

Zendesk Guide

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 can 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 can use Zendesk to submit tickets for issues that require further research.

Zendesk website: <https://benefitssupport.tn.gov/hc/en-us>

Zendesk Help Center

1. Search Bar

2. Promoted Articles

3. New Articles

Submit a request Sign in

Search

Agency Benefits Coordinators (ABCs) Retirees Employees

Promoted articles

How do I run a collections applied report? What do I do when I get a "bad request" error in Edison? If I have an HSA this year and switch to an FSA next year will I still have access to any remaining funds in my HSA account from the previous enrollment?

HSA Account Funds Deposit and FSA Previous Year Balance I am an active employee enrolled in CDHP, what actions do I take to stay enrolled for next year? Can I change from the CDHP to one of the PPO options next year and then rejoin the CDHP the following year?

Who is eligible for the CDHP? What are my premiums? Payroll Call Center

Recent activity

General Questions
Where can I find information about COVID-19 (coronavirus) Article created 4 months ago 0

General Questions
What happens in the event of an employee death? Article created 7 months ago 0

General
Why is the retiree health insurance going up for 2020 and the active employee health premium isn't? Article created 9 months ago 0

Disability-State and Higher Education Only
Short Term Disability Examples Article created 1 year ago 0

Disability-State and Higher Education Only
How does MetLife manage my Short Term Disability claim for a pregnancy diagnosis? Article created 1 year ago 0

See more

Help Tennessee - Benefits Administration

Search Bar



Pro Tips!

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.

Article Categories

Agency Benefits Coordinators (ABCs)

Retirees

Employees

- ❑ 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 frequent asked questions.

Promoted Content

Promoted articles

How do I run a collections applied report?	What do I do when I get a "bad request" error in Edison?	If I have an HSA this year and switch to an FSA next year will I still have access to any remaining funds in my HSA account from the previous enrollment?
HSA Account Funds Deposit and FSA Previous Year Balance	I am an active employee enrolled in CDHP, what actions do I take to stay enrolled for next year?	Can I change from the CDHP to one of the PPO options next year and then rejoin the CDHP the following year?
Who is eligible for the CDHP?	What are my premiums?	Payroll Call Center

- ❑ The Promoted Content section is location 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.

New Articles

Recent activity

General Questions

Where can I find information about COVID-19 (coronavirus)

Article created 4 months ago  0

General Questions

What happens in the event of an employee death?

Article created 7 months ago  0

General

Why is the retiree health insurance going up for 2020 and the active employee health premium isn't?

Article created 9 months ago  0

Disability-State and Higher Education Only

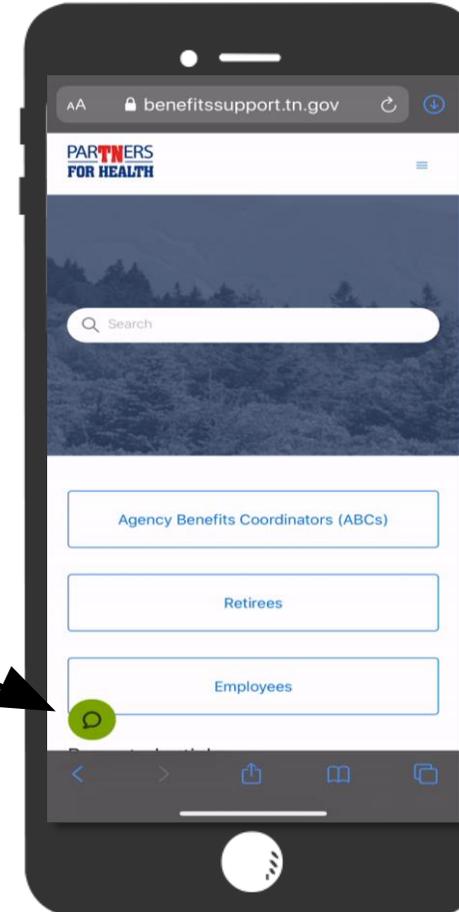
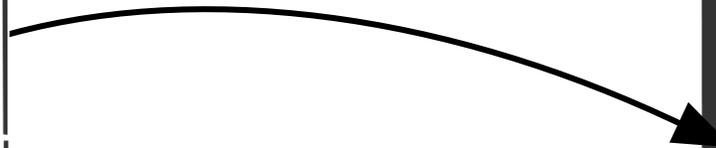
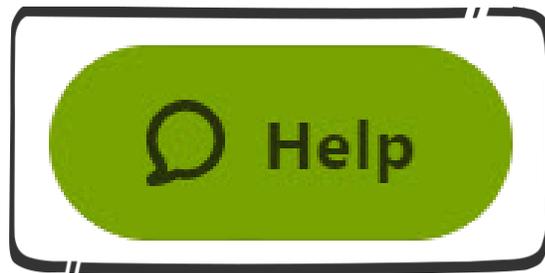
Short Term Disability Examples

Article created 1 year ago  0

- ❑ 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!

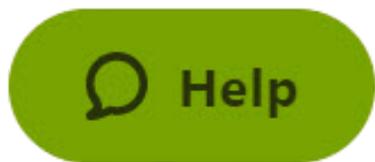
Search from Help Button

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



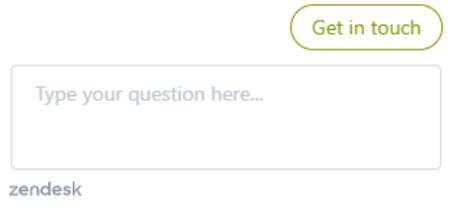
Live Chat

□ Here is how to use the Live Chat feature:



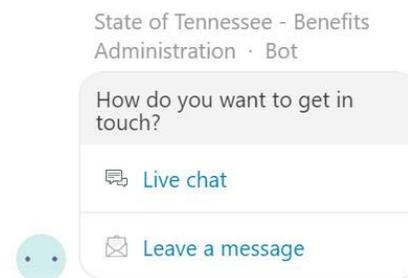
1

Click the Help
Button:



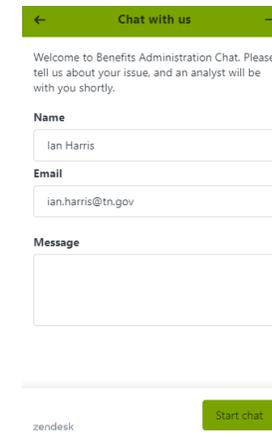
2

Click
"Get in Touch"



3

Click
"Live Chat"

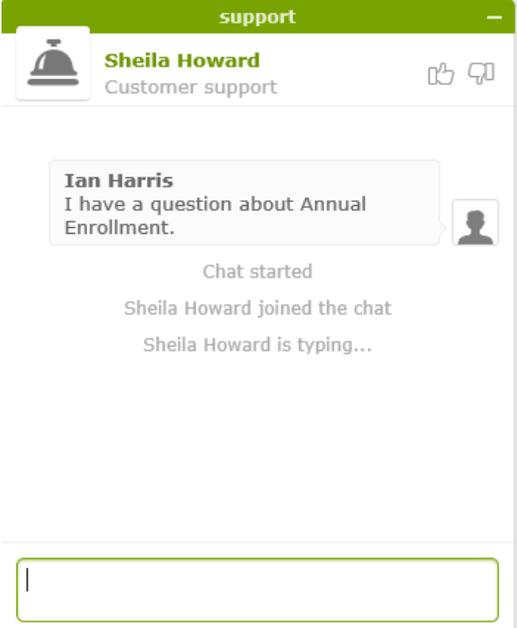


4

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

Live Chat

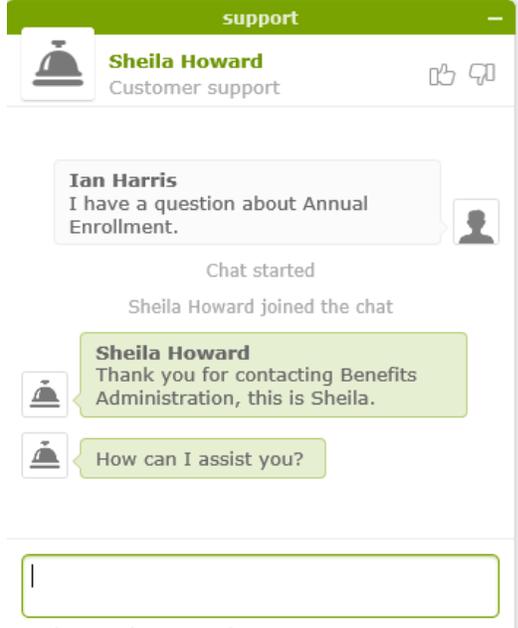
□ Here is how to use the Live Chat feature:



The screenshot shows a chat window titled "support" with a green header. The contact name is "Sheila Howard" with the role "Customer support". A message from "Ian Harris" says "I have a question about Annual Enrollment." Below the message, it says "Chat started", "Sheila Howard joined the chat", and "Sheila Howard is typing...". At the bottom, there is a text input field with a cursor.

5

Type in Your Inquiry.



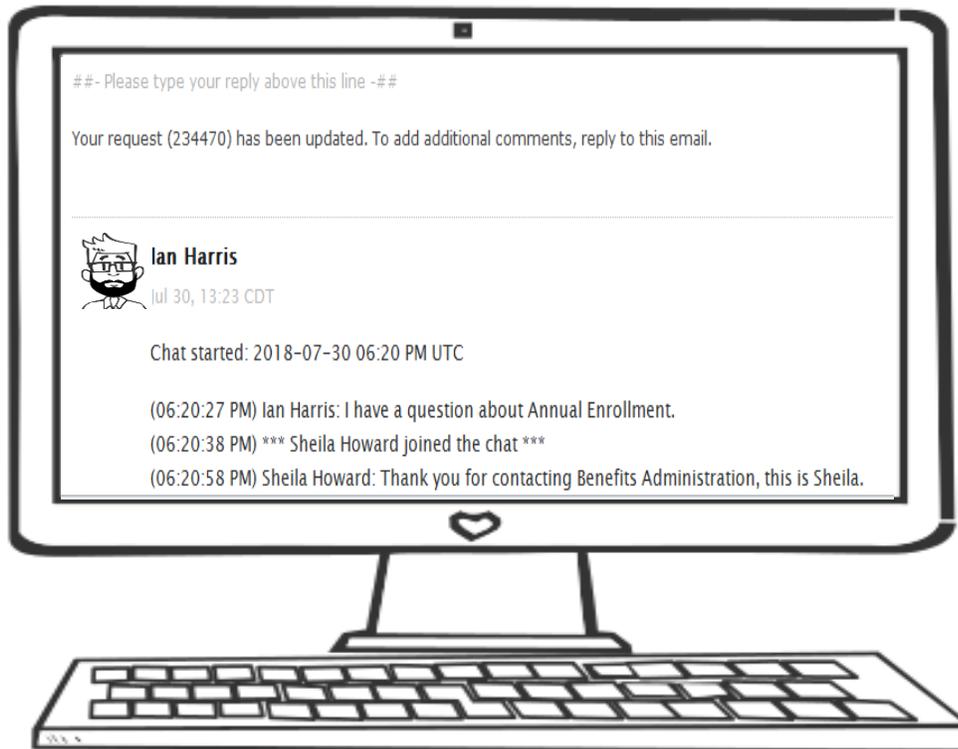
The screenshot shows the same chat window as the previous one. The message from "Ian Harris" is still visible. Below it, two replies from "Sheila Howard" are shown: "Thank you for contacting Benefits Administration, this is Sheila." and "How can I assist you?". At the bottom, there is a text input field with a cursor.

6

Customer Support Replies.

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.



Submitting a Ticket

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



By Email to:

Benefits.administration@tn.gov

Retirement.insurance@tn.gov

Benefits.info@tn.gov

Benefits.info@tn.gov

Ben.admin.syssup@tn.gov

Benefits.training@tn.gov

Flexible.benefits@tn.gov

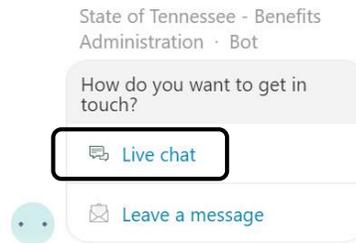


By Phone to our
Service Center

800.253.9981

or

615.741.3590



By Live Chat



Online at
benefitssupport.tn.gov



Via the Help Button

Submitting a Ticket

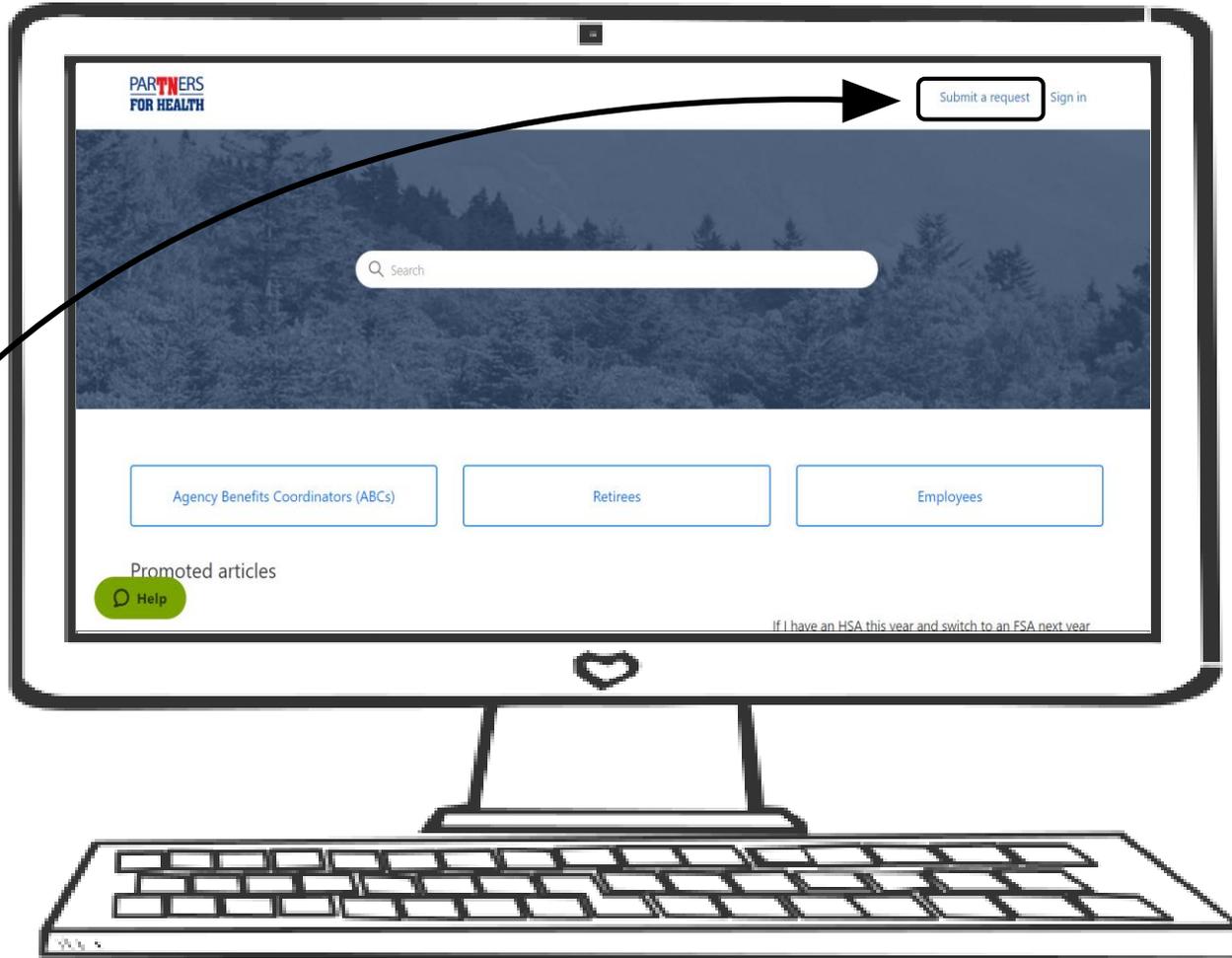
- ❑ Email, Phone, and Chat tickets cannot be used for Enrollment Forms or Dependent Verification Documents.
- ❑ Benefits Administration strives to resolve tickets within 1.5 business days or less.

Submitting a Ticket

Using the Online Method

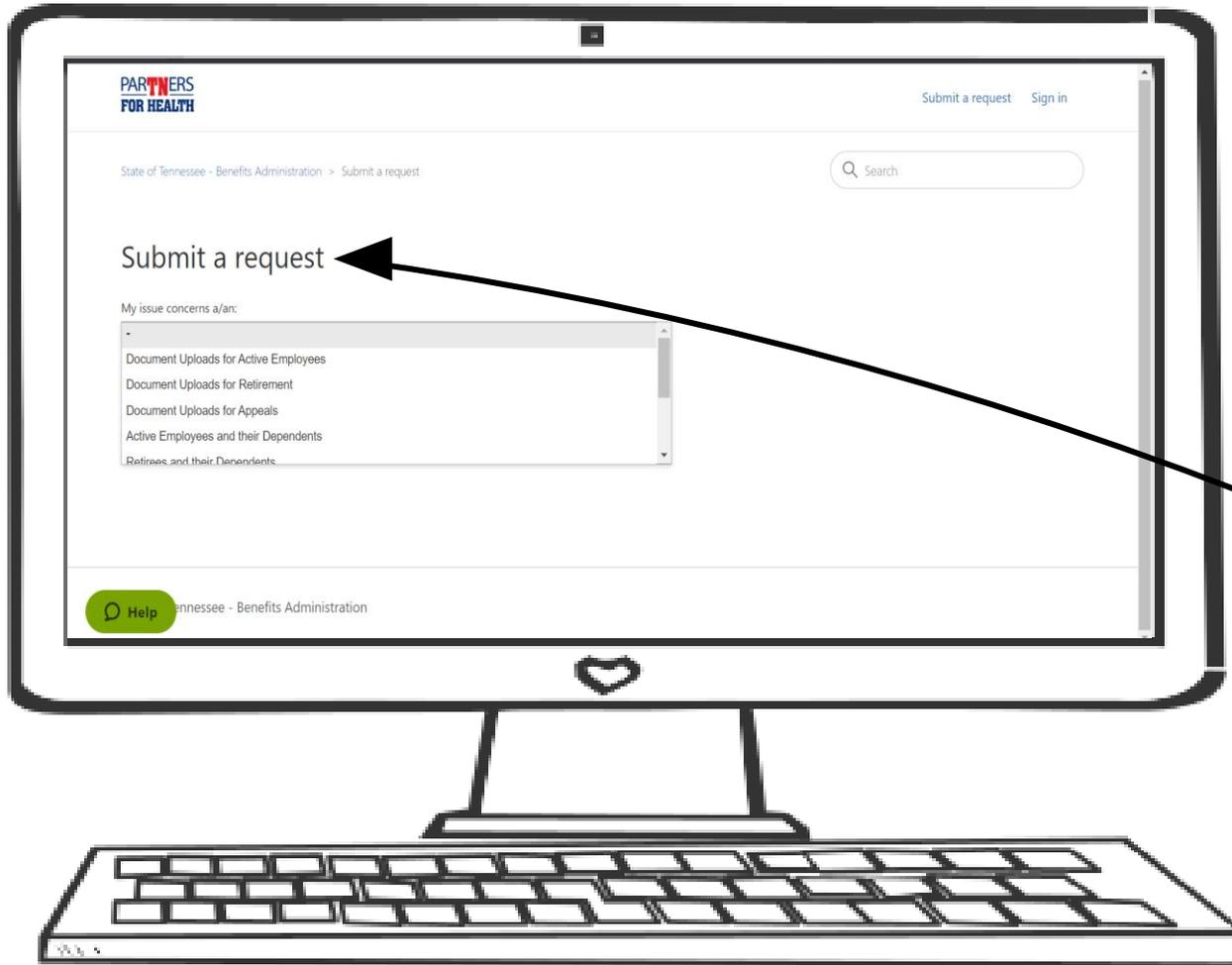
Step 1:
Click the "Submit a Request" Link

Submit a request



Submitting a Ticket

Using the Online Method



Step 2:

Click the "My Issue Concerns..." dropdown

Submit a request

My issue concerns a/an:

-
Document Uploads for Active Employees
Document Uploads for Retirement
Document Uploads for Appeals
Active Employees and their Dependents
Retirees and their Dependents

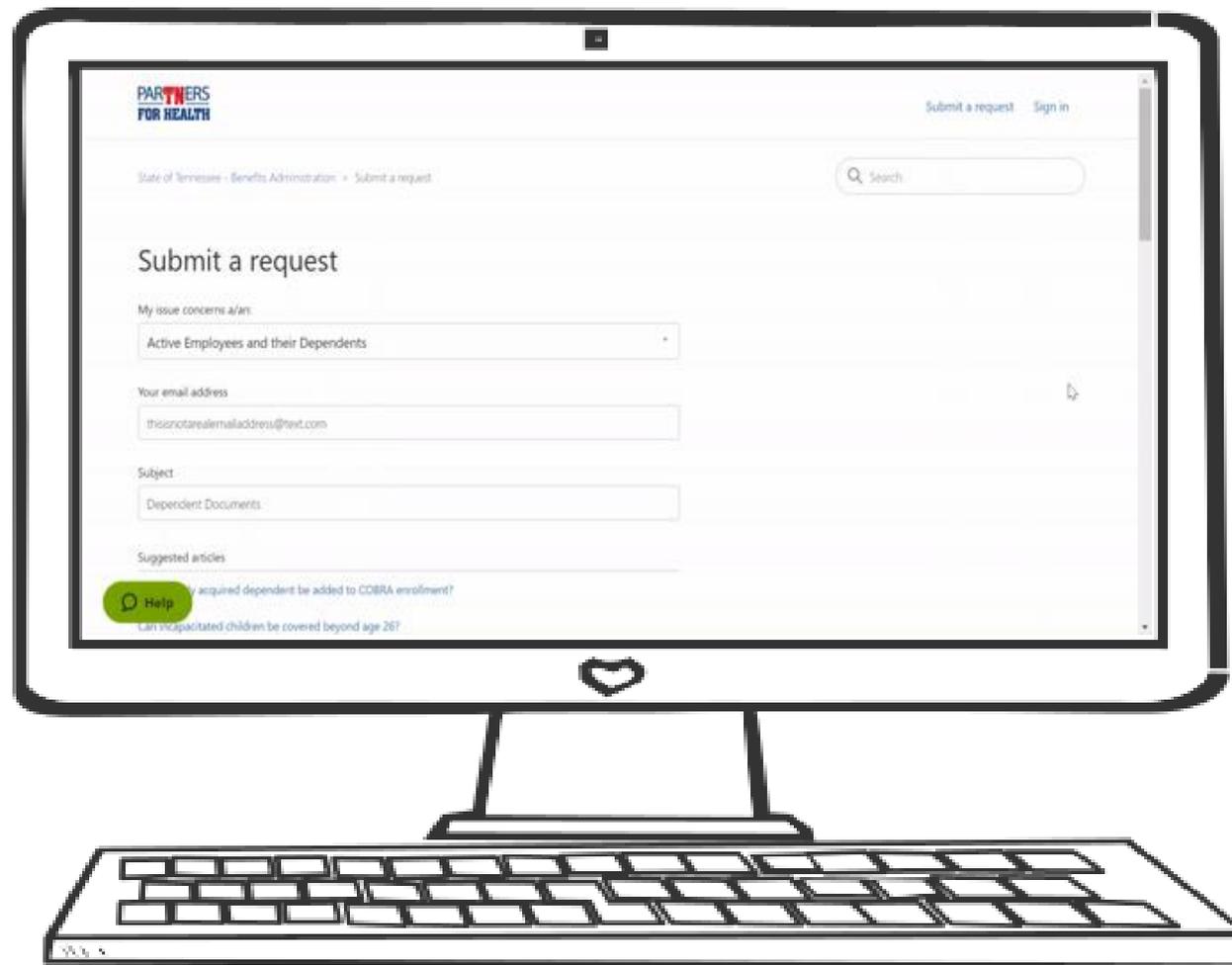
Submitting a Ticket

Using the Online Method

Step 3:
Fill out the fields

Fields to fill out include:

- Your email address
- Subject
- Issue Topic
- Edison Employee ID
- Your Name
- Phone Number
- Position

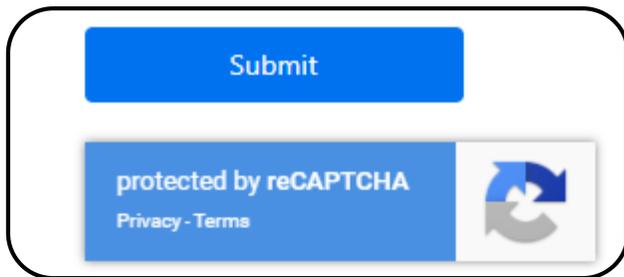
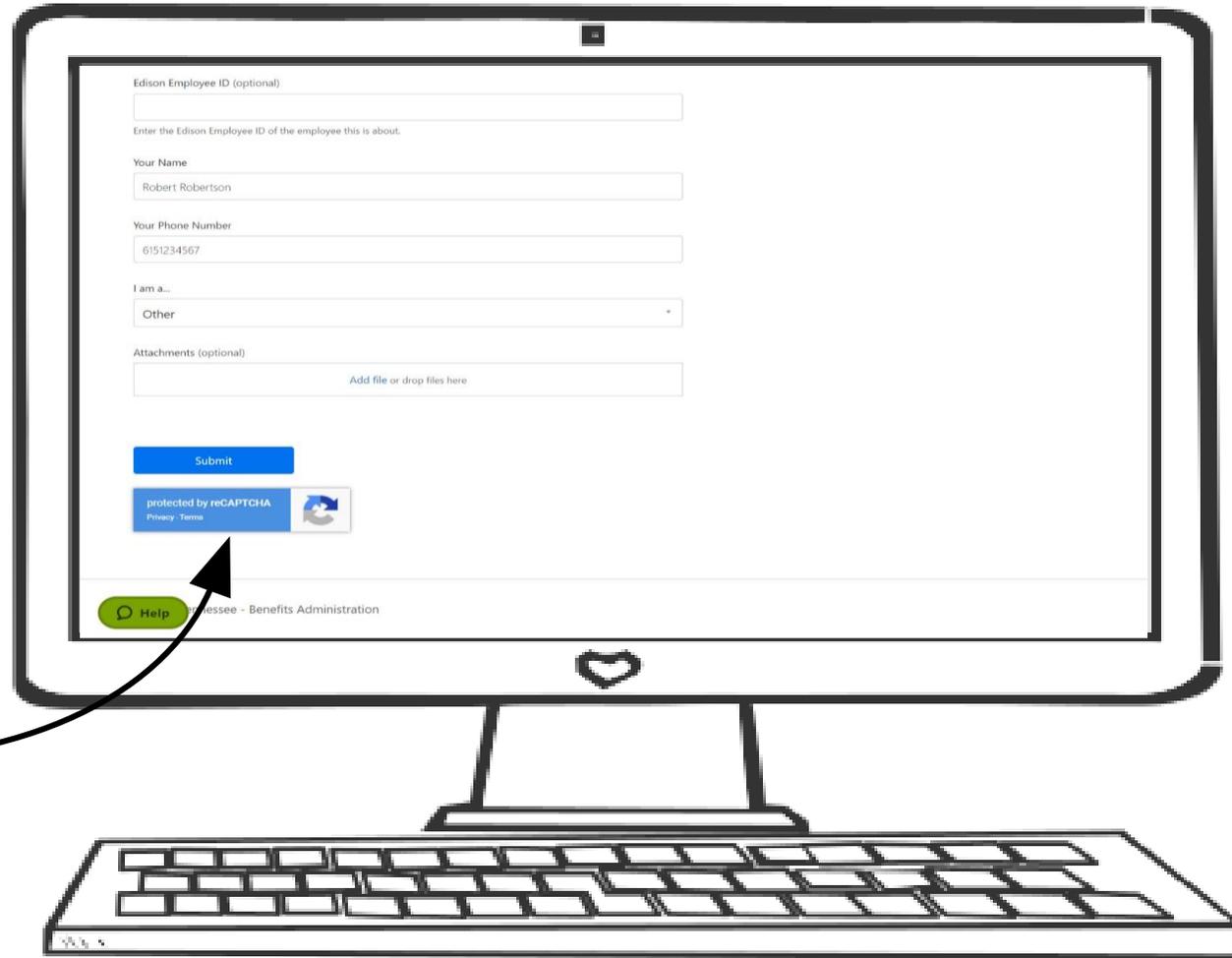


Submitting a Ticket

Using the Online Method

Step 4:
Click Submit

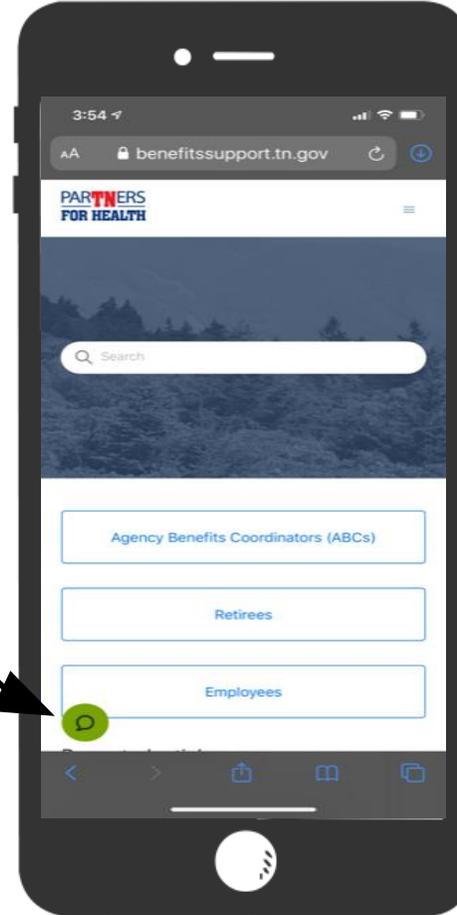
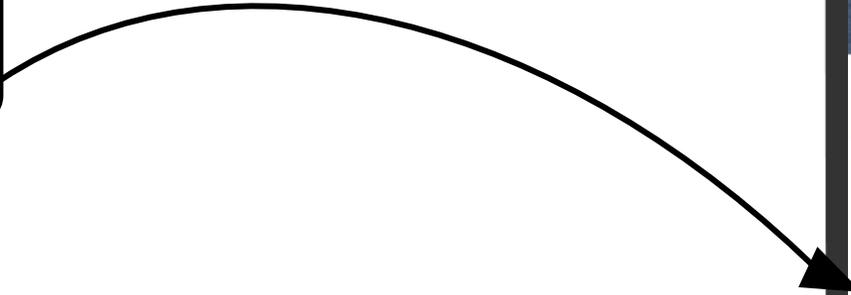
- ❑ You will receive an email confirmation and status updates can be reviewed online.



Submitting a Ticket

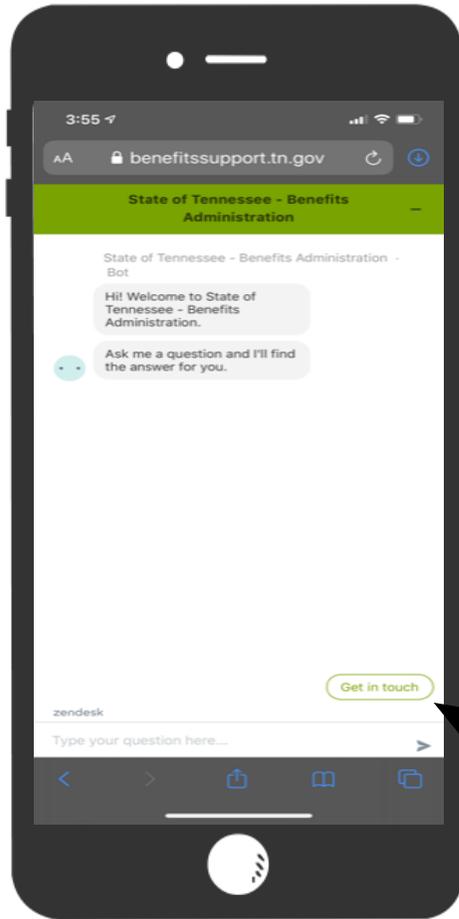
Using the Help button Method

Step 1:
Click the Help Button



Submitting a Ticket

Using the Help button Method

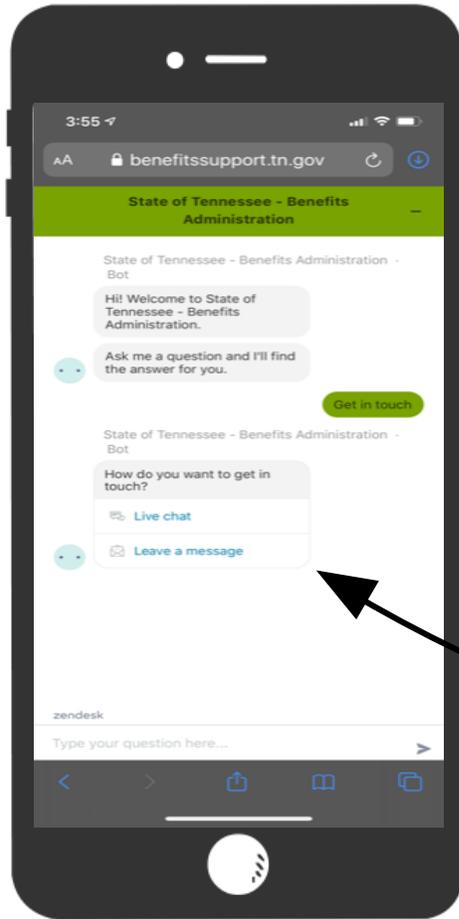


Step 2:
Click "Get in Touch"

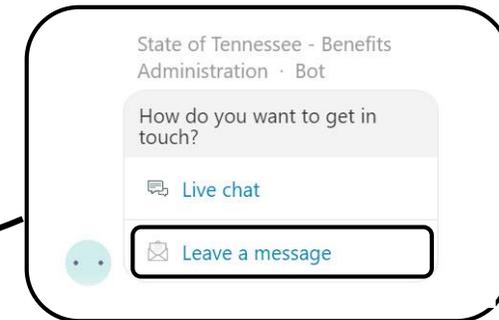


Submitting a Ticket

Using the Help button Method



Step 3:
Click "Leave a Message"

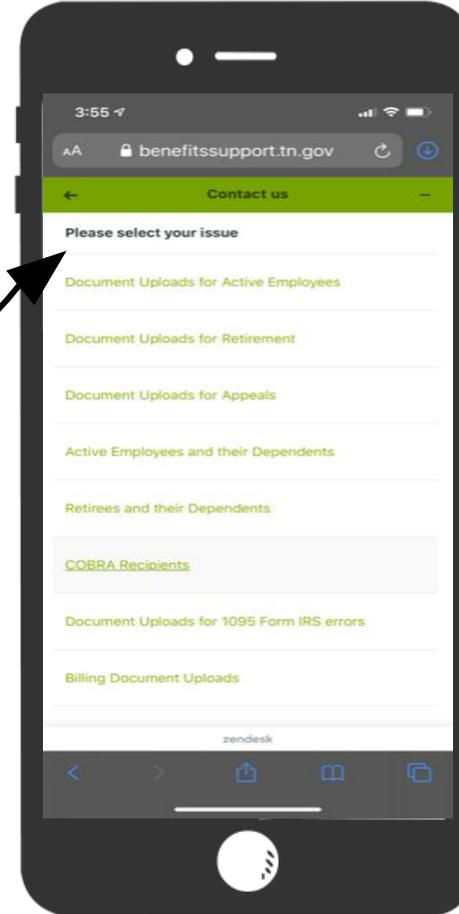


Submitting a Ticket

Using the Help button Method

Step 4:
Select your Issue

Please select your issue



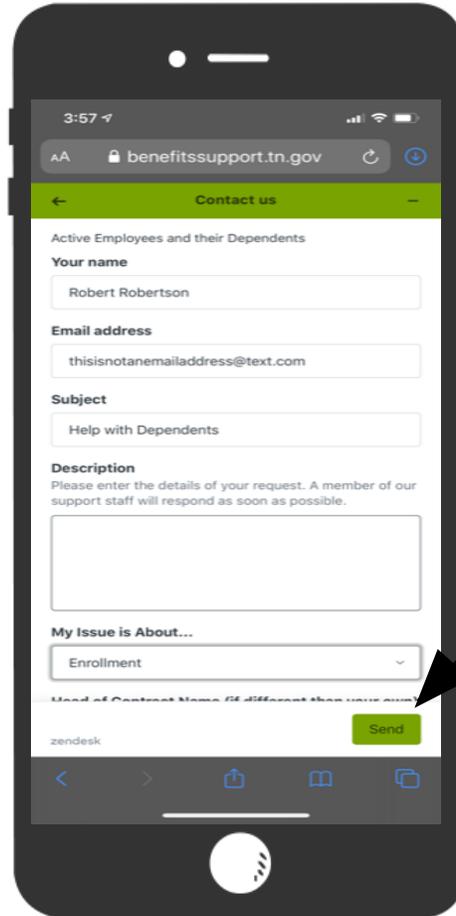
Submitting a Ticket

Using the Help button Method

Step 5:
Fill out the Fields

Fields to fill out include:

- Your email address
- Subject
- Issue Topic
- Edison Employee ID
- Your Name
- Phone Number
- Position

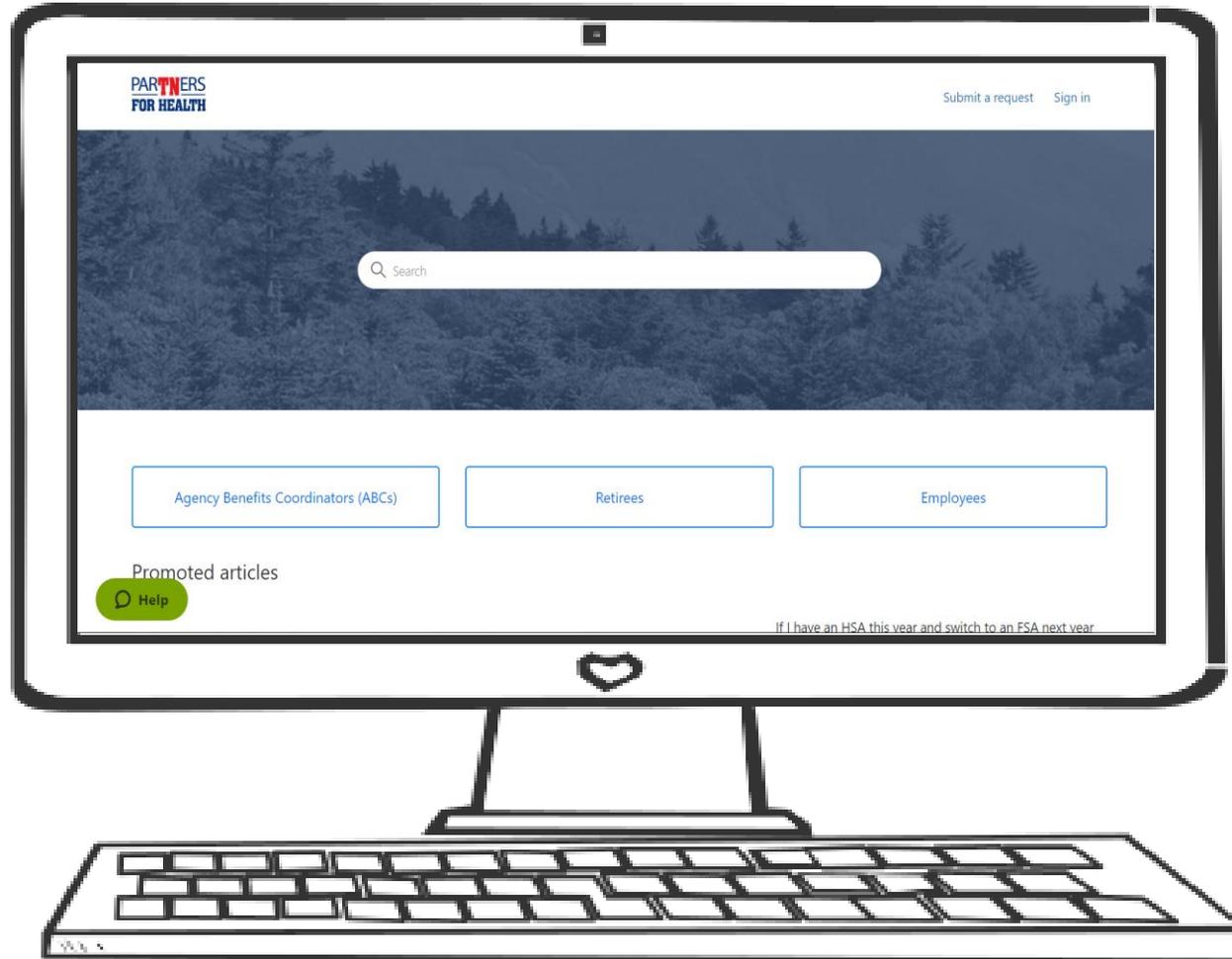


Step 6:
Click Send

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

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.

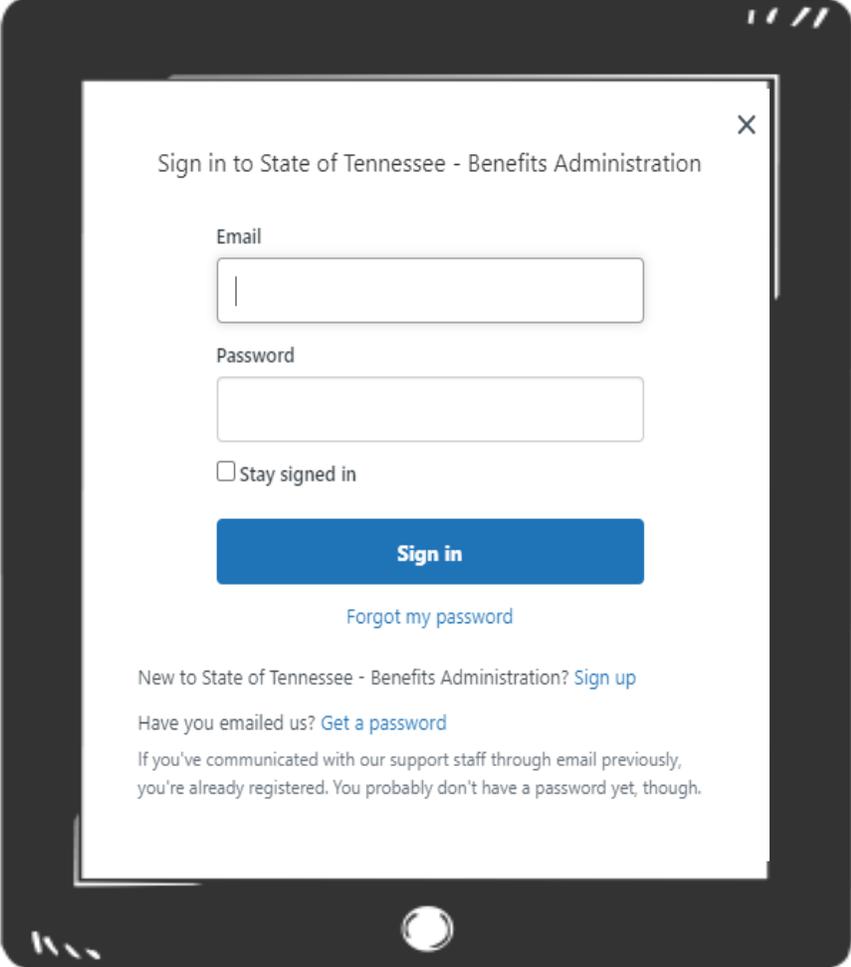
Signing In

❑ 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."

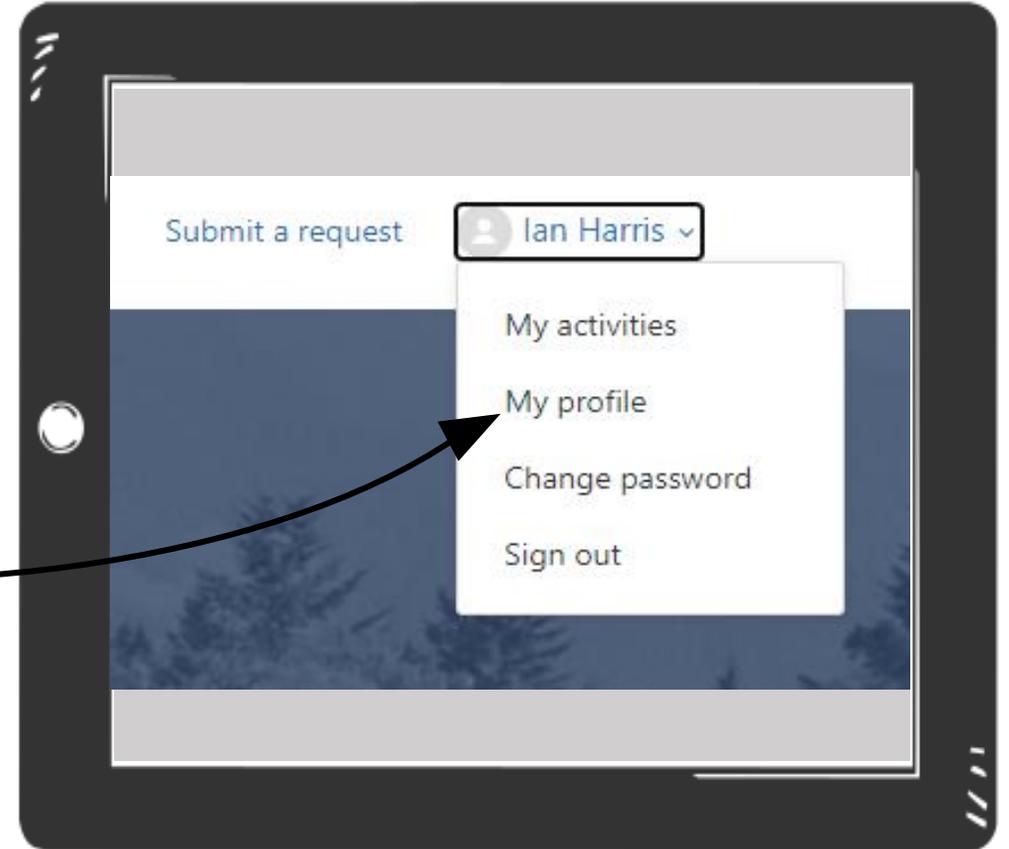
❑ If you have created a password previously, enter your email address and password.



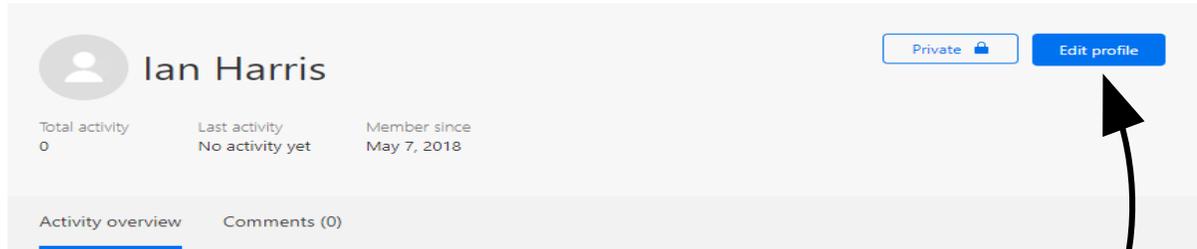
The image shows a tablet displaying a sign-in page for the State of Tennessee - Benefits Administration. The page has a white background with a dark border. At the top right, there is a close button (X). The title is "Sign in to State of Tennessee - Benefits Administration". Below the title are two input fields: "Email" and "Password". Under the "Password" field is a checkbox labeled "Stay signed in". A blue button labeled "Sign in" is positioned below the checkbox. Below the button is a link "Forgot my password". At the bottom of the page, there are two lines of text: "New to State of Tennessee - Benefits Administration? [Sign up](#)" and "Have you emailed us? [Get a password](#)". A small note at the very bottom reads: "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."

Viewing Your Profile

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

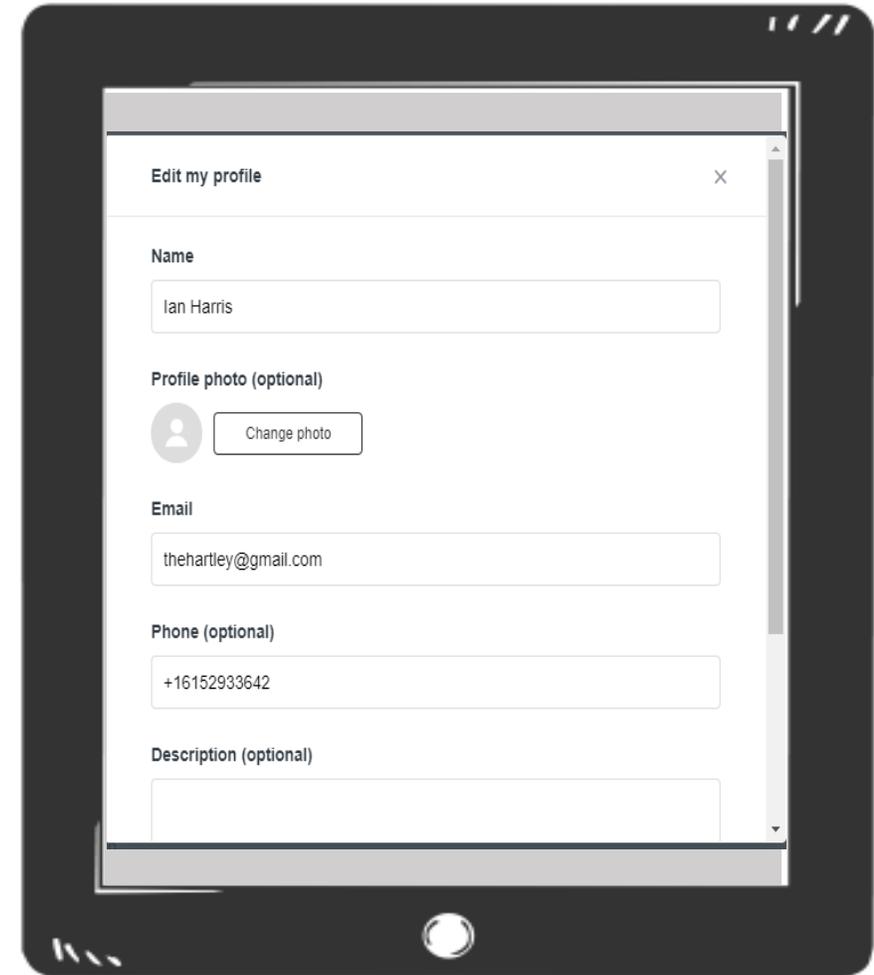


Viewing Your Profile



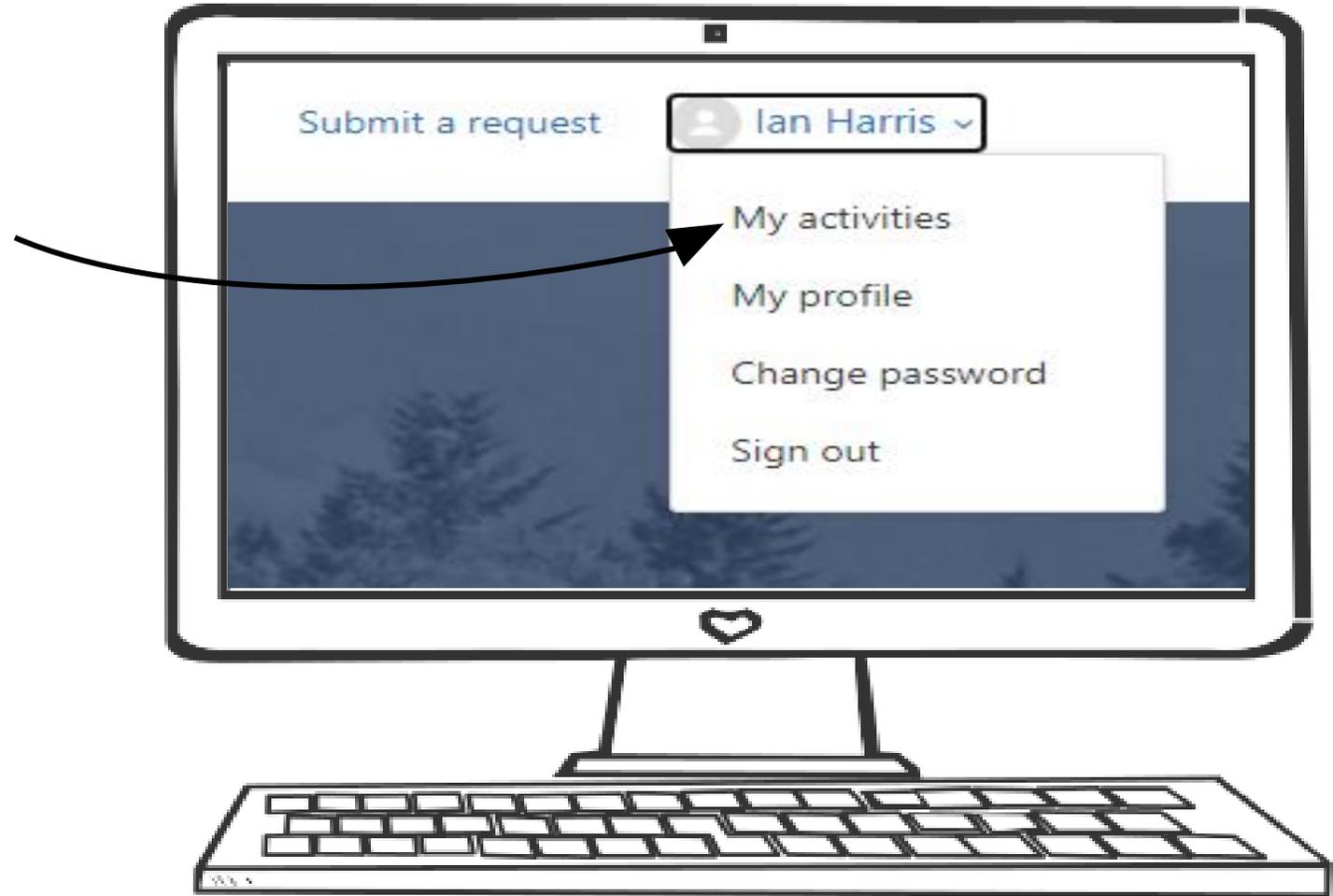
❑ To edit your name or contact information, click "Edit Profile."

❑ You can edit your name, email address, phone number, and add a profile picture.



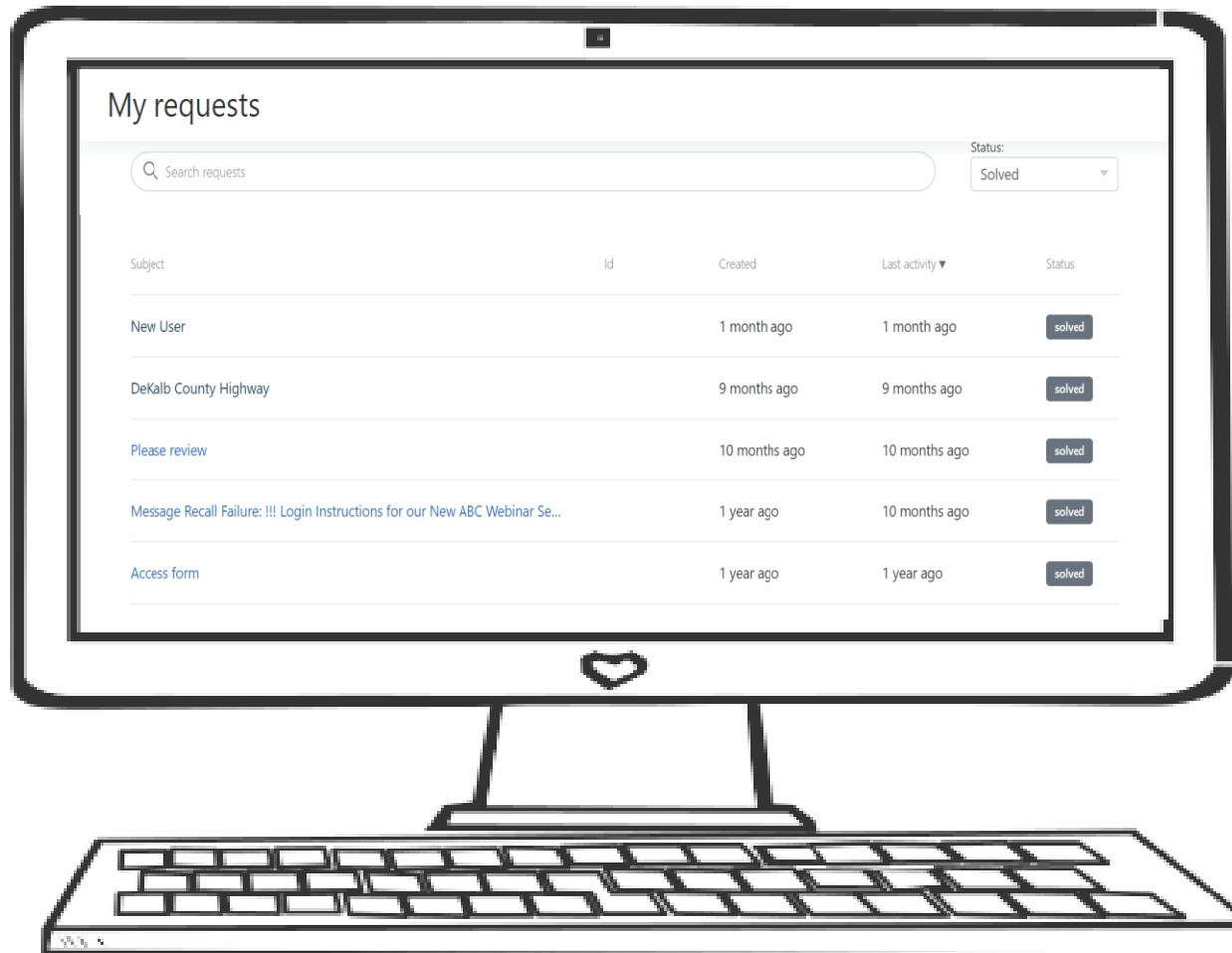
Viewing Your Tickets

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



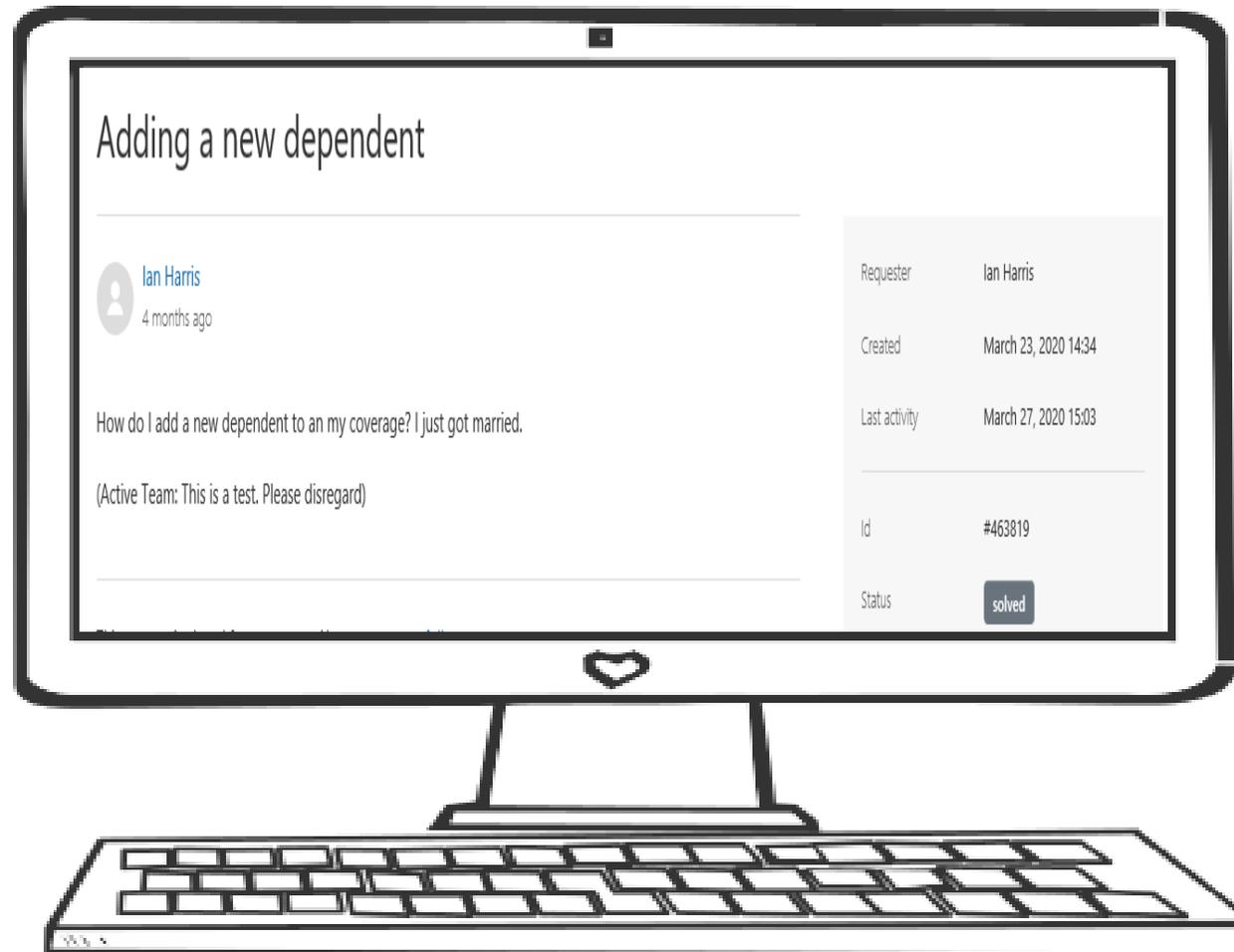
Viewing Your Tickets

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



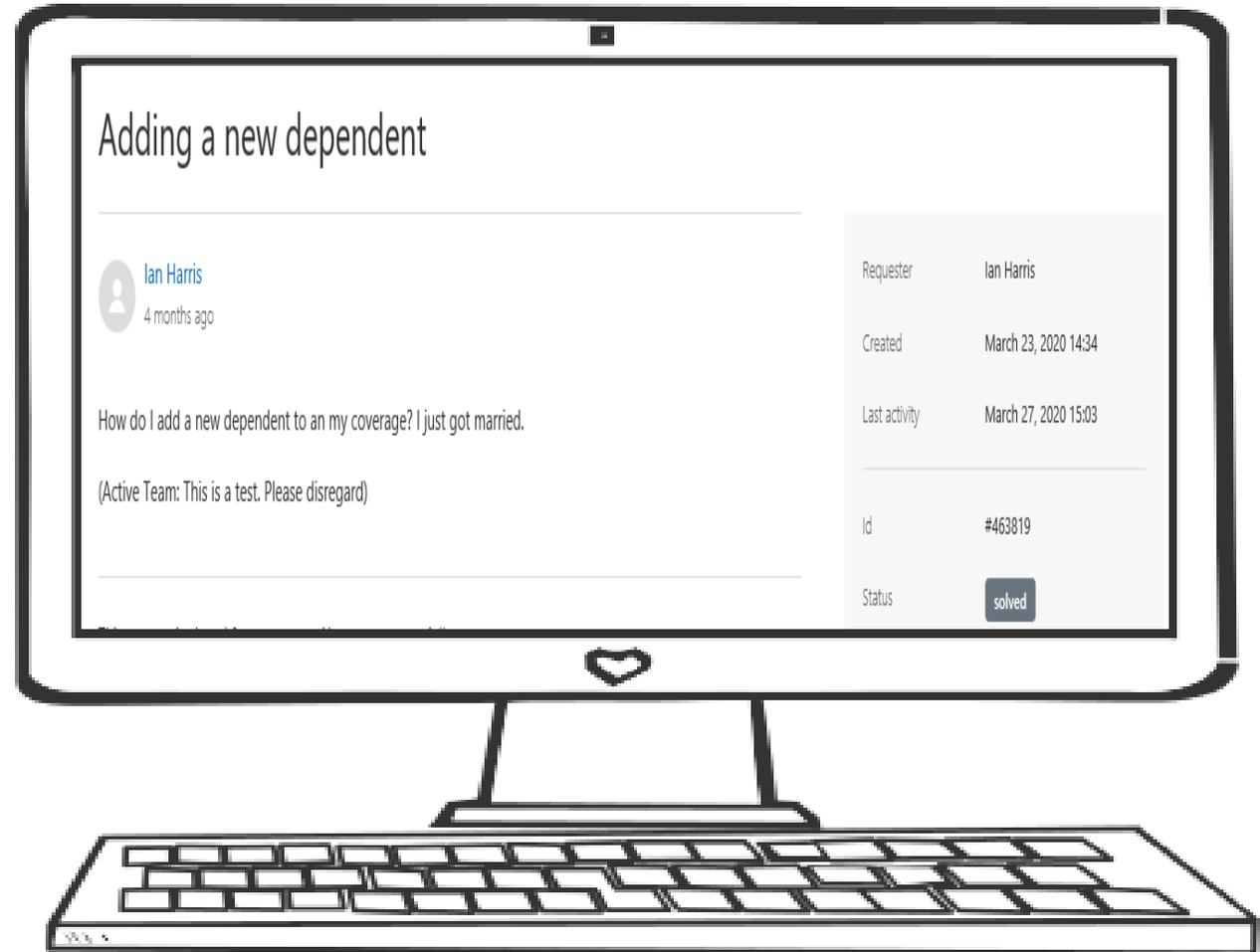
Viewing Your Tickets

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



Viewing Your Tickets

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



Answer Bot

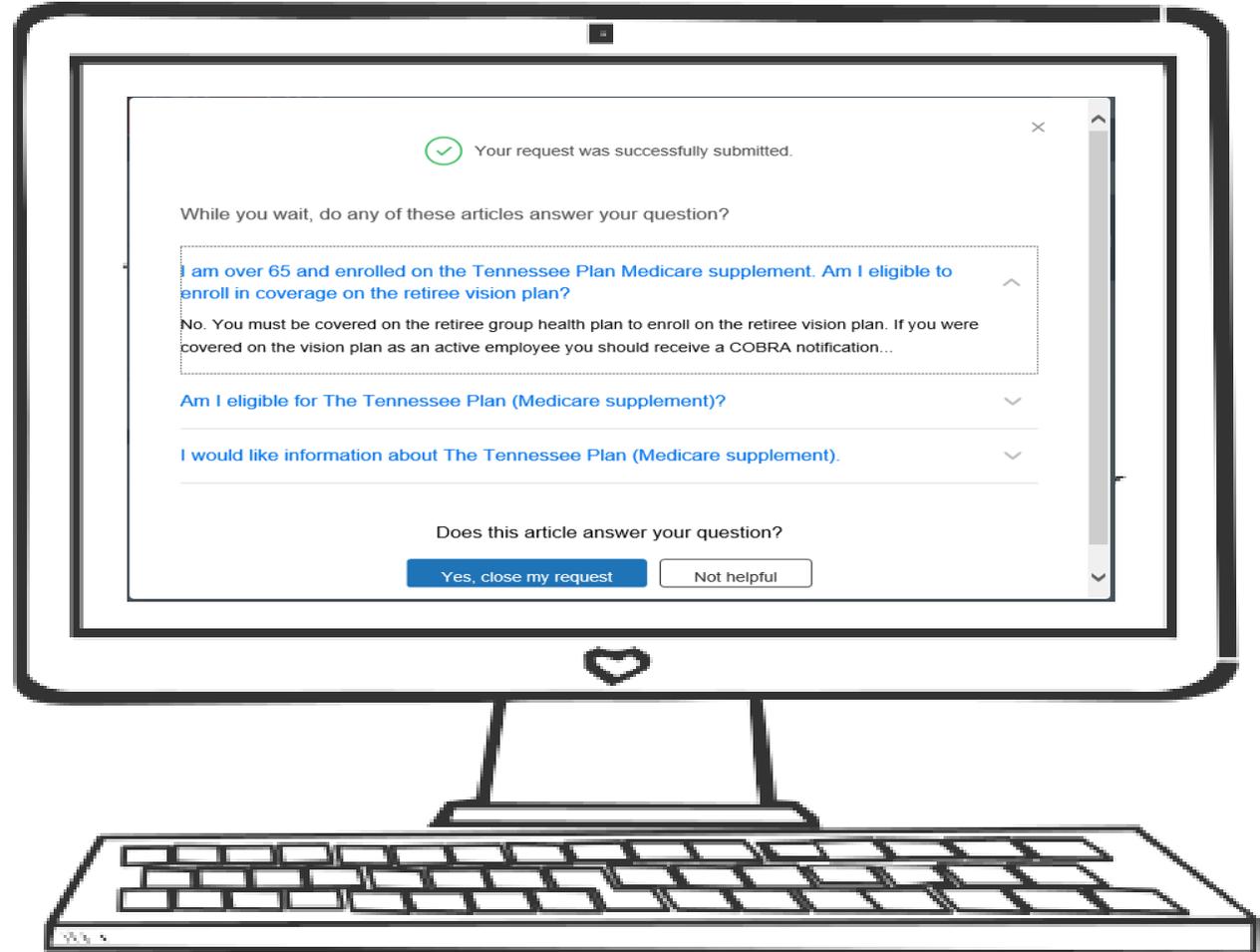
- ❑ Answer Bot is an automated answer suggestion service, using content from our Help Center.
- ❑ It will suggest articles for you to read.
- ❑ It will suggest answer to tickets you submit via the "Leave a Message" feature via email, or via Submit a Request (except if you select Document Uploads.)



Answer Bot

Submit a Request

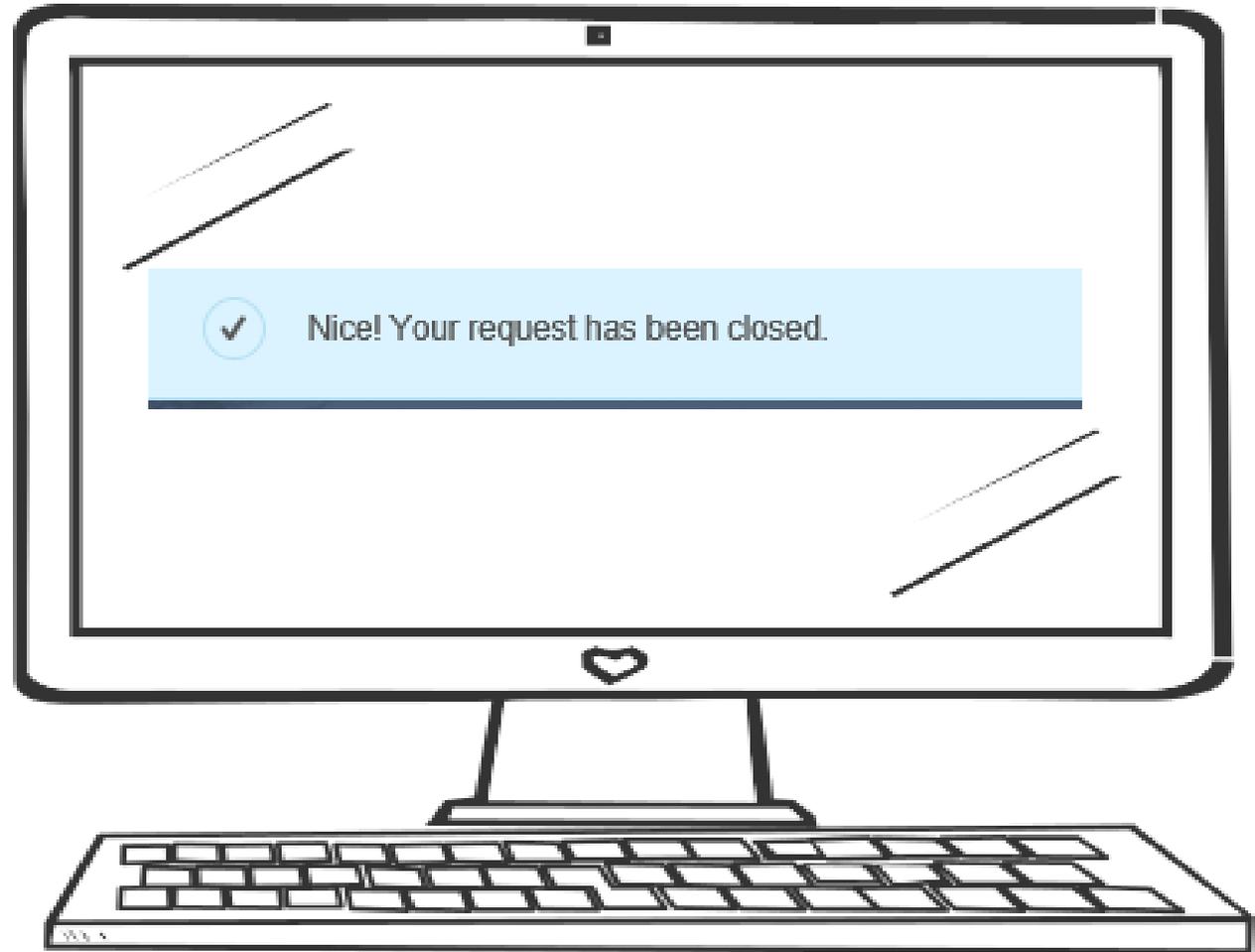
- ❑ Answer Bot will present a list of articles it believes are relevant to your question.
- ❑ After reading the articles (or if no articles are relevant), you will be presented the option to click “Yes, close my request,” or “Not helpful.”



Answer Bot

Submit a Request

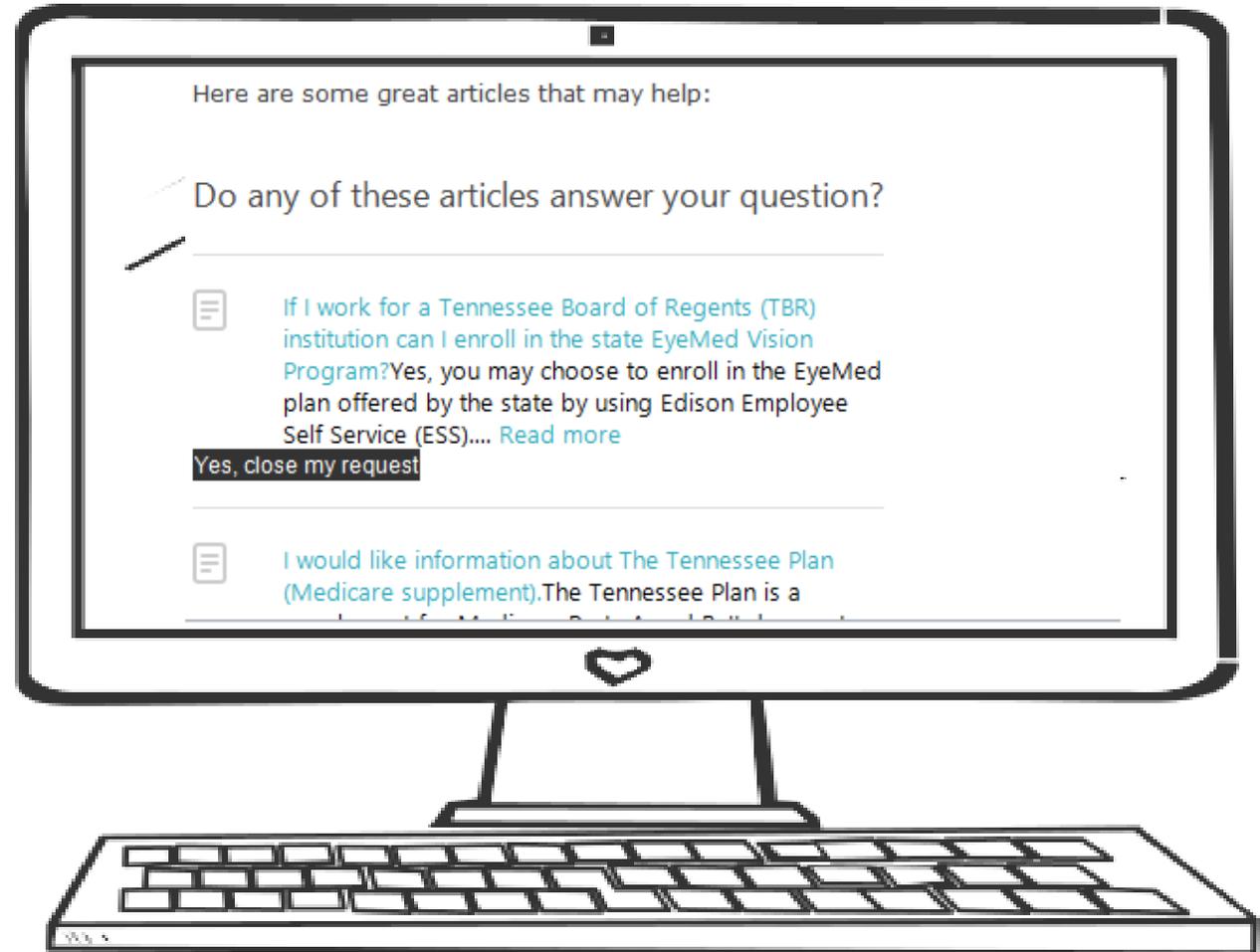
- If you click, "Yes, close my request," you will receive a confirmation that the article answered your question and no help from BA staff is needed.
- Your ticket will be closed and the Service Center will not see it.



Answer Bot

Via Email

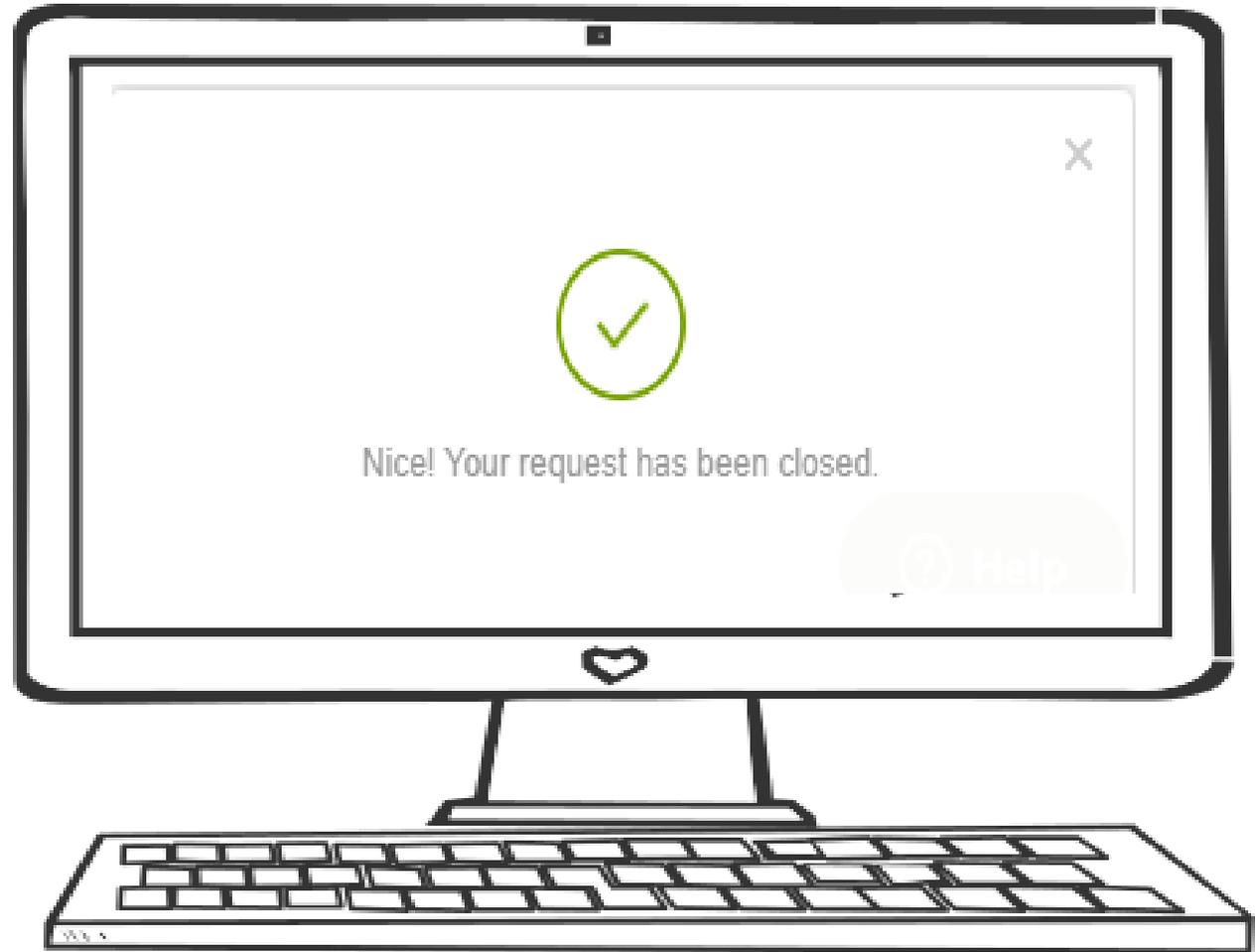
- ❑ Your ticket confirmation email may contain Answer Bot articles.
- ❑ Answer Bot will present a list of articles it believes are relevant to your question.



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.



For Questions Contact:
Benefits Administration

800.253.9981 or 615.741.3590

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