

## **Creating Positive Client Interactions**

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This virtual training provides an ADP Client Support Specialist (CSS) with the skills to create a positive client experience when answering service calls on products or features for which the service associate has not been trained.

Included in the session are:

- An introduction and/or review of ADP service culture.
- A brief overview of ADP products and features a CSS new hire must be familiar with but has not yet been trained on.
- An overview of Seamless Service Skills.
- Role plays that allow participants to practice combining the skills learned in the session (service excellence, product overview, and seamless service) to create a positive client experience when answering service calls.

## **Service New Hire Product Overviews**

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This virtual training is the second of two courses that when combined provide ADP New Hire Client Support Specialists (CSSs) with the skills to create a positive client experience when answering service calls on products or features for which the service associate has not been trained.

Included in the session are:

- A brief overview of ADP products and features a CSS new hire must be familiar with but has not yet been trained on.
- Role plays that allow participants to practice combining the product overview knowledge learned in this session with the service excellence and seamless service skills learned in *Creating Positive Client Interactions* to create a positive client experience when answering service calls.

## **Completing the Payroll & HR Sections of the I-Hub Payroll Client Interview**

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This virtual training introduces implementation new hires to the Payroll and HR sections of the I-Hub Payroll Client Interview.

Included in the session are:

- How to access the Interview in I-Hub.
- When and how the Interview should be completed.
- A review of the individual pages of the Payroll and HR sections of the Interview.
- A discussion on the appropriate setup questions to ask the client in order to complete the Interview successfully.