalation Prediction		

Increased shift-left /Enhanced agent productivity / Optmized service delivery

WHY MOVATE?

WE ARE...

Salesforce Consulting Crest Partner → 100% Salesforce Certified Team → 100+ Salesforce Engineers → Industry SMEs & Experts

WE BRING YOU...

Cross Industry Experience across Retail, CPG, Technology, Telecom, and Healthcare

Global presence across APAC, NAR, EMEA

Hybrid delivery approach combining the best of agile and waterfall to meet your unique requirements

Pre-built accelerators for implementation & support projects

High-performance teams with the right set of resources with best-in-class skills and certifications

End-to-end accountability & predictability with a COE model

About Movate

Movate is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst-accredited companies in its revenue range, Movate helps ambitious, growth-oriented companies across industries stay ahead of the curve by leveraging its world-class talent of over 12,000+ full-time Movators across 21 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages.

(AI)CCELERATE. INNOVATE. MOVATE.

For more details,
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