



# Achieve Customer Satisfaction Through a More Robust Website

# Difficulties of Communicating

- *Call center*
  - *Hard to identify trends and technical issues*
  - *Hold times during peak periods*
- *Email*
  - *Managing shared email boxes*
  - *Oversight of content, timeliness, accuracy*
- *Website*
  - *Long lists of FAQs*
  - *Hard to promote information*
  - *Difficult to update quickly*

# Communicating 2.0: Revenue Help

The screenshot displays the Tennessee Department of Revenue website. At the top left is the TN Department of Revenue logo. To the right is a search bar labeled "Search Revenue" and a "Go to TN.gov" link. Below the logo is a navigation menu with items: Home, How Do I...?, E-file and Pay, Taxes, Tax Resources, Title and Registration, Motor Carrier, Doing Business, News & Events. Two news banners are present: "PROFESSIONAL PRIVILEGE TAX DUE DATE EXTENDED TO JUNE 30; MORE INFORMATION HERE." and "LEARN MORE ABOUT IMPROVE ACT CHANGES HERE". The main content area features several service tiles: "E-file and Pay" (hands on a laptop), "Taxes" (TNTAP logo over tax forms), "Title and Registration" (cars in a lot), "Motor Carrier" (trucks), "Drive Insured Tennessee" (Tennessee flag), "Tax Resources" (open books), "Doing Business" (calculator and documents), and "Revenue Help" (computer keyboard).

# Revenue Help

The screenshot shows the Tennessee Department of Revenue Help page. At the top left is the TN Department of Revenue logo. At the top right is an "Agent Sign in" button. Below the header is a red banner with the text "Professional Privilege Tax Due Date Extended to June 30. More Information Here." Underneath the banner are links for "search the help desk", "find articles", and "submit a request". A search bar with a "Search" button is positioned below these links. A grid of category links follows, including TNTAP Information, Taxes, General, Motor Carrier, Vehicle Title & Registration, Drive Insured Tennessee, and Salvage/NMVTIS Reporting. At the bottom is a "Trending Articles" section with two links: "What is an authentication code?" and "How do I pay the professional privilege tax online?"

**TN** Department of Revenue Agent Sign in

**Professional Privilege Tax Due Date Extended to June 30. More Information Here.**

[search](#) the help desk | [find](#) articles | [submit](#) a request

Search Search

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<a href="#">TNTAP Information</a>	<a href="#">Vehicle Title &amp; Registration</a>
<a href="#">Taxes</a>	<a href="#">Drive Insured Tennessee</a>
<a href="#">General</a>	<a href="#">Salvage/NMVTIS Reporting</a>
<a href="#">Motor Carrier</a>	

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Trending Articles

- [What is an authentication code?](#)
- [How do I pay the professional privilege tax online?](#)

# Revenue Help: Searching for Answers

Agent Sign In

**Professional Privilege Tax Due Date Extended to June 30. More Information Here.**

[search](#) the help desk | [find](#) articles | [submit](#) a request

**Search**

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TNTAP Information	Vehicle Title & Registration
Taxes	Drive Insured Tennessee
General	Salvage/NMVTIS Reporting
Motor Carrier	

# Revenue Help: Searching for Answers

The screenshot shows the Tennessee Department of Revenue's help desk search interface. At the top left is the TN Department of Revenue logo. At the top right is an "Agent Sign In" button. Below the header, there are navigation links: "search the help desk | find articles | submit a request". A search bar contains the text "sales tax due date" and a dark blue "Search" button. Below the search bar, the page indicates "Tennessee Department of Revenue > Search results" and displays "58 results for 'sales tax due date'". Under the heading "Knowledge base", three search results are visible:

- [When is sales tax due?](#)  
by Morgan 3 years ago in [Taxes > Sales & Use Tax](#)  
*Sales tax due dates* depend on how frequently you file your return. Monthly - 20th day of the month following the end of...
- [When is the fantasy sports tax return due?](#)  
by Kelly 1 year ago in [Taxes > Fantasy Sports Tax](#)  
The return is *due* on or before the 20th day of the month immediately following the end of the calendar quarter.
- [When an item is purchased and the customer provides a coupon to the seller, is sales tax based on the item price before or after the coupon is applied?](#)

# Revenue Help: Searching for Answers

The screenshot shows the Tennessee Department of Revenue website's help desk search interface. At the top left is the TN Department of Revenue logo. At the top right is an "Agent Sign In" button. A red banner below the header contains the text "Professional Privilege Tax Due Date Extended to June 30. More Information Here." Below the banner are links for "search the help desk", "find articles", and "submit a request". A search bar with a "Search" button is positioned below these links. The main content area is divided into two columns of links. The left column includes "TNTAP Information", "Taxes", and a list of tax-related topics: "E-File & Pay", "General Tax Help", "Business Tax", "Franchise & Excise Tax", "Hall Income Tax", and "Sales & Use Tax". The right column includes "Vehicle Title & Registration" and "Drive Insured Tennessee". Under the "Sales & Use Tax" category, there are several blue links: "How do I file sales and use tax online?", "How do I register for sales and use tax?", "What are the registration requirements for getting a sales tax account number?", "When is sales tax due?", "How much does it cost to register my business for sales and use tax?", and "How do I close my sales tax account?"

**TN** Department of Revenue [Agent Sign In](#)

**Professional Privilege Tax Due Date Extended to June 30. More Information Here.**

[search](#) the help desk | [find](#) articles | [submit](#) a request

Search **Search**

TNTAP Information      Vehicle Title & Registration

Taxes      Drive Insured Tennessee

**E-File & Pay**

**General Tax Help**

**Business Tax**

**Franchise & Excise Tax**

**Hall Income Tax**

**Sales & Use Tax**

- [How do I file sales and use tax online?](#)
- [How do I register for sales and use tax?](#)
- [What are the registration requirements for getting a sales tax account number?](#)
- [When is sales tax due?](#)
- [How much does it cost to register my business for sales and use tax?](#)
- [How do I close my sales tax account?](#)

# Revenue Help: Searching for Answers

Tennessee Department of Revenue > Taxes > Sales & Use Tax

## How do I file sales and use tax online?

Sales and use tax can be filed online on the [Tennessee Taxpayer Access Point \(TNTAP\)](#). You can watch a video of [how to file your sales and use tax return on TNTAP here](#).

**Please Note:** Effective October 1, 2013, all sales and use tax returns and associated payments must be submitted electronically you have used.

March 31, 2017 09:20

### Recently viewed articles

- [How do I pay the professional privilege tax online?](#)
- [TNTAP: Filing a Sales Tax Return](#)
- [How do I add access to another account on TNTAP?](#)
- [How do I get a receipt for my professional privilege tax payment?](#)
- [What is an authentication code?](#)

### Related articles

- [How do I register for sales and use tax?](#)
- [When is sales tax due?](#)
- [Navigation](#)
- [How do the single article local sales tax limitation and the state single article sales tax apply to computer software, including remotely accessed software?](#)
- [What is the local sales tax rate in Henry County?](#)

Was this article helpful?   0 out of 0 found this helpful



Not finding answers? [Submit a request](#)



# Revenue Help: Submitting a Ticket

## Submit a request

Please choose from the forms below to submit your request. We look forward to assisting you!

Please note: If you have already submitted a request for assistance, our staff is working to resolve your issue. Please do not input an additional request for assistance.

TNTAP Questions

Your email address \*

Subject \*

Description \*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Name \*

Phone Number \*

Business Name

TNTAP Username

Account Number

# Revenue Help: Submitting a Ticket

## Submit a request

Please choose from the forms below to submit your request. We look forward to assisting you!

Please note: If you have already submitted a request for assistance, our staff is working to resolve your issue. Please do not input an additional request for assistance.

TNTAP Questions ▾

Your email address \*

test.email@tn.gov

Subject \*

Help Filing on TNTAP

Suggested articles

[What if I make a mistake filing my tax return on TNTAP?](#)

[If the due date for filing a payment falls on a weekend or holiday when is the payment due?](#)

[If the due date for filing a return falls on a weekend or holiday, when is the return due?](#)

[Will my sales tax filing frequency change in TNTAP?](#)

[TNTAP: Filing a Sales Tax Return](#)

[I do not have all of the information I need to get a TNTAP logon to file sales tax. What should I do?](#)

[What is a request?](#)

[Do I have to file the professional privilege tax online?](#)

[Do I have to make a payment on a return at the same time I file the return?](#)

[What is a support ID?](#)

# Revenue Help: Submitting a Ticket

**Description \***

I don't understand how to create a username and password. Can you help me?

Please enter the details of your request. A member of our support staff will respond as soon as possible.

**Name \***

Morgan Powers

**Phone Number \***

615-532-4589

**Business Name**

N/A


**TNTAP Username**

N/A

**Account Number**

0123456789-SLC

**Attachments**

 [Add file](#) or drop files here

**Submit**

# Revenue Help: Submitting a Ticket



Hello Hellomorganpowers,

Thank you for contacting the Tennessee Department of Revenue.

Your request (55930) has been received. Our staff is reviewing your request, and we look forward to assisting you.

To add additional comments, reply to this email.

Any opinion from Tennessee tax law or regulations given in this message is believed to be a correct interpretation; however, the opinions do not constitute an official Revenue policy or letter ruling.

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Social Media  |  | 

This email is a service from Tennessee Department of Revenue.

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# Revenue Help: Solving a Ticket

The screenshot shows a helpdesk interface for a ticket titled "Help Filing on TNTAP" (Ticket #55930). The interface is divided into several sections:

- Header:** Shows the ticket title "Help Filing on TNTAP #55930" and navigation options like "Organization (create)", "Hellomorganpowers", and "Ticket #55930".
- Left Sidebar:** Contains navigation icons and a form for ticket details. The form includes fields for "Brand" (Tennessee Department of Revenue), "Assignee" (TNTAP Questions), "Tags" (tntap), "Type" and "Priority" (both set to "-"), "Name" (Morgan Powers), "Phone Number" (615-532-4589), "Business Name" (N/A), "TNTAP Username" (N/A), and "Account Number" (0123456789-SLC).
- Main Ticket Area:** Displays the ticket title "Help Filing on TNTAP" and the user "Hellomorganpowers" who posted the ticket 20 minutes ago. The ticket content reads: "I don't understand how to create a username and password. Can you help me?". There are options for "Public reply" and "Internal note".
- Right Sidebar:** Features a "Ticket Redaction App" with a "Text Redaction" input field and a "Redact This!" button. Below it is a "Do you want to redact an attachment?" question with a "Yes" button. A "Five Most Recent" list shows other tickets with their status (New or Closed). At the bottom, there is an "Answer Suggestion" section.
- Bottom:** Includes a "Submit as New" button and a "Stay on ticket" dropdown.

# Revenue Help: Solving a Ticket

- *T – Take It*
- *A – Answer It*
- *T – Tag It*
- *R – Redact It*
- *S – Submit It*

# Revenue Help: Solving a Ticket

The screenshot shows a Zendesk ticket interface for a ticket titled "Help Filing on TNTAP" (Ticket #55930). The interface is divided into several sections:

- Header:** Shows the ticket title, organization "Hellomorganpowers", and ticket ID "#55930".
- Left Sidebar:** Contains metadata for the ticket, including Brand ("Tennessee Department of Revenue"), Assignee ("TNTAP Que.../Morgan"), CCs, Sharing, Form ("TNTAP Questions"), Tags ("tntap"), Type, Priority, Name ("Morgan Powers"), Phone Number ("615-532-4589"), Business Name ("N/A"), TNTAP Username ("N/A"), and Account Number ("0123456789-SLC").
- Main Ticket Area:** Displays the ticket details and a public reply from "Hellomorganpowers" asking for help with creating a username and password. A "Public reply" button is visible.
- Right Sidebar:** Includes a "Ticket Redaction App" section with a "Text Redaction" input field and a "Redact This!" button. Below it is a "Five Most Recent" list of tickets, and an "Answer Suggestion" section.
- Bottom:** Features a search bar, a "Stay on ticket" dropdown, and a "Submit as New" button.

**Public Reply:**

Public reply Internal note your comment is sent to the ticket requester

Conversations All 1

Hellomorganpowers Today 01:28 pm

I don't understand how to create a username and password. Can you help me?

**MOST USED**

- PPT Due Date Extension & Tips
- PPT Bulk Filing
- Delayed Response Apology
- Duplicate CC Payment - Pro Fee
- Thank you for contacting...

**ALL**

- PPT Bulk Filing

# Revenue Help: Solving a Ticket

The screenshot shows a support ticket interface for 'Help Filing on TNTAP' (Ticket #55930). The interface is divided into several sections:

- Header:** Shows the ticket title 'Help Filing on TNTAP', the time 'Today 01:28 pm', and the sender 'Hellomorganpowers <hellomorganpowers@gmail.com>'. There are navigation icons for home, search, and apps.
- Left Sidebar:** Contains metadata for the ticket, including the organization 'Tennessee Department of Revenue', the assignee 'TNTAP Que.../Morgan', and various filters for tags, type, and priority.
- Main Content Area:** Displays the ticket details and a public reply from 'Hellomorganpowers'. The reply text reads: 'Good morning, Thank you for submitting your question. The Tennessee Department of Revenue recently launched a new website for filing sales tax in Tennessee. This new website is called TNTAP and can be found here: <https://tntap.tn.gov/eservices/>. You can use the same username and password that you previously used to file sales tax, however you will need to recreate your logon information. Click "Don't have a logon? Create one" to set up your new username and password. We have helpful videos and FAQs for getting started available here: <https://revenue.support.tn.gov/hc/en-us/categories/115000174143-TNTAP-Information>. If you have any issues setting up your username and password, please respond to this ticket or call 615-253-0600 for assistance. Thank you, Morgan'.
- Right Sidebar:** Features a 'Ticket Redaction App' with a text input field and a 'Redact This!' button. Below it is a 'Five Most Recent' list of tickets, including '#55930 Help Filing on TNTAP' (Status: New), '#49835 Test' (Status: Closed), '#39132 Test: Assign to Morgan' (Status: Closed), '#12453 test ticket' (Status: Closed), and '#7163 Testing!' (Status: Closed). At the bottom right, there is an 'Answer Suggestion' dropdown menu with options: 'Submit as New', 'Submit as Open', 'Submit as Pending', and 'Submit as Solved'.



# Revenue Help: Solving a Ticket



Your request (55930) has been updated. To add additional comments, reply to this email.



**Morgan** (Tennessee Department of Revenue)

Jun 7, 3:42 PM CDT

Good morning,

Thank you for submitting your question. The Tennessee Department of Revenue recently launched a new website for filing sales tax in Tennessee. This new website is called TNTAP and can be found here:

[https://tntap.tn.gov/eservices/./](https://tntap.tn.gov/eservices/).

You can use the same username and password that you previously used to file sales tax, however you will need to recreate your logon information. Click "Don't have a logon? Create one" to set up your new username and password.

We have helpful videos and FAQs for getting started available here:

<https://revenue.support.tn.gov/hc/en-us/categories/115000174143-TNTAP-Information>. If you have any issues setting up your username and password, please respond to this ticket or call 615-253-0600 for assistance.

Thank you,

Morgan

# Revenue Help: Customer Satisfaction



Hello Hellomorganpowers,

We'd love to hear what you think of our customer service. Please take a moment to answer one simple question by clicking either link below:

**How would you rate the support you received?**

[Good, I'm satisfied](#)

[Bad, I'm unsatisfied](#)

Here's a reminder of what your ticket was about:



**Morgan** (Tennessee Department of Revenue)

Jun 7, 3:42 PM CDT

Good morning,

Thank you for submitting your question. The Tennessee Department of Revenue recently launched a new website for filing sales tax in Tennessee.

This new website is called TNTAP and can be found here:

[https://tntap.tn.gov/eservices/./.](https://tntap.tn.gov/eservices/)

# Revenue Help: Customer Satisfaction

	<i>Customer Service Rating</i>	<i>Tickets Received</i>	<i>Article Views</i>
<i>2015 (Jan – Dec)</i>	<i>96.9%</i>	<i>9,782</i>	<i>159,894</i>
<i>2016 (Jan – Dec)</i>	<i>97.3%</i>	<i>13,328</i>	<i>377,670</i>
<i>2017 (Jan – May)</i>	<i>84.8%</i>	<i>25,638</i>	<i>494,251</i>

# Revenue Help: Positive Comments

- *“Robert was very direct and helpful with explaining my question and offering solutions while being personable and polite. Thanks!”*
- *“The response time was AMAZING! I really liked the carefully drafted response. I appreciate this service! Way to TN DOR!”*
- *“I was very pleased to have received a response to my question so quickly. This was unlike any other state website I have encountered where they offer a response in 5-7 business days. Very refreshing. Thank you.”*
- *“The support was outstanding. My question was answered quickly. This has by far been the best experience with emailing states. I have sent emails to many states with questions and none have provided such great service.”*



**Morgan Powers**  
**(615) 532-4589**  
**[morgan.powers@tn.gov](mailto:morgan.powers@tn.gov)**