

Support Sam



AGE	26
EDUCATION	BS/CPP
LOCATION	Co-located Team
ROLE	Client Service Rep
ADP EXPERIENCE	7 months; 1 BU; 1 Position

“ I can handle most chats, but when something weird pops up, I wish I had a smart co-pilot that could just tell me what to say – right there, right now.

Bio

Sam joined the company about seven months ago. He was drawn to customer support because he enjoys problem-solving and helping people – and he’s good at staying calm under pressure. He is familiar with the core knowledge base and most common issues, but still hits roadblocks when more complex or edge-case questions arise. When that happens, he usually pings a more senior teammate or searches internal documentation, which slows things down.

Goals

- Respond quickly and accurately in real-time chat.
- Feel more confident when handling unusual or complex questions.
- Reduce dependency on teammates or manual searching for support.
- Improve customer satisfaction and meet personal KPIs like response time and resolution rate.

Frustrations

- Internal docs are often too long or hard to search quickly.
- Escalating to a senior teammate can feel awkward or make them feel like a burden.
- Finds it stressful when handling multiple chats while trying to dig up info.

Tech Habits

- Works in CRM alongside chat tools and 3 other ADP applications.
- Juggles 2-3 chats at a time.
- Uses keyboard shortcuts and saved replies, but wishes they were smarter.
- Frequently switches between knowledge base, past tickets, and chat windows.

Motivations

- Wants to grow into a more senior role in customer support.
- Takes pride in giving helpful, professional responses that solve problems.
- Values tools that help them feel capable and make work smoother – not more complicated.
- Hopes to be seen as a "go-to" person on the team in the future.