

Logo

Today, 11:09 AM

Today, 11:09 AM

i had a call set up for initial purchase and no one called me yet

Amit at 11:09 AM said i had a call set up for initial purchase and no one called me yet

Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks. This chat will be recorded and monitored.

SYSTEM_MESSAGE at 11:09 AM said Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks. This chat will be recorded and monitored.

-

SYSTEM_MESSAGE at 11:09 AM said -

Rudelyn has joined the chat

11:09 AM

System Event at 11:09 AM: Rudelyn has joined the chat

R

Hi! Thank you for messaging Intuit QuickBooks Online. I am Rudelyn. I hope you're doing well. Give me a minute to review your message.

Rudelyn at 11:10 AM said Hi! Thank you for messaging Intuit QuickBooks Online. I am Rudelyn. I hope you're doing well. Give me a minute to review your message.

ok

Amit at 11:10 AM said ok

R

Thank you for this information. May I know what version of QuickBooks you are using? Was it online or desktop?

Rudelyn at 11:12 AM said Thank you for this information. May I know what version of QuickBooks you are using? Was it online or desktop?

online

Amit at 11:12 AM said online

R

No worries, let me go ahead and help you, may I have the company ID please?

Rudelyn at 11:12 AM said No worries, let me go ahead and help you, may I have the company ID please?

9130 3576 3864 1536

Amit at 11:14 AM said 9130 3576 3864 1536

R

Thank you! Let me go ahead and pull up your account, please bear with me.

Rudelyn at 11:15 AM said Thank you! Let me go ahead and pull up your account, please bear with me.

i have an initial one hour free call set up at 11 am and now it is 11.15 am

Amit at 11:15 AM said i have an initial one hour free call set up at 11 am and now it is 11.15 am

Thank you for waiting. I'm still checking please bear with me.

Rudelyn at 11:19 AM said Thank you for waiting. I'm still checking please bear with me.

R

Thank you for waiting. May I know what's the call for? Is it for onboarding?

Rudelyn at 11:23 AM said Thank you for waiting. May I know what's the call for? Is it for onboarding?

yes

Amit at 11:24 AM said yes

Thank you for this information. Let me go ahead and check my resources to help you about this, please bear with me.

Rudelyn at 11:27 AM said Thank you for this information. Let me go ahead and check my resources to help you about this, please bear with me.

R

Thank you for waiting. Upon checking since it's about onboarding here's the link to help you for the process. https://quickbooks.intuit.com/learn-support/en-us/help-article/close-books/contact-quickbooks-live-bookkeeper/L5ga1McNU_US_en_US?uid=lpctz4cn

Rudelyn at 11:31 AM said Thank you for waiting. Upon checking since it's about onboarding here's the link to help you for the process. https://quickbooks.intuit.com/learn-support/en-us/help-article/close-books/contact-quickbooks-live-bookkeeper/L5ga1McNU_US_en_US?uid=lpctz4cn

This is confusing. i already set up an appointment at 11 am. is he going to call me?

Amit at 11:34 AM said This is confusing. i already set up an appointment at 11 am. is he going to call me?

very bad experience after buying

Amit at 11:34 AM said very bad experience after buying

R

I do apologize, I'm sorry that you had to deal with this. As I really want to help you but your concern is beyond the scope of my support.

Rudelyn at 11:37 AM said I do apologize, I'm sorry that you had to deal with this. As I really want to help you but your concern is beyond the scope of my support.

please call supervisor and ask what to do ?

Amit at 11:39 AM said please call supervisor and ask what to do ?

R

I do apologize, upon checking on the supervisor since this is about onboarding and beyond the scope of our support, I do apologize we can't assist you about this.

Rudelyn at 11:44 AM said I do apologize, upon checking on the supervisor since this is about onboarding and beyond the scope of our support, I do apologize we can't assist you about this.

can i have your supervisor's number or someone senior's number

Amit at 11:45 AM said can i have your supervisor's number or someone senior's number

R

May I have your contact number please?

Rudelyn at 11:49 AM said May I have your contact number please?

9178813009

Amit at 11:49 AM said 9178813009

R

Thank you! Someone will contact you after this chat please keep your lines open.

Rudelyn at 11:50 AM said Thank you! Someone will contact you after this chat please keep your lines open.

ok.

Amit at 11:51 AM said ok.

how do i save the chat

Amit at 11:51 AM said how do i save the chat

R

Here's the case number for this conversation 15108219724.

Rudelyn at 11:52 AM said Here's the case number for this conversation 15108219724.

Great. and can u email the chat copy to my registered email address.

Amit at 11:53 AM said Great. and can u email the chat copy to my registered email address.

since i try to print, it is not printing

Amit at 11:53 AM said since i try to print, it is not printing

R

What you need to do to save it is copy the whole chat and paste it in word or note pad.

