Department of Finance & Administration

Agency Benefits Coordinator Meeting

Zendesk

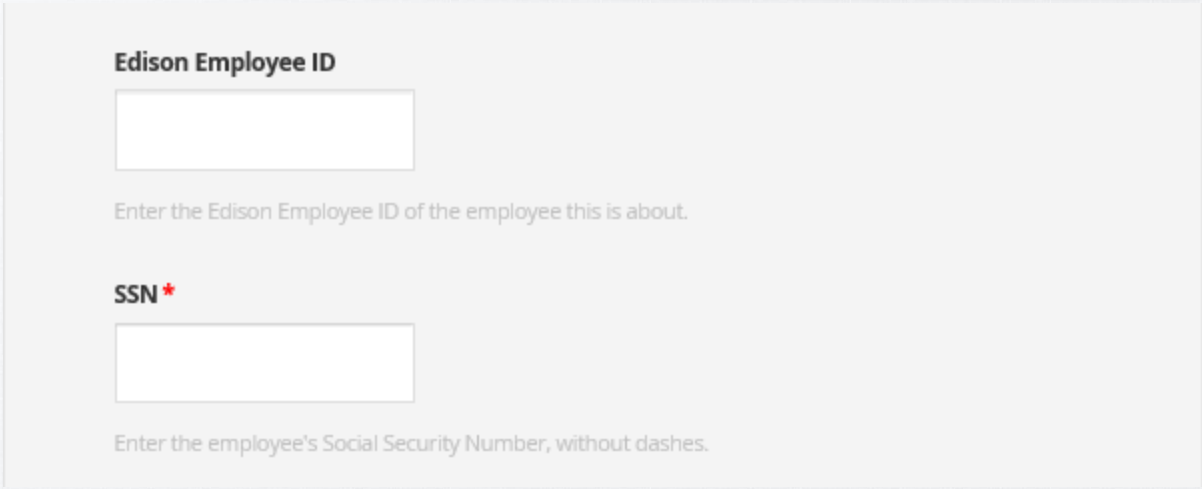
August 2019

Ticket Optimization and Security

- Here are some helpful tips to help protect member information, to assist us in identifying the correct Benefits staff to work your request, and to help us solve your issues faster.
- First, as a matter of security:
  - **Never include a member's name, SSN, or Edison Employee ID in the Subject of a ticket.**
  - **This includes tickets sent to us by email and submitted via the "Submit a Request" feature on our Help Center. The Subject field will become the subject line of email responses to your ticket.**
  - **The body of emails sent through Zendesk are secure, however the Subject Lines are not.**

Ticket Optimization

- For Document Uploads:
  - Please include BOTH the Head of Contract's Social Security Number **and** Edison Employee ID, if they have one.
  - This will help us identify the member and locate documents faster while working the tickets.
  - Our primary search method when looking up a member is by Edison Employee ID. The SSN is only required to transfer the documents from Zendesk into Edison.



Ticket Optimization

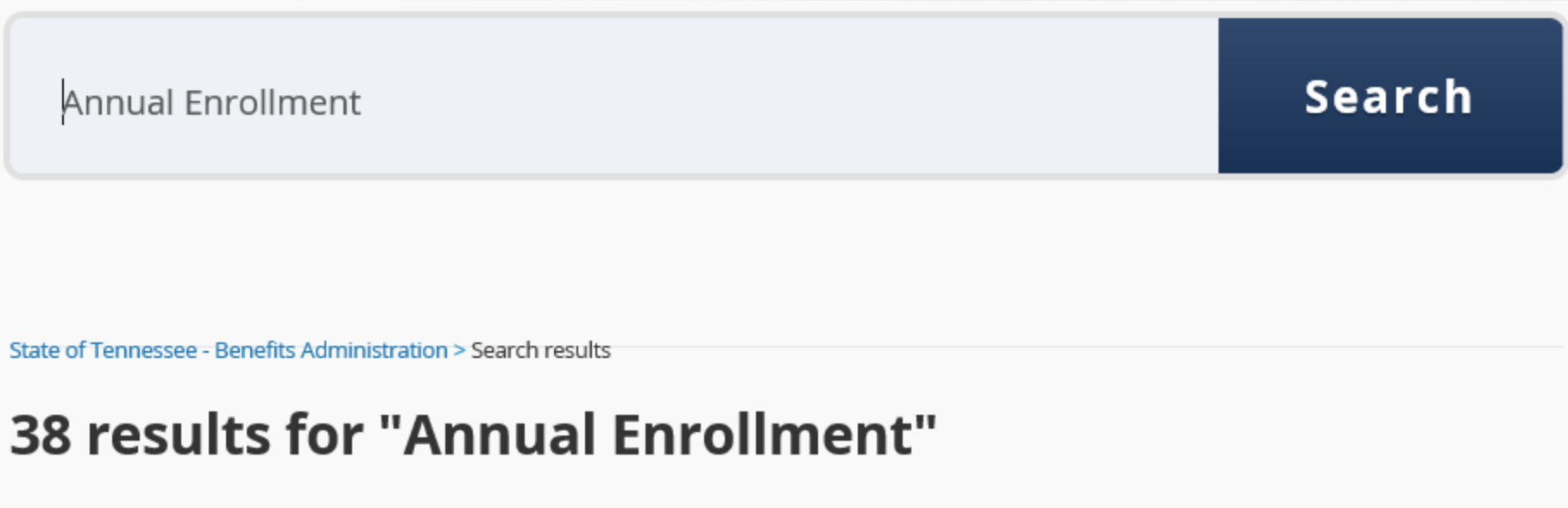
- Use keywords in the Subject to help us route tickets faster and serve you better!
  - For Billing questions, use words like Billing, LOA, FMLA, Suspend coverage, etc.
  - For Active questions, use words like SQE, Newborn, Death, Annual Enrollment, Appeal, etc.
- This helps us identify tickets that need to be routed to specialists for handling and will reduce response time!

Zendesk Search Optimization

- BA has a Help Center with a wealth of information on various topics.
- The Help Center is located here: https://benefitssupport.tn.gov
- You can also search our Help Center from the ParTNers From Health site, just look for and click our friendly Web Widget floating on the bottom left of your screen:

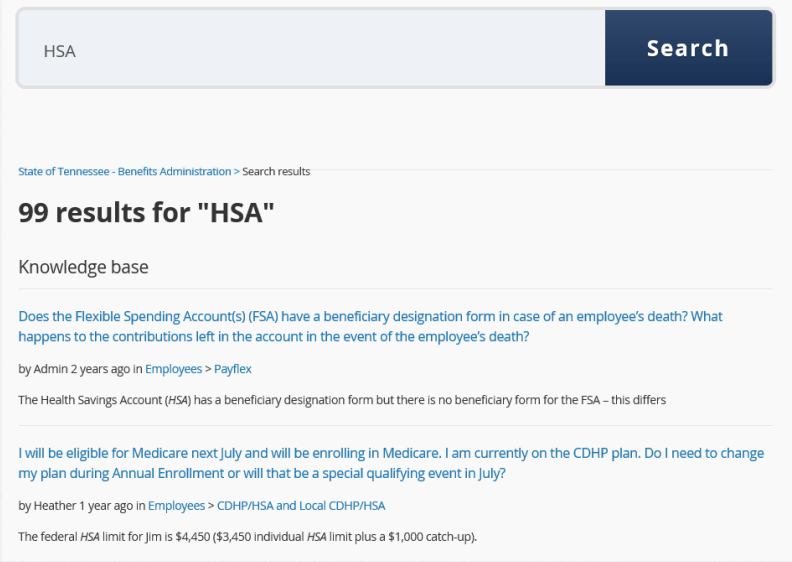
Zendesk Search Optimization

- Either Way you access the Help Center, the search results will be the same.
- With that said, here are some tips that can help you find relevant information when searching.

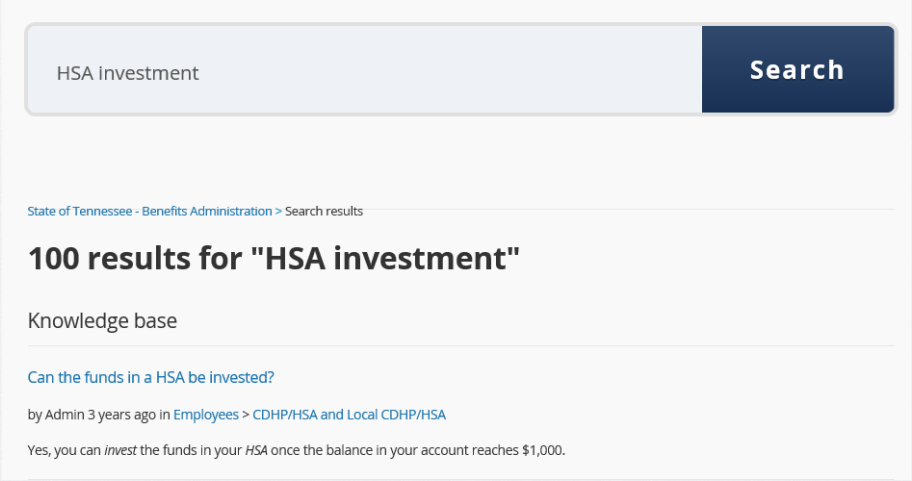


Use Two Or More Words

- I need to know if I can invest my HSA contributions into a mutual fund, and if so, how.
  - I search for **HSA**. There are 99 results, and the correct article is not obvious.

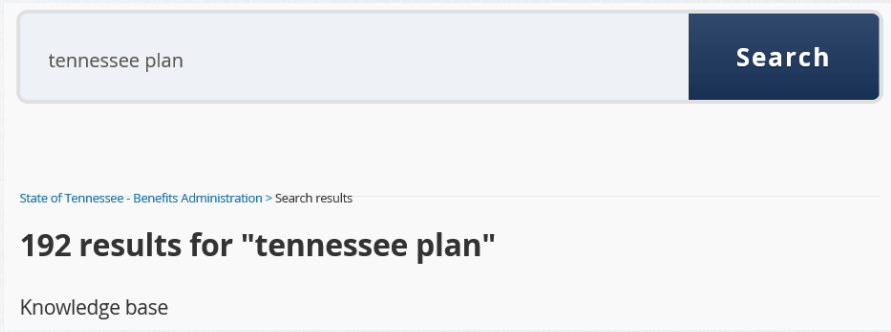


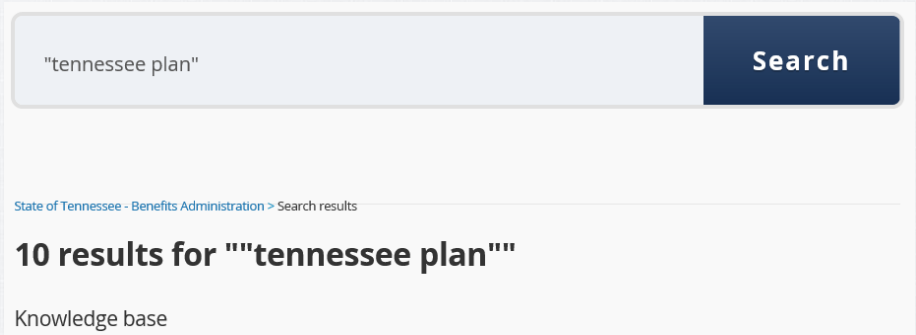
  - I search for HSA investment, and the first result is the one I need!



Use quotation marks to search a phrase

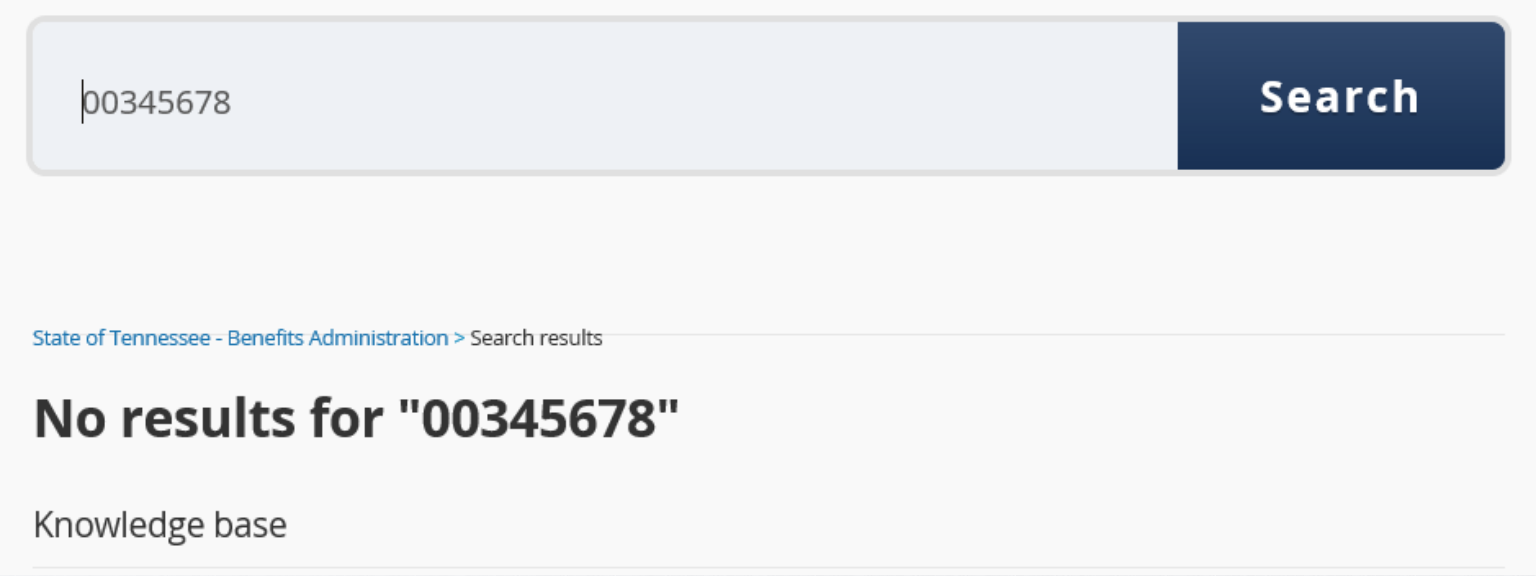
- I have questions about the State's supplemental medical insurance for retirees.
  - I search for tennessee plan and I get 192 results, which includes all articles with either the word Tennessee, or plan, or both, in any order.
  - If I instead search "tennessee plan" I only get results that include the phrase "Tennessee Plan" in that order.





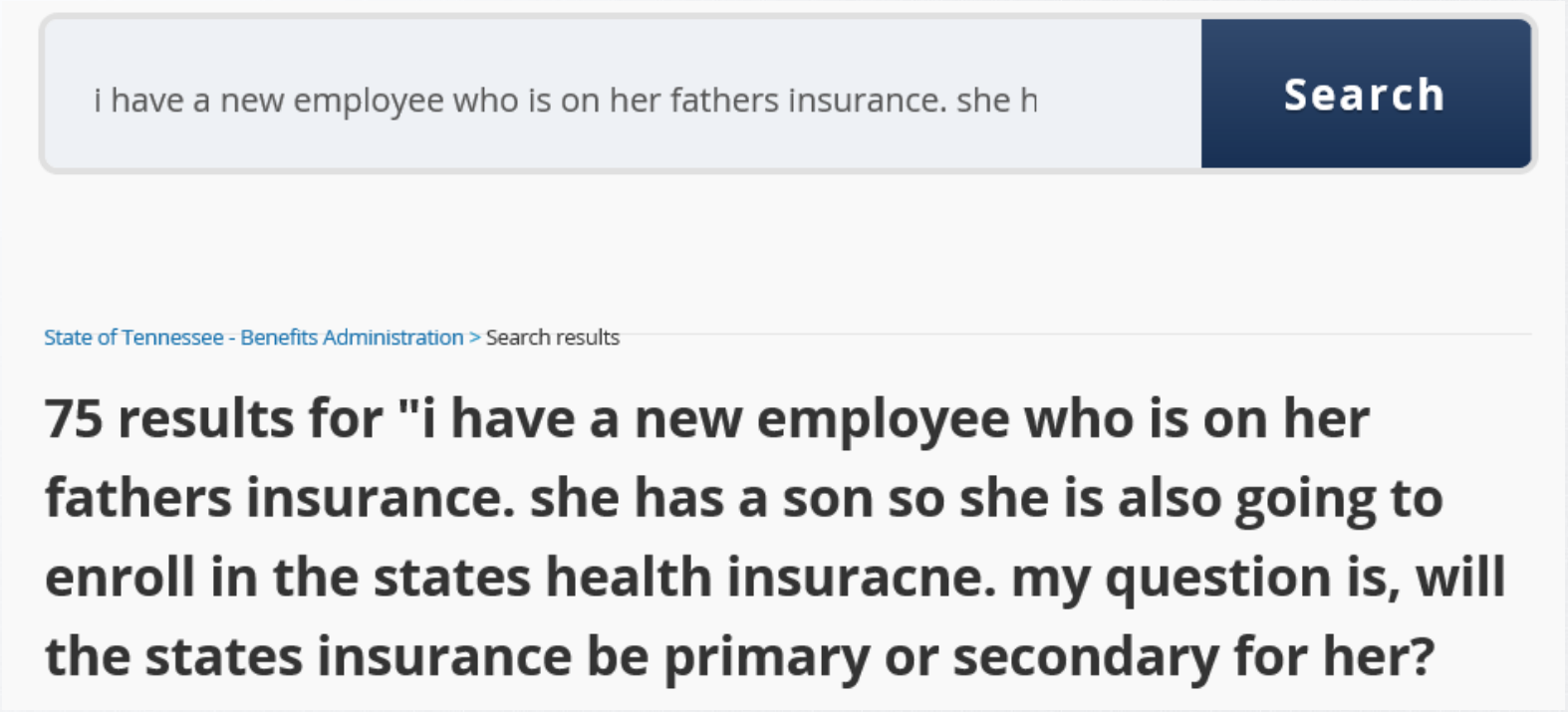
Do Not Search for Personal Information

- Searches for Zendesk ticket numbers, Edison employee IDs, etc., will not return any results.



Search By Keywords, not Complete Sentences

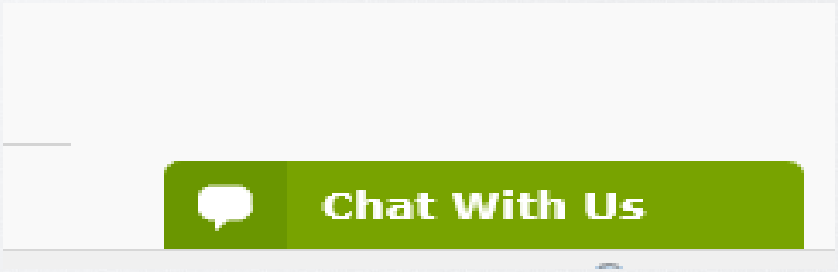
- This search did not return any useful results:



Questions?

Live Chat

- During Business Hours, the Service Center is available to answer questions via Live Chat.
- The Live Chat service is staffed by the Benefits Administration Service Center.
- The Live Chat service uses modern encryption protocols to ensure security of the content discussed in the chat.
- You can find the Live Chat feature on our Help Center, by clicking the “Chat With Us” Icon in the lower-right of the screen.



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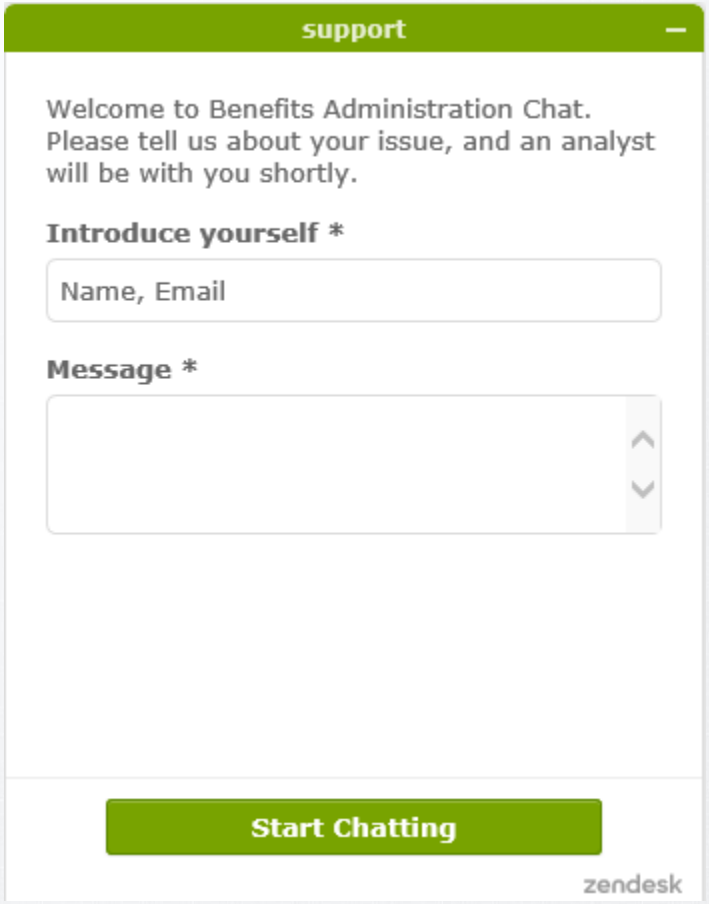
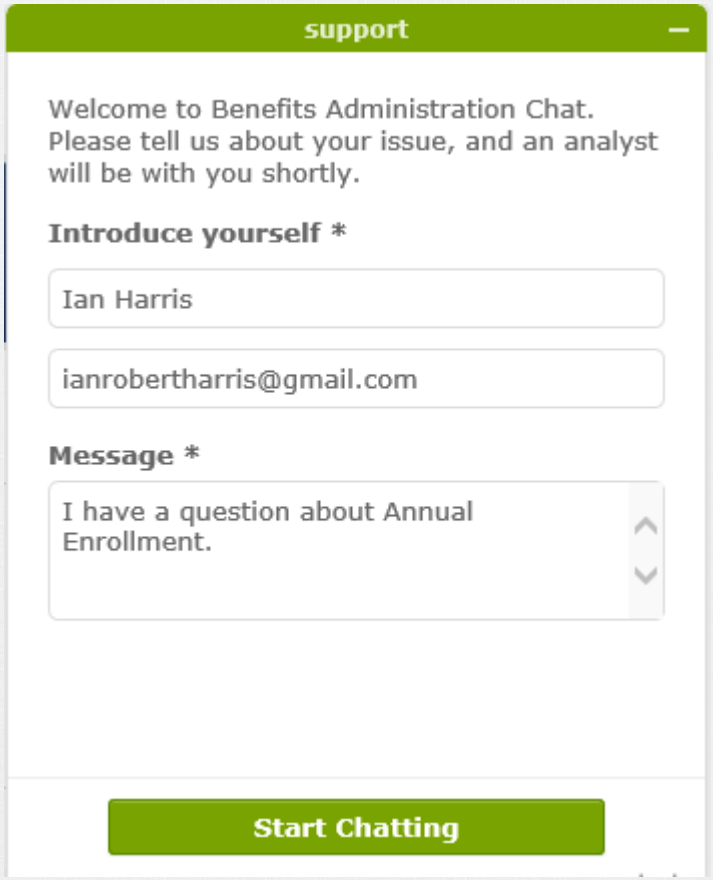
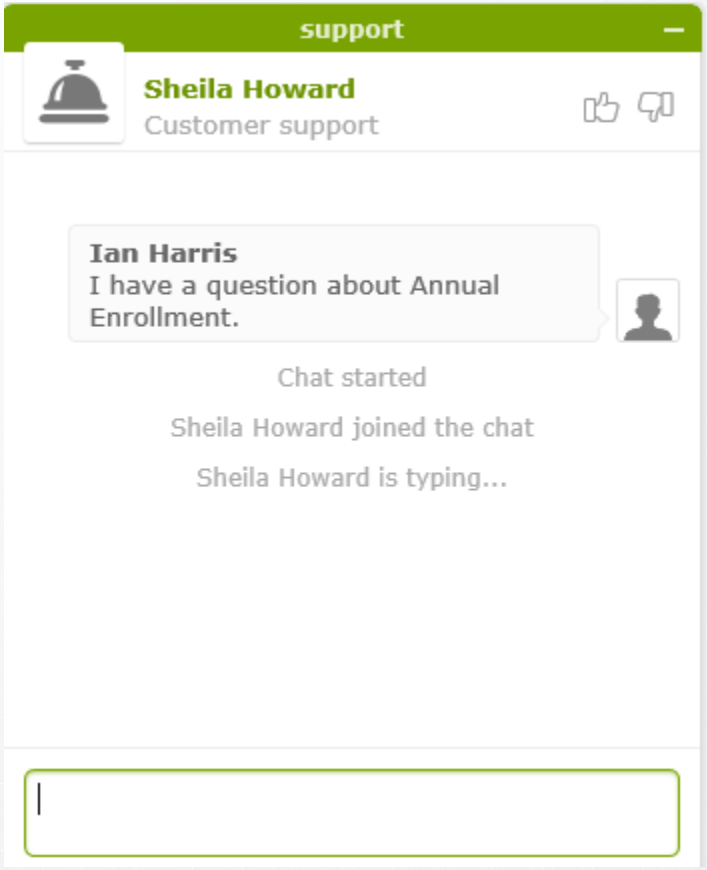
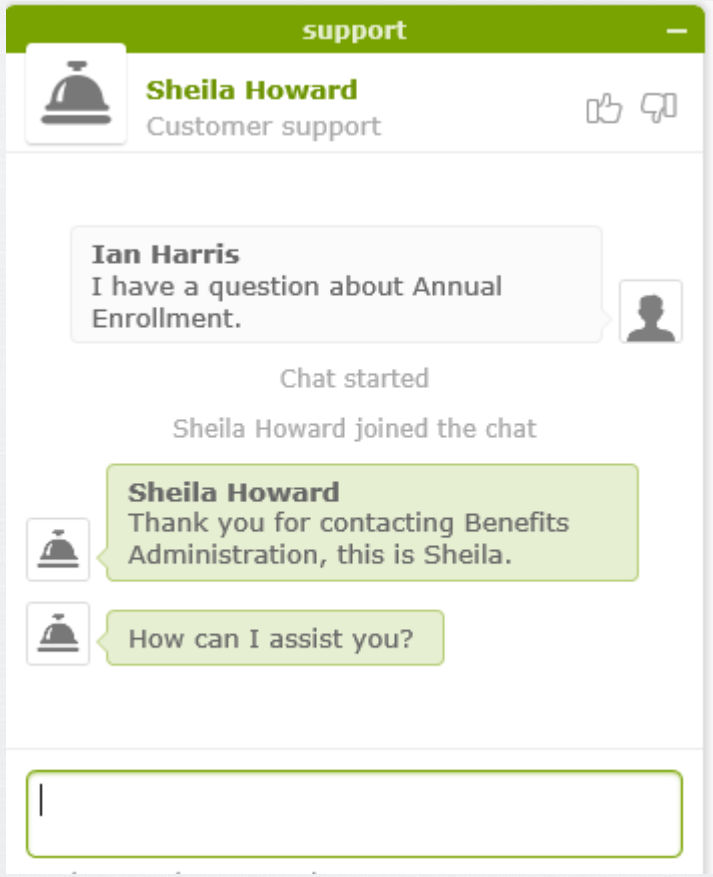
Live Chat


support
Welcome to Benefits Administration Chat. Please tell us about your issue, and an analyst will be with you shortly.
Introduce yourself *
Name, Email
Message *
Start Chatting
zendesk


support
Welcome to Benefits Administration Chat. Please tell us about your issue, and an analyst will be with you shortly.
Introduce yourself *
Ian Harris
ianrobertharris@gmail.com
Message *
I have a question about Annual Enrollment.
Start Chatting

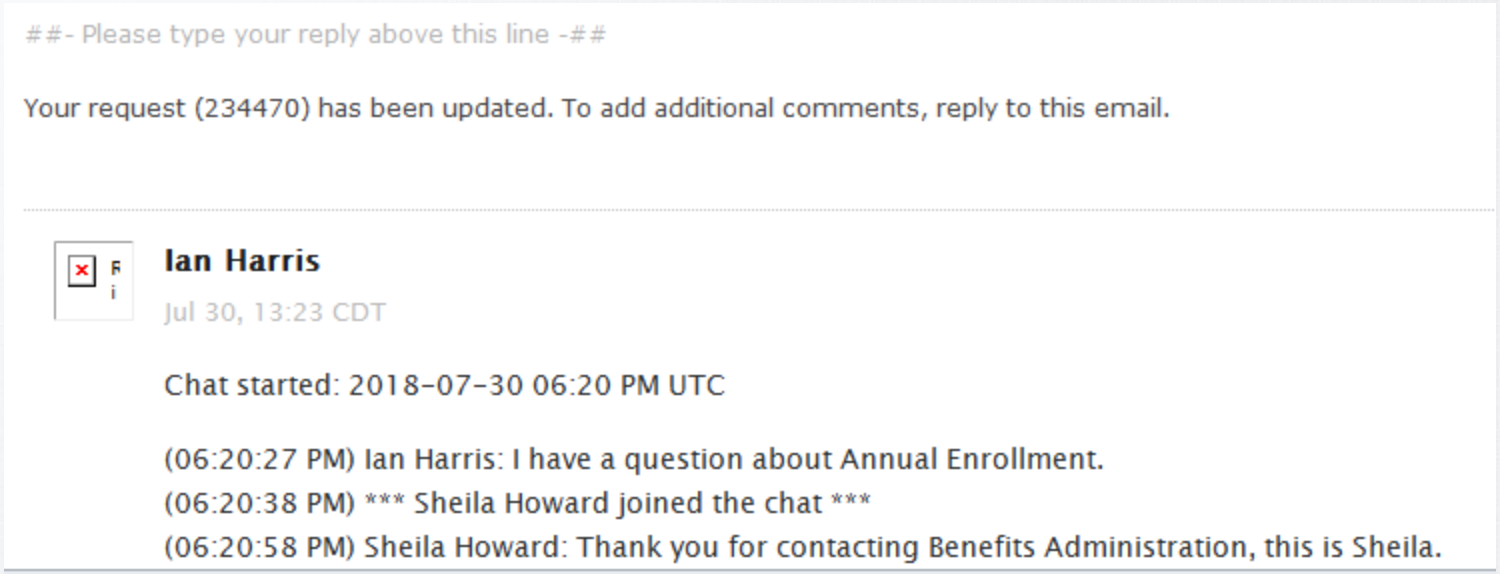
Live Chat


support
Sheila Howard
Customer support
Ian Harris
I have a question about Annual Enrollment.
Chat started
Sheila Howard joined the chat
Sheila Howard is typing...


support
Sheila Howard
Customer support
Ian Harris
I have a question about Annual Enrollment.
Chat started
Sheila Howard joined the chat
Sheila Howard
Thank you for contacting Benefits Administration, this is Sheila.
How can I assist you?

Live Chat

- Chatting Live with BA will open a ticket. After your chat, you should receive an email with full transcript of what you discussed.
- You can use this email to continue the conversation, should you need to follow up.



##- Please type your reply above this line -##

Your request (234470) has been updated. To add additional comments, reply to this email.

Ian Harris

Jul 30, 13:23 CDT

Chat started: 2018-07-30 06:20 PM UTC

(06:20:27 PM) Ian Harris: I have a question about Annual Enrollment.
(06:20:38 PM) *** Sheila Howard joined the chat ***
(06:20:58 PM) Sheila Howard: Thank you for contacting Benefits Administration, this is Sheila.

Live Chat

- The Live Chat feature is currently staffed by the analysts on our Active Team.
  - Retirement, COBRA, Billing, and FSA inquiries will be forwarded on to the appropriate staff to handle
- Live Chat is great for quick or general questions!
  - Account specific inquiries will require identity verification, just as with phone calls.

Questions?

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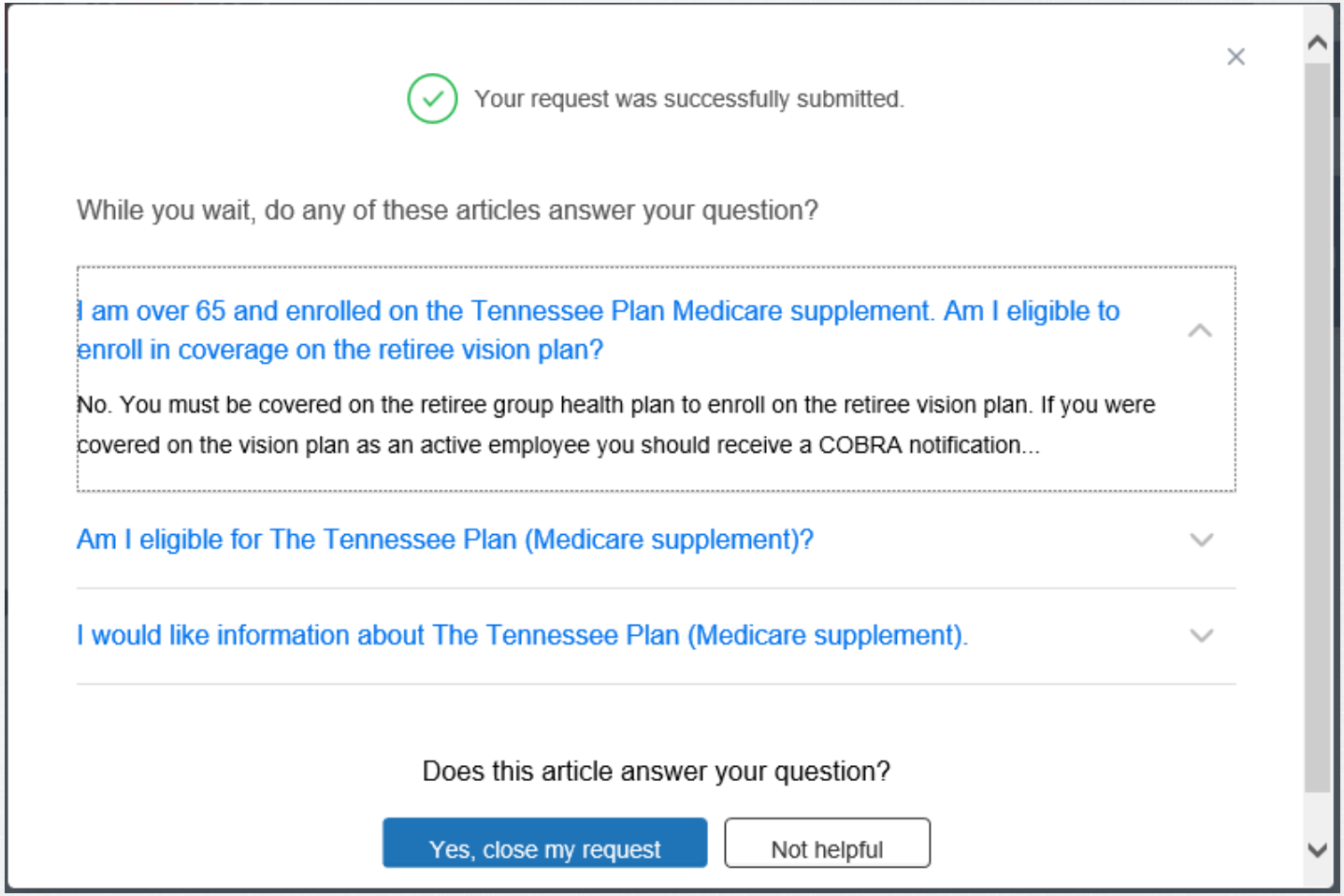
Answer Bot

- Answer Bot is an automated answer suggestion service, using content from our Help Center.
- Answer Bot will suggest articles for you to read.
- Answer Bot will suggest answers to tickets you submit via the “Leave a Message” feature, via email, or via Submit a Request (except Document Uploads).

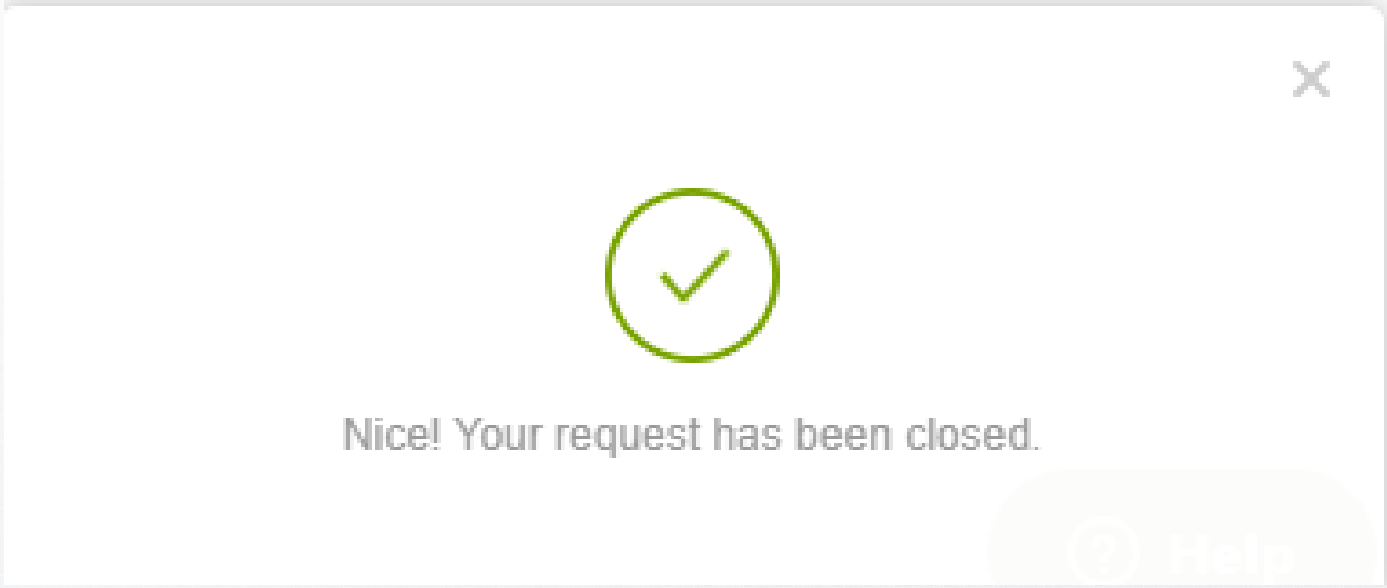
Answer Bot – Submit a Request



Answer Bot – Submit a Request

Answer Bot – Via Email

Answer Bot – Via Email



Answer Bot

- If you click “Yes, Close my Request,” Answer Bot will **resolve the ticket without any action taken by the BA Service Center.**
- Answer Bot does not have access to any personal information and cannot resolve account-specific questions (However, if you click “Yes” to a suggested answer, the ticket is still marked as solved).
- **Answer Bot can offer general information, such as enrollment requirements.**