



# ADP® Intelligent Self-Service



Give valuable time back to your people by resolving issues before they become problems

## ADP Intelligent Self-Service helps to resolve dozens of common daily operational issues:

- Timecards: Missing information
- New hires: I-9 and direct deposit completion
- PTO: Requests and balances
- New child: Parental leave policy, add new dependent
- Emergency contacts
- W-4 and tax updates
- ... and many more

Identifying and fixing common problems across HR, payroll, time and benefits can take hours — or even weeks — to fully resolve.

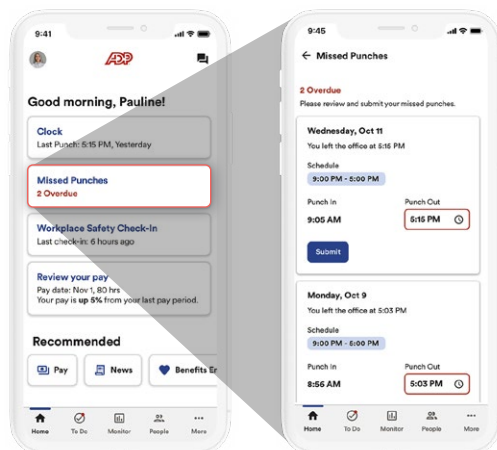
There's a better way.

**Anticipate, reduce and solve common issues** with ADP Intelligent Self-Service — before they even happen — with a digital experience across mobile and desktop designed to **elevate the employee experience and reduce practitioners' administrative workload.**

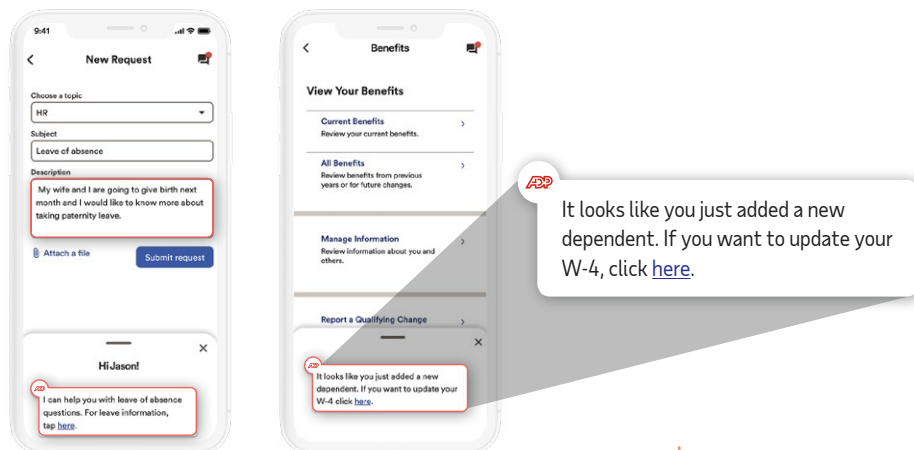
Intelligent Self-Service uses artificial intelligence and ADP's deep operational HCM knowledge to proactively resolve employee issues. Through action card prompts and a conversational virtual assistant, ADP ensures that common issues with pay, time, benefits, and HR are resolved quickly and accurately by employees directly, without the need for practitioner intervention.

Intelligent Self-Service makes what were once moments of frustration and stress memories of the past and establishes **a new standard for proactive, data-driven service delivery.**

## Action Cards proactively notify workers of issues to address in the moment



## The ADP Virtual Assistant (A.V.A.) chatbot predicts and suggests actions to help reduce administrative workload



Available as part of your ADP experience. Talk to your ADP representative for more information.

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