

Beyond Ticket Automation: Building an Autonomous Employee Support Fabric with Power Automate and Moveworks

Introduction

Most organizations use Power Automate to connect applications and automate repetitive workflows. At the same time, many enterprises deploy Moveworks as an AI-powered employee assistant that helps users resolve IT, HR, finance, and workplace-related requests directly within collaboration tools such as Microsoft Teams.

The real innovation emerges when these two platforms are combined, not merely to automate tasks, but to create an autonomous employee support fabric where conversations, decisions, and actions flow seamlessly across enterprise systems.

This article explores a niche but increasingly important architectural pattern: using Moveworks as the conversational intelligence layer and Power Automate as the enterprise execution engine.

Understanding the Architectural Shift

Traditional automation follows a predictable model:

1. A user submits a request.
2. A ticket is created.
3. An analyst reviews it.
4. A workflow is executed.
5. The user receives an update.

While efficient, this approach still depends heavily on human intervention.

Moveworks changes the entry point by allowing employees to interact through natural language. Its AI assistant can understand intent, access enterprise systems, search organizational knowledge, and coordinate actions across business applications.

Power Automate, on the other hand, specializes in orchestrating actions among Microsoft and third-party services through hundreds of connectors and workflow capabilities.

When combined, the architecture becomes:

1. Employee interacts with Moveworks AI Assistant.
2. Moveworks performs intent recognition and context collection.
3. A Power Automate flow is triggered for execution.
4. The flow coordinates systems like Entra ID, ServiceNow, SharePoint, Outlook, SAP, Workday, and custom APIs.
5. Automated resolution is returned to the employee through Moveworks.

This model minimizes ticket creation and maximizes issue resolution.

The Invisible Workflow Concept

One of the most overlooked opportunities is the creation of invisible workflows.

An invisible workflow is a business process that employees never realize exists because the interaction feels conversational rather than transactional.

Example: Software Access Request

An employee types: "I need access to Power BI."

Moveworks then:

- Identifies the software request.
- Checks entitlement policies.
- Collects missing information.

- Invokes a Power Automate flow.

Power Automate then:

- Validates manager approval requirements.
- Creates approval tasks if necessary.
- Adds the user to the appropriate Entra ID group.
- Updates asset and audit systems.
- Sends completion status back to Moveworks.

The employee experiences a conversation rather than a six-step workflow.

Intelligent Orchestration vs. Simple Automation

Many automation programs fail because they automate tasks rather than decisions.

Power Automate excels at:

- Routing
- Integration
- Data transformation
- Approval orchestration
- API execution

Moveworks excels at:

- Intent recognition
- Context retention
- Conversational interaction
- Enterprise search
- AI-driven employee assistance

Together they create a layered architecture in which Moveworks determines what should happen, while Power Automate determines how it happens.

This separation significantly improves scalability and maintainability.

Advanced Use Case: Enterprise Search-Triggered Automation

A particularly niche implementation involves combining Moveworks Enterprise Search with Power Automate.

Moveworks Enterprise Search can aggregate information from multiple enterprise repositories while enforcing access permissions and delivering AI-generated summaries with source citations.

Consider a scenario where an employee searches: "Where is the latest vendor onboarding policy?"

The search result reveals:

- Policy document
- Process owner
- Compliance status

Power Automate can then:

- Trigger document acknowledgment.
- Capture employee acceptance.
- Store compliance records.
- Notify governance teams.

This converts passive information consumption into active process execution.

Building a Self-Healing IT Environment

A highly advanced pattern is self-healing IT operations.

Workflow Example

Employee says: "VPN is not working."

Moveworks:

1. Identifies the incident category.
2. Collects device information.
3. Checks known issues.

Power Automate then:

1. Queries monitoring systems.
2. Validates VPN service health.
3. Resets credentials if required.
4. Executes remediation scripts.
5. Sends status updates.

If remediation succeeds, the incident is resolved without human involvement. Only unresolved cases escalate to support teams.

This moves organizations from service desk automation to service desk avoidance.

Governance Considerations

As organizations increase automation maturity, governance becomes critical.

Recommended Controls

1. Approval Boundaries
Not every request should be automated. Financial approvals, privileged access, and legal workflows should continue to use approval stages within Power Automate.
 2. Identity Validation
Moveworks should pass authenticated user context so Power Automate can enforce role-based access controls before executing workflow actions.
 3. Audit Logging
Every conversational request should generate request metadata, workflow execution history, approval evidence, and final outcome.
-

Key Design Principles

Organizations adopting this architecture should follow five principles:

- **Intent First:** Design around employee requests, not system capabilities.

- **API First:** Expose functionality through APIs that Power Automate can orchestrate.
 - **Conversation First:** Keep employees inside Teams or collaboration platforms whenever possible.
 - **Exception Driven:** Automate standard requests completely and involve humans only for exceptions.
 - **Measurement Driven:** Track automation rate, deflection rate, mean time to resolution, employee satisfaction, and cost per request.
-

Future Outlook

The future of enterprise automation is not simply workflow automation; it is agentic orchestration. Moveworks is increasingly positioned as an enterprise agentic AI platform with deep integrations, while Microsoft continues expanding Power Automate and the broader Power Platform ecosystem.

In this environment:

- Employees will interact through AI assistants.
- AI assistants will understand intent and context.
- Power Automate-style orchestration engines will execute transactions.
- Enterprise systems will become fulfillment layers rather than user interfaces.

The result is a workplace where support processes become largely invisible.

Conclusion

The combination of Moveworks and Power Automate represents far more than another integration. It creates a new operating model in which conversational AI becomes the employee-facing layer and workflow automation becomes the execution backbone.

By pairing Moveworks natural-language understanding, enterprise search, and AI assistance capabilities with Power Automate orchestration and connector ecosystem, organizations can build autonomous workflows that resolve issues, deliver information, and complete business processes with minimal human intervention.

For enterprises pursuing AI-driven operations, this architecture may become one of the most powerful and least discussed patterns in the modern digital workplace.

Revision #3

Created 2026-07-10 09:41:26 UTC by Umar M Ahmed

Updated 2026-07-10 10:49:06 UTC by Umar M Ahmed