



Zendesk Overview

September 2018

What is Zendesk?

- Zendesk is a customer service software that provides a cloud-based customer support platform which allows quicker and easier interaction between businesses and customers.
- Agency Benefits Coordinators are able to search the knowledge base system for Frequently Asked Questions, policies and procedures.
- Some examples of Articles and FAQ include: “How do I run a collections applied report?”& “Who is eligible for CDHP?”
- Agency Benefits coordinators use Zendesk to submit tickets for issues that require further research.
- Zendesk has articles and Frequently Asked Questions that you will be able to search before submitting a ticket/request.

What is Zendesk?

- When Benefits Administration receives a call from an ABC or employee, a ticket/incident is created.
- If the issue cannot be resolved while the analyst is on the phone, the incident will be sent to the BA service desk to be issued to the appropriate department that can answer the question or resolve the issue.
- Benefits Administration strives to resolve the issue within 1.5 business days or less.
- Some examples of issues in which a ticket should be created by an ABC include: billing questions, enrollment delays, eligibility questions, and/or general questions.

Note: In many cases, a call to Benefits Administration or creating a ticket may not be necessary. ABCs can find answers to many of their questions by searching Zendesk's knowledge base or viewing Edison notes.

Zendesk Overview

- Help Center
 - Located at <https://benefitssupport.tn.gov>

https://benefitssupport.tn.gov/hc/en-us

State of Tennessee - Benefit...

File Edit View Favorites Tools Help

BMC Remedy Mid Tier 8.0... BMC Remedy Mid Tier 8.0... Edison PRD Suggested Sites Zendesk BA Internal Website - Shor...

TN PARTNERS FOR HEALTH

Click here at any time to return to Zendesk Home Page.

Agent Sign In

search the help desk | find articles | submit a request

Search Search

Agency Benefits Coordinators (ABCs) Retirees

Employees

Help



Help Center

- Browse Frequently Asked Questions for Employees, Retirees, or Agency Benefits Coordinators

Agency Benefits Coordinators (ABCs)

PPACA FAQs

PPACA Documents

State New Hire Documentation for ABCs

HSA/CDHP Questions

Frequently Asked Questions (FAQ)

Help Center

- Use the Search Bar to find answers

Annual Enrollment

Search

The search box is similar to an internet search engine such as Google. You can utilize the search box to quickly search for articles by using keywords.

State of Tennessee - Benefits Administration > Search results

38 results for "Annual Enrollment"

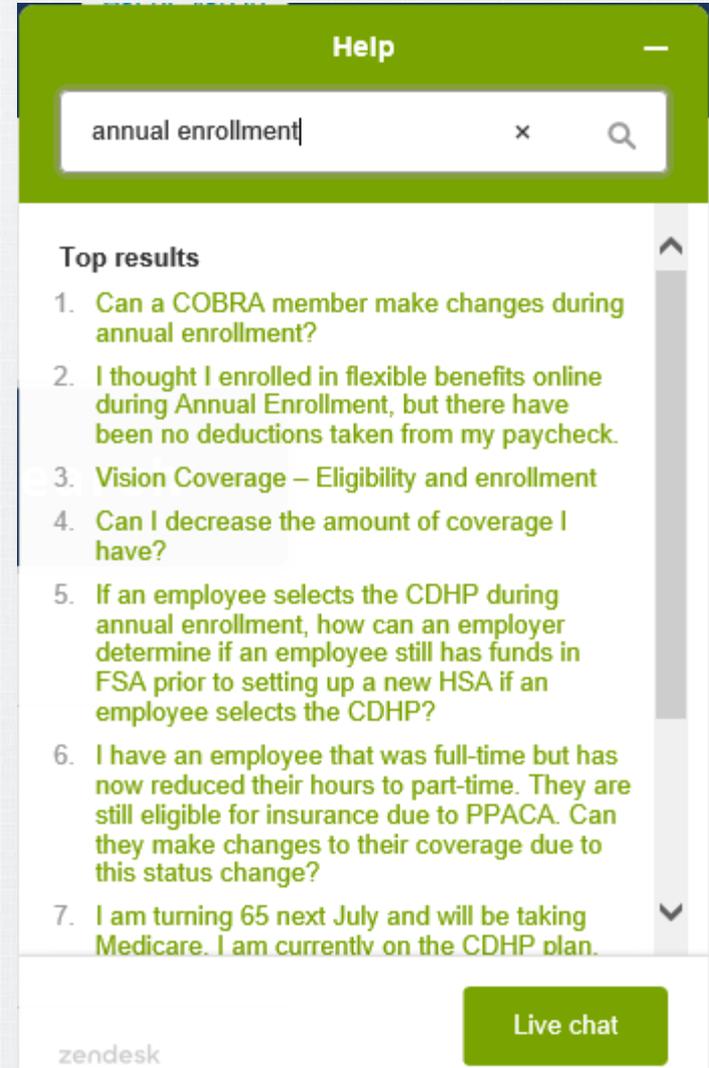
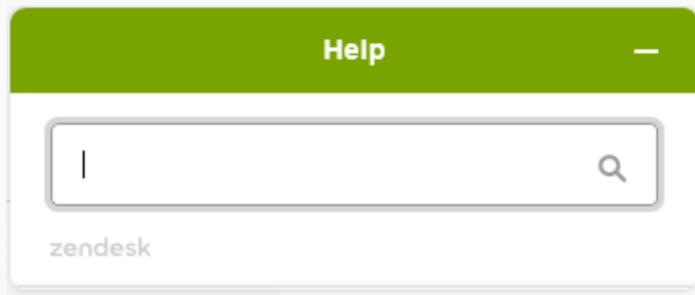
Help Center – Help Widget

- Use the Help Widget
 - Located on the bottom right of every page of the Help Center
 - Also located at <https://www.tn.gov/partnersforhealth>



Help Widget

- Opens to a Search Bar



Help Widget – Live Chat

- Not the right answer? No Problem!
 - During Business Hours: Click “Live Chat” to initiate a Live Chat with the BA Service Center
 - When the Service Center is Closed: Click “Leave a Message” to Open a Ticket

Live Chat

support

Welcome to Benefits Administration Chat.
Please tell us about your issue, and an analyst will be with you shortly.

Introduce yourself *

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 *

Message *

I have a question about Annual Enrollment.

Start Chatting

Live Chat

The screenshot shows a chat window titled "support" with a bell icon and a minus sign. The contact name is "Sheila Howard" with the role "Customer support" and thumbs up/down icons. A message from "Ian Harris" asks about "Annual Enrollment". Below the message, it says "Chat started", "Sheila Howard joined the chat", and "Sheila Howard is typing...". A text input field is at the bottom.

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...

|

The screenshot shows the same chat window as the previous one, but now with two responses from "Sheila Howard". The first response says "Thank you for contacting Benefits Administration, this is Sheila." and the second says "How can I assist you?". The text input field is at the bottom.

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

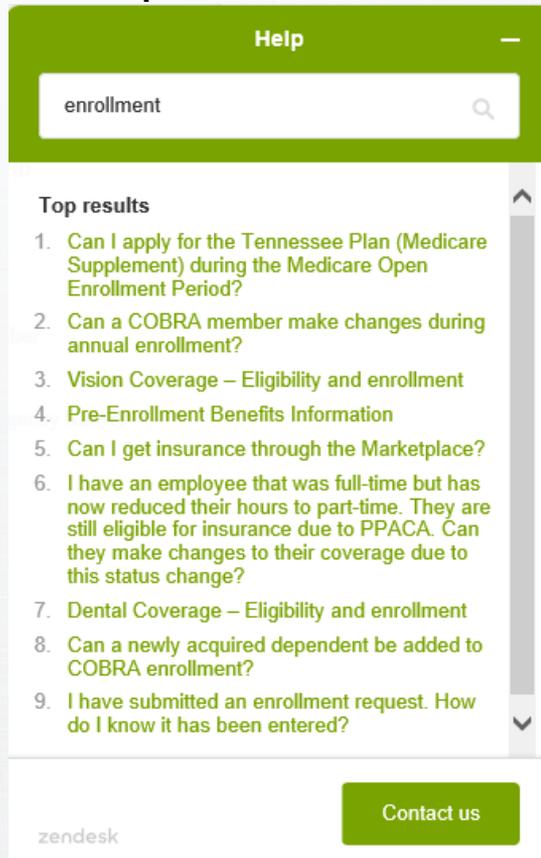
- The Live Chat feature is currently staffed by the analysts on our Active Team.
 - Retirement, COBRA, Billing, and FSA inquiries will be forwarded on to the appropriate staff to handle
- Live Chat is great for quick or general questions!
 - Account specific inquiries will require identity verification,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

Help Widget – Leave a Message

- After hours or while the Service Center is closed, you can use the Help Widget to “Contact Us” – or open a ticket - to which the Service Center will respond when we re-open.

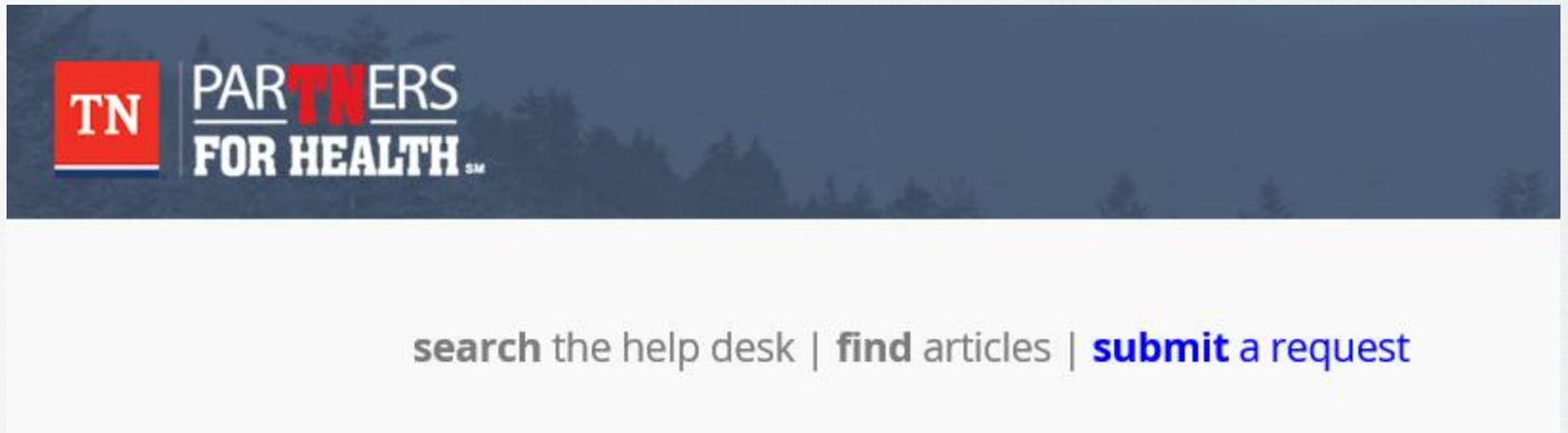
Leave a Message

- You will receive an email with the content of your message, and follow-up emails when BA responds.



Help Center - Submit a Request

- You can also Submit a Request directly from our Help Center.
- Click the “Submit a Request” link to begin.



Submit a Request

- You will need to select a topic (ticket form) to submit your request.
- Common Question: What's the difference between "Document Uploads for Active Employees" and "Active Employees and their Dependents?"
- If you have a question about an Active employee and/or their dependents you will select that option to submit a ticket. If you need to upload documents you will select the document upload for Active employees.
- If you need to upload documents for retirees you will select document upload for retirement.

Sub

Document Uploads for Active Employees

Document Uploads for Retirement

Active Employees and their Dependents

Retirees and their Dependents

COBRA Recipients

Submit a Request

- “Document Uploads for Active Employees”/”Document Uploads for Retirement” ticket forms are for document processing only.
 - This includes Applications, Cancel Requests, Dependent Verifications, etc.
 - You will get an email notification when your document is received by BA and an email notification when we have completed processing.
 - You will also receive emails from BA if we have any questions.
 - These emails include all discussion already made, for easy reference.
 - Documents are not uploaded into Edison until AFTER you receive the email notification that we have completed the request.
 - Document Upload ticket forms are not for general questions.

Submit a Request

- Document Upload Forms, continued
 - Document Upload Forms will not activate Answer Bot, our helpful answer suggestion service
 - Limit of 5 attachments
 - Limit of 20 megabytes in file size
 - Please submit for one employee at a time

Submit a Request

- “Active Employees and their Dependents”/”Retirees and their Dependents”/”COBRA Recipients”
 - These forms are for asking general or account-specific questions that do not require document handling.
 - Any tickets submitted using these ticket forms will NOT be uploaded into Edison.
 - You will receive email notifications that we have received your request, and when it is resolved.
 - This ticket form will suggest answers for you from our Help Center.

Submit a Request

- Fill out all fields and describe your question or issue, then click “Submit”

Submit a request

My issue concerns a/an:

Retirees and their Dependents ▾

Your email address*

ianrobertharris@gmail.com

Subject*

Medicare

Your Phone Number*

615-123-4567

Head of Contract Name (if different than your own)

Edison Employee ID

Enter the Edison Employee ID of the employee this is about.

I work for... (ie, Agency Name)*

F&A

Attachments

 [Add file](#) or drop files here

Submit

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

 Your request was successfully submitted. ✕

While you wait, do any of these articles answer your question?

[I am over 65 and enrolled on the Tennessee Plan Medicare supplement. Am I eligible to enroll in coverage on the retiree vision plan?](#) ^

No. You must be covered on the retiree group health plan to enroll on the retiree vision plan. If you were covered on the vision plan as an active employee you should receive a COBRA notification...

[Am I eligible for The Tennessee Plan \(Medicare supplement\)?](#) v

[I would like information about The Tennessee Plan \(Medicare supplement\).](#) v

Does this article answer your question?

Answer Bot – Submit a Request



Nice! Your request has been closed.

Answer Bot – Via Email

Here are some great articles that may help:

Do any of these articles answer your question?



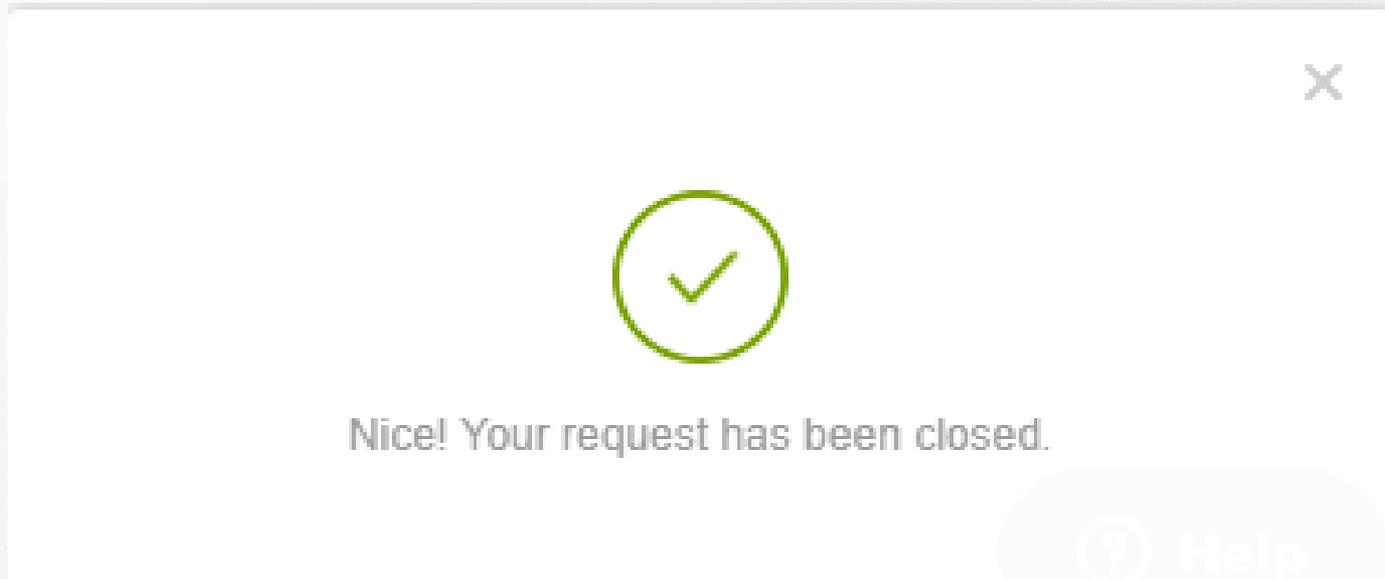
If I work for a Tennessee Board of Regents (TBR) institution can I enroll in the state EyeMed Vision Program? Yes, you may choose to enroll in the EyeMed plan offered by the state by using Edison Employee Self Service (ESS).... [Read more](#)

Yes, close my request



I would like information about The Tennessee Plan (Medicare supplement). The Tennessee Plan is a

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.

Continuing the Conversation

- Did the Service Center ask for more information? When we solved the ticket, did the answer not provide all the information you needed?
- No problem! You can respond to a ticket in 2 easy ways: via email, or online.

Continuing the Conversation via Email

- Every email from Zendesk includes a ticket number and the phrase **“##- Please type your reply above this line -##”**

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

A request (234643) has been created and is being reviewed by our support staff.

Please read the information below.

To add additional comments, reply to this email.

Continuing the Conversation via Email

- Simply reply to the Email with any additional information. It will be sent to the Service Center and appended to the existing ticket.
- You may simply attach any files we have requested to your email response.
- Any attachments we send you will appear as a link to download, for security purposes.
- All ticket conversations by email contain the entire conversation by both parties.
- After 4 days (in most cases), replying to the email of a solved ticket will open a new ticket.

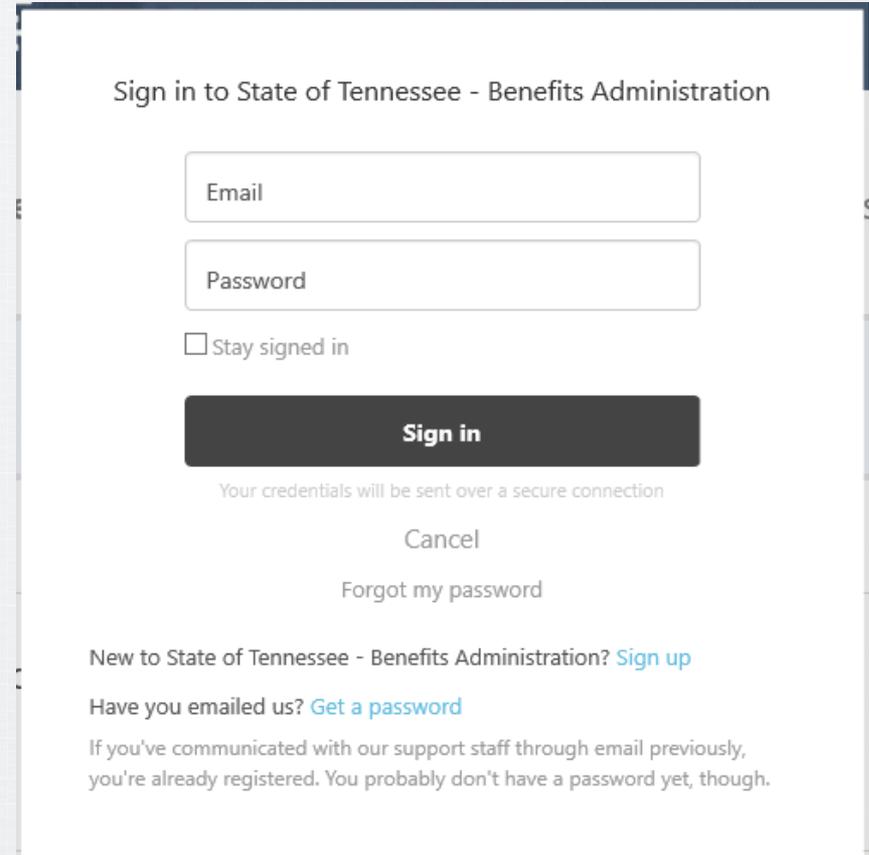
Continuing the Conversation Online

- You can find every ticket you have submitted to us, and their status, online.
- For open tickets, you can reply directly from the website.
- Go to <https://benefitssupport.tn.gov> and click “Agent Sign In” in the upper right.



Continuing the Conversation Online

- If you have never logged in before, click “Get a Password.” Otherwise, enter your email address and password.



Sign in to State of Tennessee - Benefits Administration

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

Forgot my password

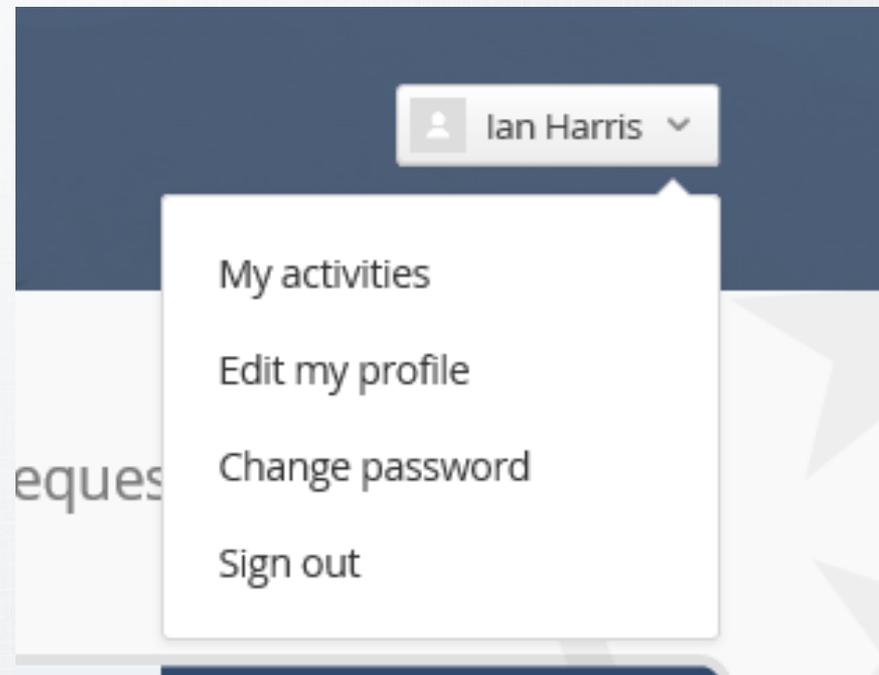
New to State of Tennessee - Benefits Administration? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

Continuing the Conversation Online

- After Logging in, the “Agent Sign In” button will be replaced by a dropdown menu with your name.



Continuing the Conversation Online

- Click on “My Activities” to see your tickets.

Id	Subject	Last activity	Status
234643	Tennessee Plan	a few seconds ago	Awaiting your reply
234640	Medicare	31 minutes ago	Solved
234470	Chat with Ian Harris	3 hours ago	Solved

- Click on a Ticket Subject to see the full conversation, leave an update, or add attachments, then click “Submit.”



Continuing the Conversation Online

Request #234643

Tennessee Plan



Ian Harris

Today at 16:24

I have a question about enrollment in the Tennessee Plan.

Ian Harris submitted this request

Status

Awaiting your reply

Priority

Normal

My Issue is About...

—



Response. |

 Add file or drop files here

Submit

Continuing the Conversation Online

- Frequently Asked Question: Why do I have so many tickets that are in a status of “Awaiting Your Reply?” It doesn’t look like you’ve asked me for any information!
 - Document Upload forms, particularly Retirement Applications, are frequently set to this status until they are ready for processing. We frequently receive retirement documents well in advance.
 - Tickets other than Document Uploads are usually waiting on a response from you, or sometimes from a 3rd party, such as a vendor or Edison.

Questions?

**For Questions Contact:
Benefits Administration**



**800.253.9981 or 615.741.3590
Monday – Friday, 8 - 4:30 CT or create a
Zendesk Ticket**

