

Creating Positive Client Interactions

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

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

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.

Introduction to I-Hub

This blended eLearning training provides an overview of I-Hub and includes instruction on basic navigation as well as fundamental procedures to use I-Hub and the I-Hub Client Interviews to implement an ADP Workforce Now client.

Upon completing this course, you will be prepared to:

- Identify the description of I-Hub
- State the purpose and benefits of I-Hub
- Identify and navigate the sections of the I-Hub Home page
- Identify and navigate the sections of the Project Dashboard
- Identify and navigate the Client Interviews used to create the I-Hub Combined Analysis
- Identify the Summary Interview Reports