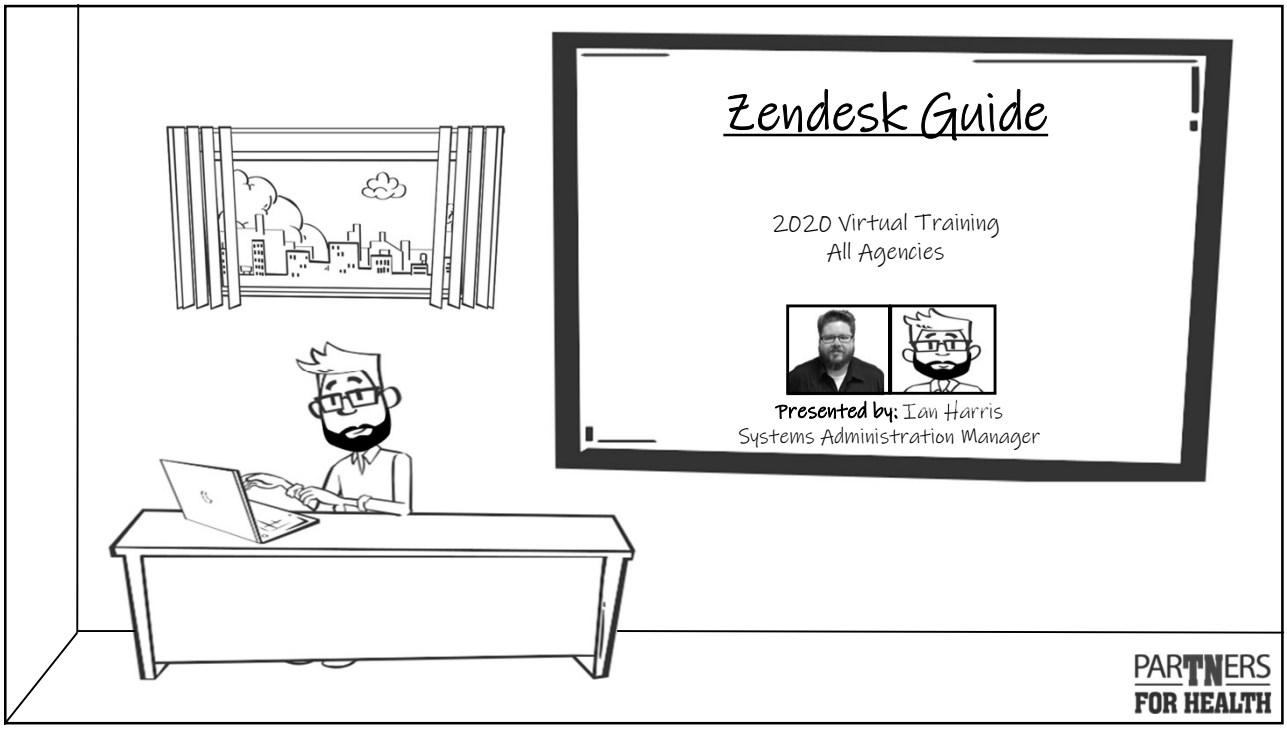
Zendesk Guide
2020 Virtual Training
All Agencies
Presented by: Ian Harris
Systems Administration Manager
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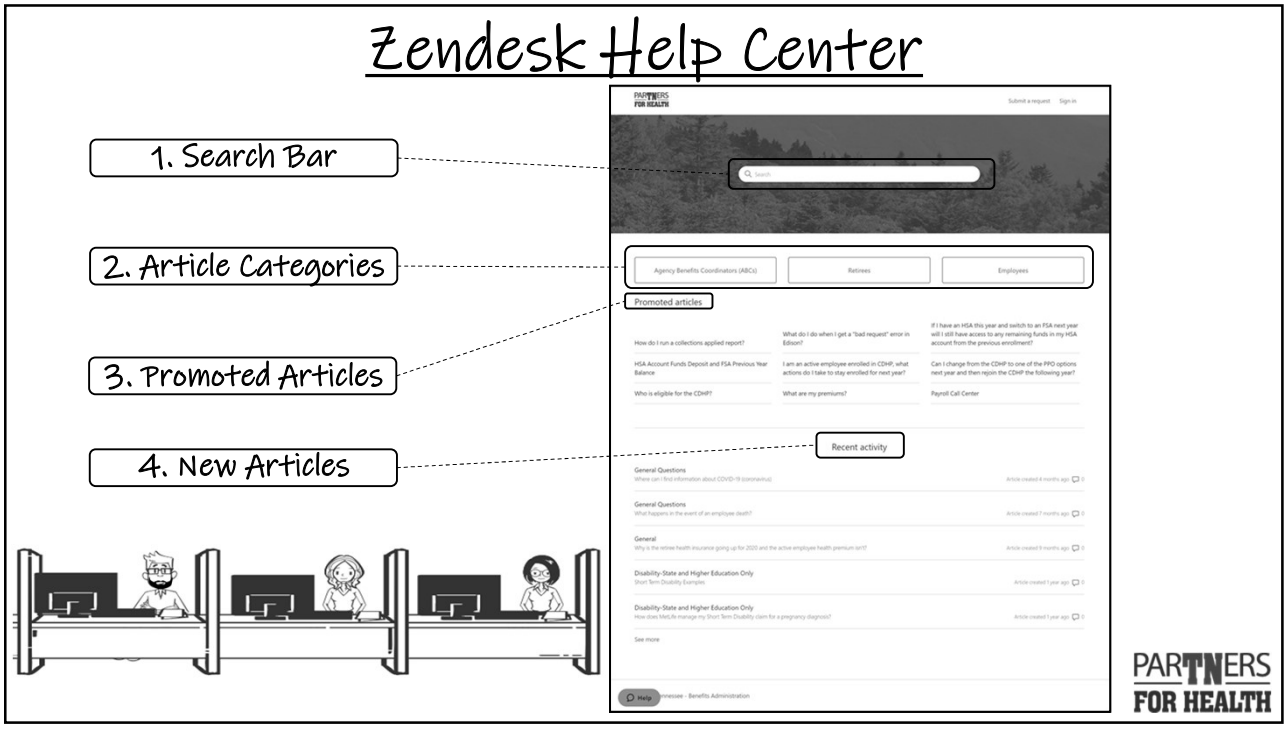
1


Zendesk Help Center
1. Search Bar
2. Article Categories
3. Promoted Articles
4. New Articles
Agency Benefits Coordinators (ABCs)
Retirees
Employees
Promoted articles
Recent activity
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2

Search Bar

1. Use two or more words.
   'HSA investment' will provide better results than just 'HSA'.
2. Do not use complete sentences.
3. Use quotation marks for specificity.
   "Tennessee Plan" returns results that include words in that order; a search for Tennessee Plan returns results that include both of those in any place in the article.
4. Do not search for personal information.

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3

Article Categories

- Located just below the Search bar, the Articles Categories buttons allow you to browse articles by subject.
- The Categories are divided into information relevant to the ABC community, active employees, and retirees.
- They could also be some of our most frequently asked questions.

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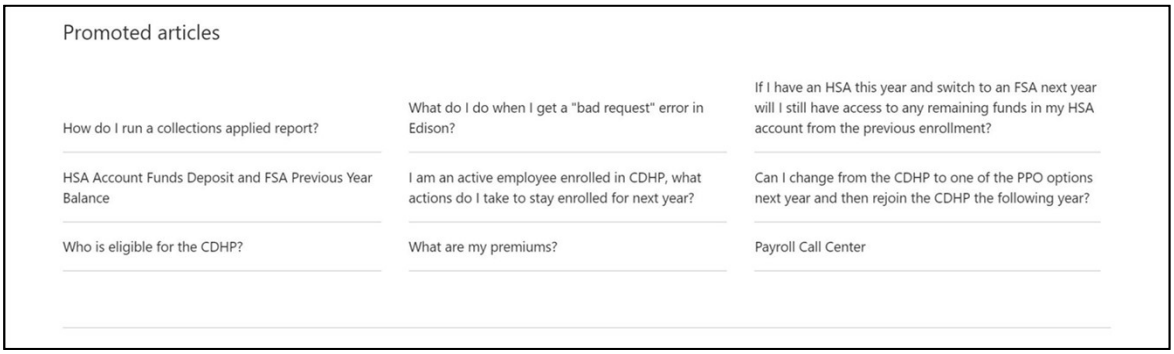
4

Promoted Content



- The Promoted Content section is located below the search area and article categories. These are articles Benefits feels present important information.
- These articles could be referring to recent news or changes.

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5

New Articles

- The New Article section, located below Promoted Content, highlights our newest articles.
- Keep an eye on the New Articles section to keep up with our latest developments!

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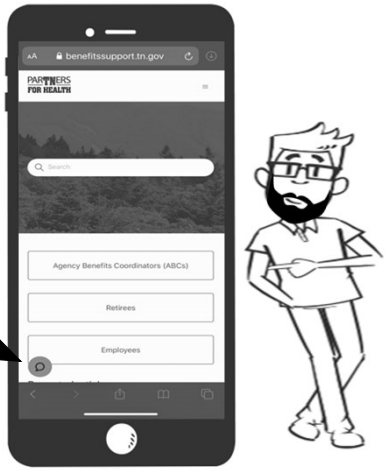
6

Search from Help Button

- Located at the bottom of Help Center and on the PartNers for Health Site
- Includes all content from Help Center



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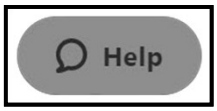
7

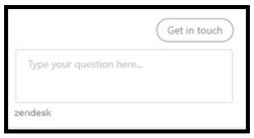
Live Chat

- Here is how to use the Live Chat feature:



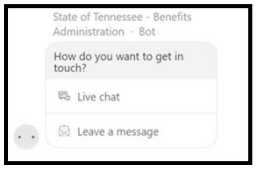
1

Click the Help Button:



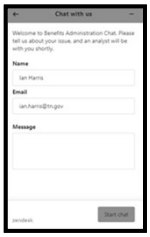
2

Click "Get in Touch"



3

Click "Live Chat"



4

Insert your name, email, and click "Start Chat"

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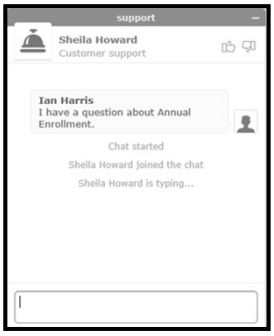
8

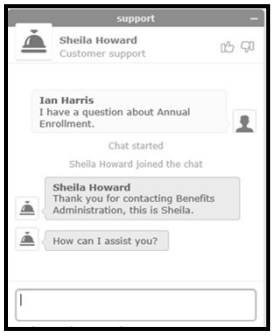
Live Chat

- Here is how to use the Live Chat feature:



5

Type in Your Inquiry



6

Customer Support Replies

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9

Live Chat

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

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10

Submitting a Ticket

- There are several ways to submit a ticket to Benefits Administration. Let's take a look!

By Email to:	By Phone to our Service Center	By Live Chat	Online at benefitssupport.tn.gov	Via the Help Button
Benefits.administration@tn.gov Retirement.insurance@tn.gov Benefits.info@tn.gov Ben.admin.syssup@tn.gov Benefits.training@tn.gov Flexible.benefits@tn.gov	800.253.9981 or 615.741.3590	State of Tennessee - Benefits Administration · Bot How do you want to get in touch? Live chat Leave a message		Help

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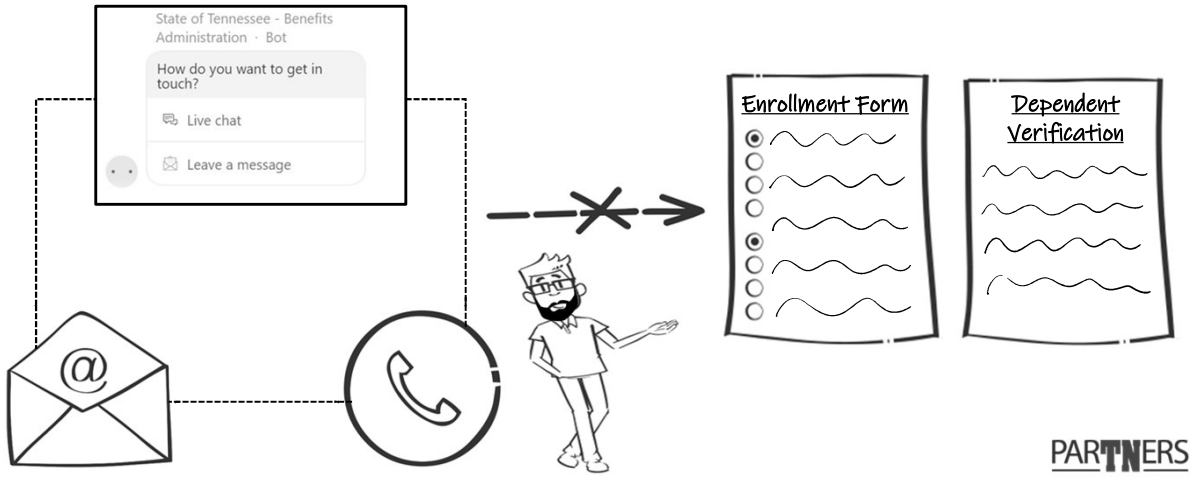
11

Submitting a Ticket

- Email, Phone, and Chat tickets cannot be used for Enrollment Forms or Dependent Verification Documents.



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12

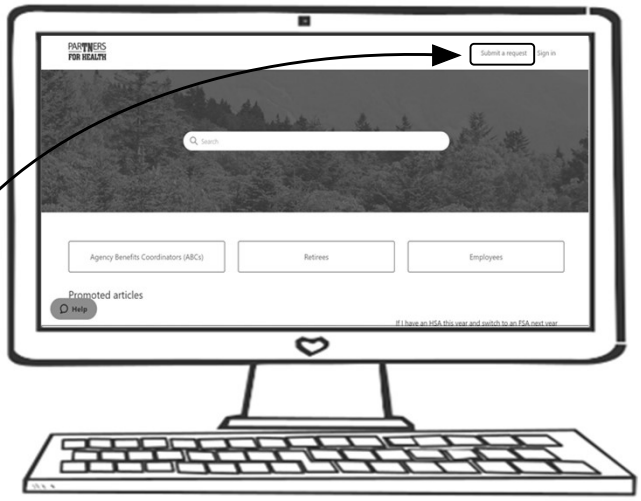
Submitting a Ticket

Using the Online Method

Step 1:

Click the "Submit a Request" Link

Submit a request



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13

Submitting a Ticket

Using the Online Method

Step 2:

Click the "My Issue Concerns..." dropdown

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14

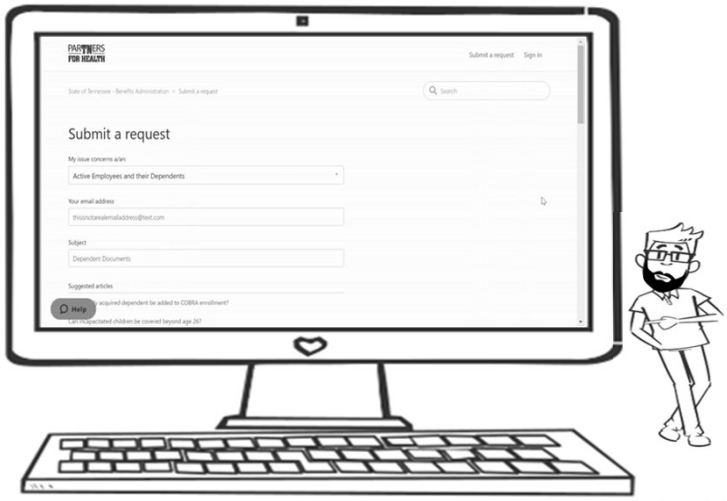
Submitting a Ticket

Using the Online Method

Step 3:
Fill out the fields

Fields to fill out include:

- ❑ Your email address
- ❑ Subject (don't use PHI)
- ❑ Issue Topic
- ❑ Edison Employee ID
- ❑ Your Name
- ❑ Phone Number
- ❑ Position



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15

Submitting a Ticket

Using the Online Method

Step 4:
Click Submit

- ❑ You will receive an email confirmation and status updates can be reviewed online.

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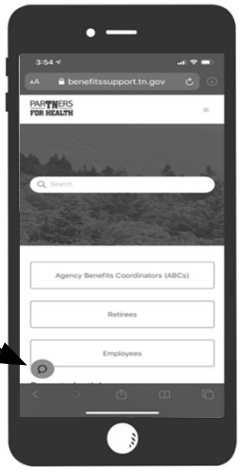
16

Submitting a Ticket

Using the Help button Method

Step 1:

Click the Help Button



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17

Submitting a Ticket

Using the Help button Method

Step 2:

Click "Get in Touch"

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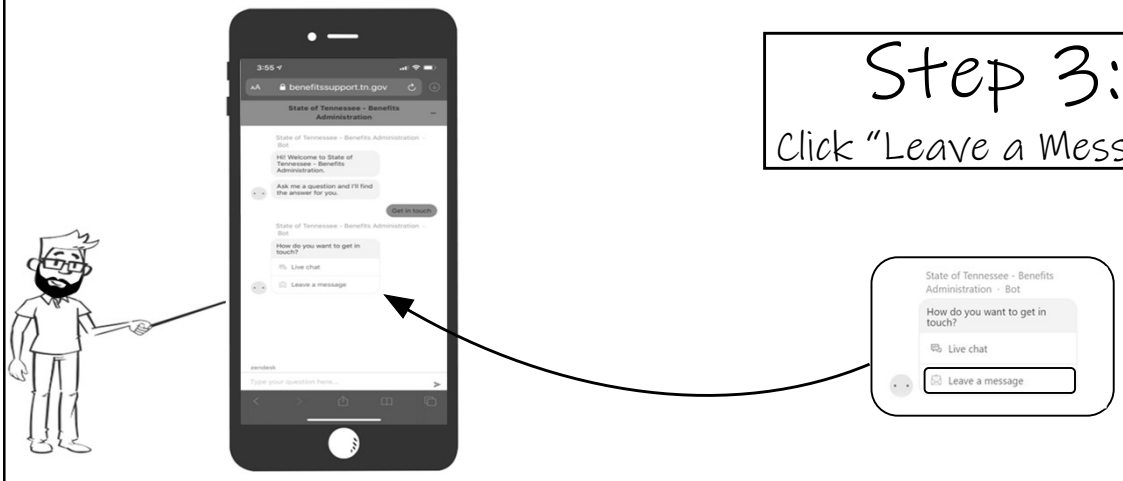
18

Submitting a Ticket

Using the Help button Method



Step 3:

Click "Leave a Message"

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19

Submitting a Ticket

Using the Help button Method

Step 4:

Select your Issue

Please select your issue

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20

Submitting a Ticket

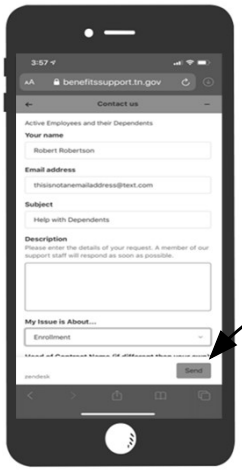
Using the Help button Method

Step 5:

Fill out the Fields

Fields to fill out include:

- ❑ Your email address
- ❑ Subject (Don't use PHI)
- ❑ Issue Topic
- ❑ Edison Employee ID
- ❑ Your Name
- ❑ Phone Number
- ❑ Position



Step 6:

Click Send

- ❑ You will receive an email confirmation and updated status can be reviewed online.

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21

Viewing Your Profile & Tickets

You can edit your contact information and monitor the status of your tickets online.

- ❑ Whether you have ever logged in before or not, start by clicking "Sign In" on our Help Center.

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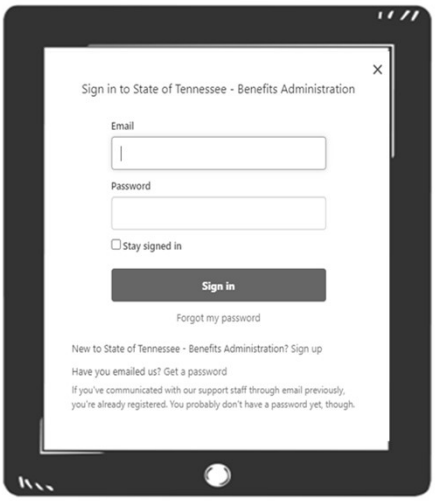
22

Signing In

- Let's look at the options once you click "Sign In."
  - If you have never logged in before but have emailed us, click "Get a Password."
  - To create a new account, click "Sign Up."
  - If you have created a password previously, enter your email address and password.



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23

Viewing Your Profile

- Once signed in, click your name in the upper-right corner.
- Click "My Profile."

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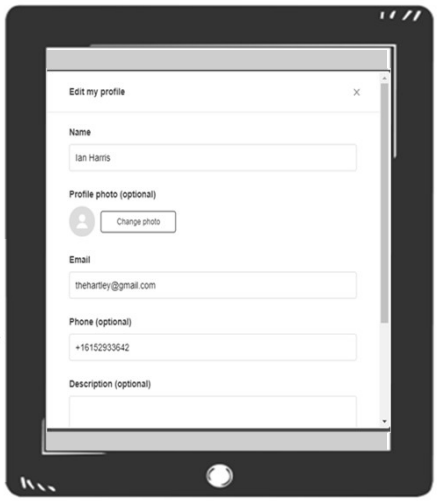
24

Viewing Your Profile

- To edit your name or contact information, click "Edit Profile."
- You can edit your name, email address, phone number, and add a profile picture.



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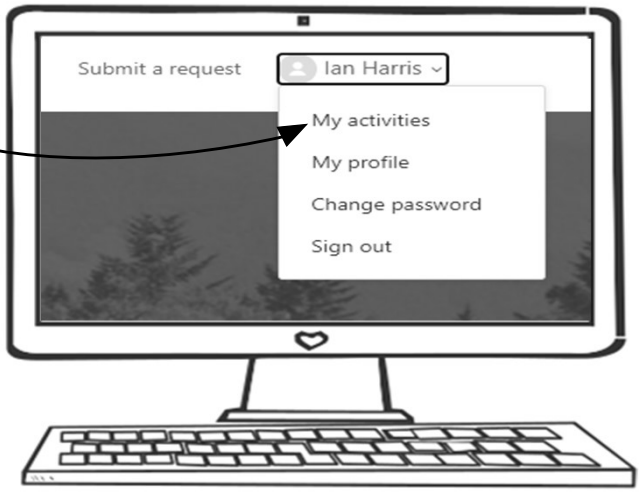
25

Viewing Your Tickets

- Click on your name in the upper right-hand corner, then click on "My Activities."



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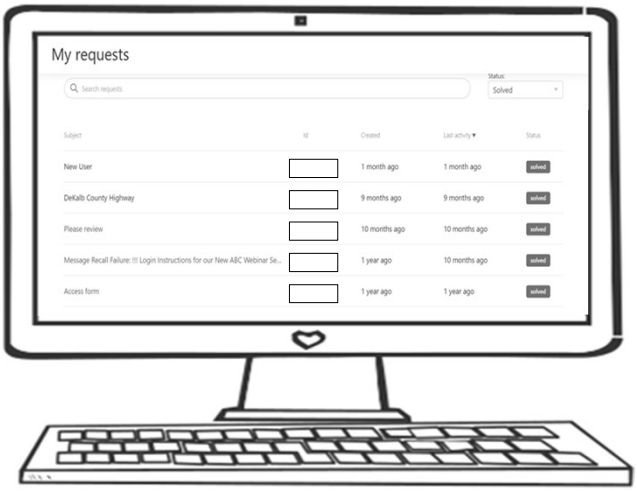
26

Viewing Your Tickets

- You will see a list of all tickets you have ever submitted.



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27

Viewing Your Tickets

- Clicking the Ticket Subject will allow you to access all information and conversation on this ticket.

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28

Viewing Your Tickets

- Click "Add to Conversation" on an open ticket to add a comment or upload files.

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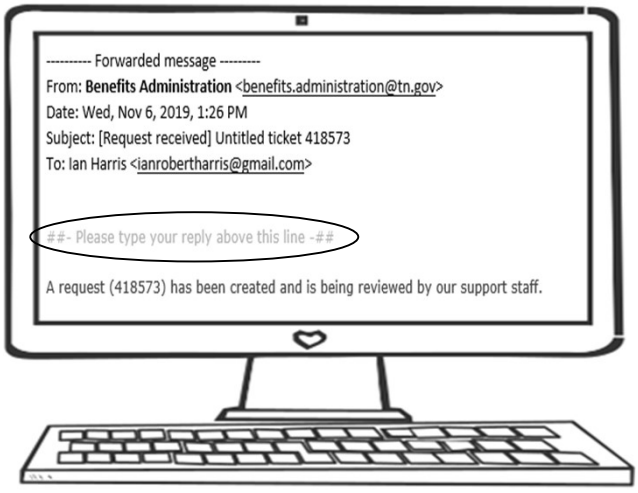
29

Responding to a Ticket Via Email

- When responding to a ticket via email:
  - Always reply above the line that says, "##- Please type your reply above this line -##"
  - Please remove any images from your email signature.



30

Answer Bot

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

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31

Answer Bot

Submit a Request

- Answer Bot will present a list of articles it believes are relevant to your question.
- After reading the articles (or if no articles are relevant), you will be presented the option to click "Yes, close my request," or "Not helpful."

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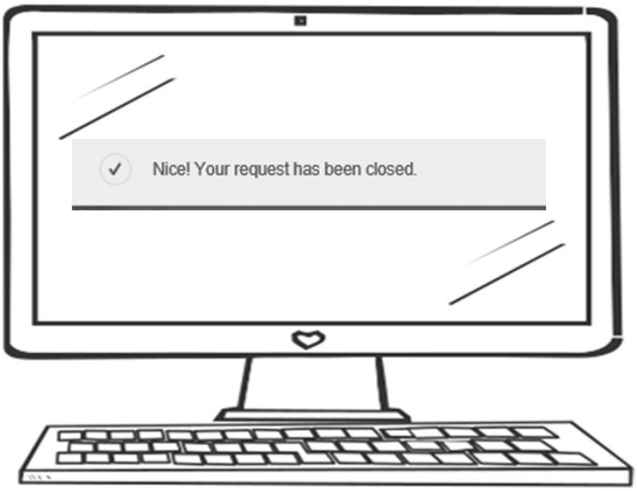
32

Answer Bot

Submit a Request

- If you click, "Yes, close my request," you will receive a confirmation that the article answered your question and no help from BA staff is needed.
- Your ticket will be closed and the Service Center will not see it.



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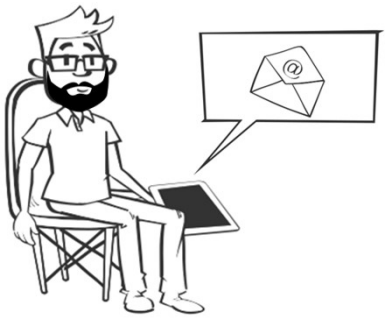
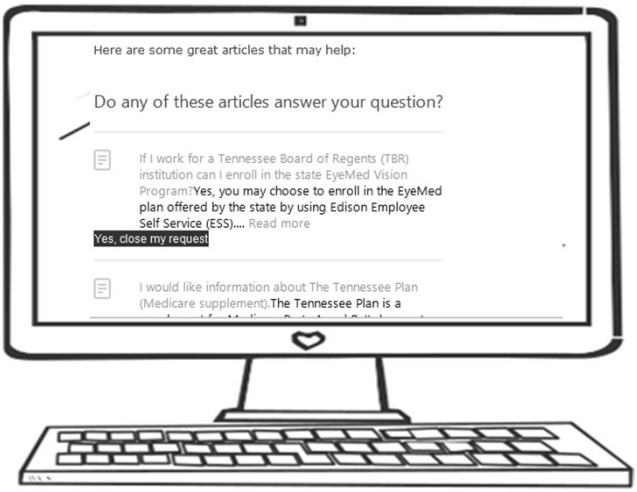
33

Answer Bot

Via Email

- Your ticket confirmation email may contain Answer Bot articles.
- Answer Bot will present a list of articles it believes are relevant to your question.





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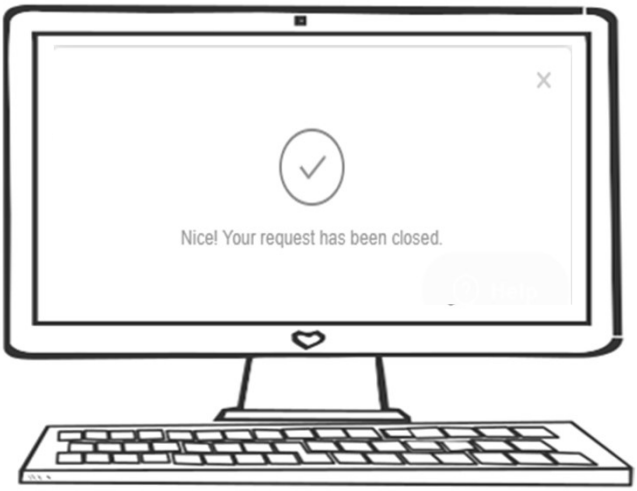
34

Answer Bot

Via Email

- 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.
  - 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.



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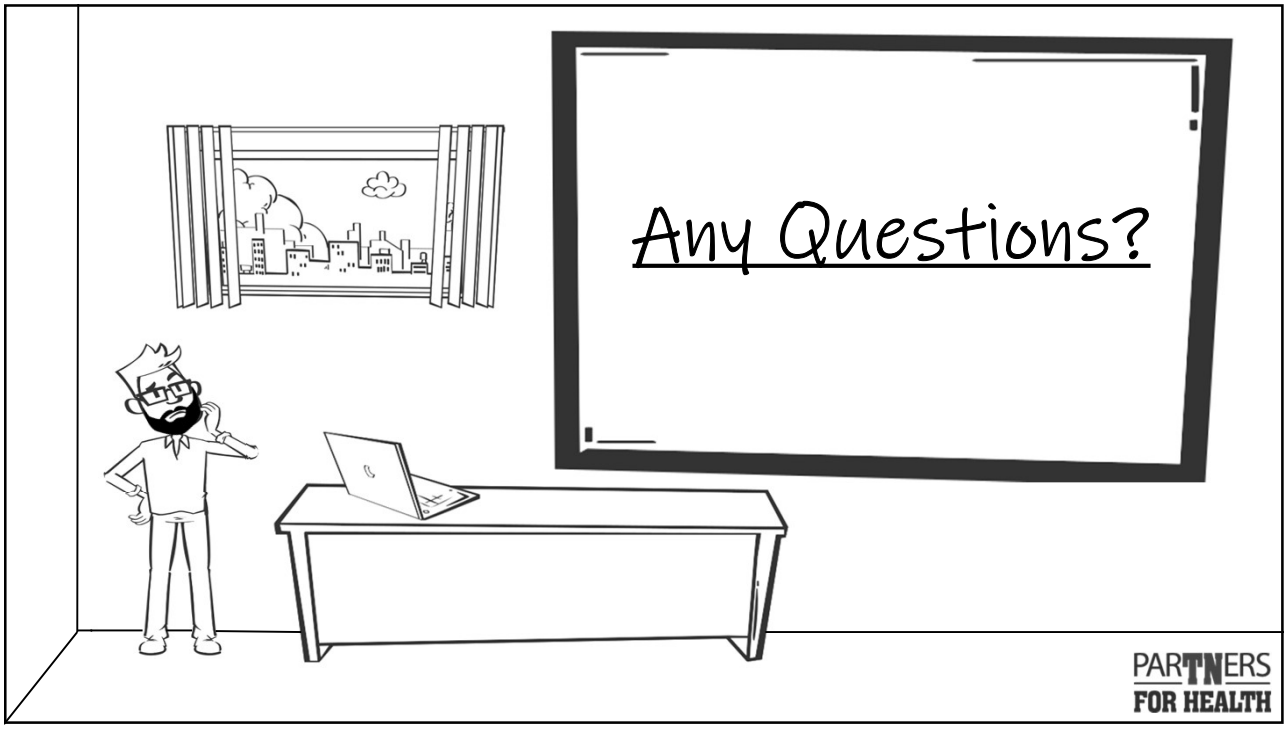
35



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36