

Name	Date Time	Message
cindy	11/12/2021 11:13 AM	help with intuit full service payroll
Assistant	11/12/2021 11:13 AM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	11/12/2021 11:13 AM	-
Assistant	11/12/2021 11:14 AM	Susan has joined the chat
cindy	11/12/2021 11:14 AM	can you help with intuit full service payroll
Susan	11/12/2021 11:14 AM	Hello Cindy, can I please have you EIN number
cindy	11/12/2021 11:14 AM	
Susan	11/12/2021 11:15 AM	Business name please?
cindy	11/12/2021 11:15 AM	
Susan	11/12/2021 11:17 AM	How can i assist you?
cindy	11/12/2021 11:21 AM	can you help me?
cindy	11/12/2021 11:21 AM	I need a special paycheck with a net zero amount
Susan	11/12/2021 11:23 AM	Let me look into that for you
Susan	11/12/2021 11:32 AM	Sorry its taking so long Im having issues with my computer.
cindy	11/12/2021 11:32 AM	Is this the correct department?
Susan	11/12/2021 11:36 AM	Im going to have to get you to the support team
cindy	11/12/2021 11:37 AM	Thanks, I keep getting bounced around and no one can help me
Assistant	11/12/2021 11:39 AM	One moment while we connect you with a representative. All elements of this call may be monitored and recorded.
Assistant	11/12/2021 11:39 AM	Unknown system event
Assistant	11/12/2021 11:39 AM	Susan has left the chat
Assistant	11/12/2021 11:39 AM	Kenneth Marc has joined the chat
cindy	11/12/2021 11:41 AM	can you help with Intuit Full Service Payroll?
Kenneth Marc	11/12/2021 11:42 AM	Hi! Thank you and Welcome to Intuit QuickBooks Online! My name is Ken. May I have your full name?
cindy	11/12/2021 11:42 AM	Cindy schurgin
Kenneth Marc	11/12/2021 11:46 AM	Nice to meet you Cindy, How's it going? I noticed that you were transferred here for Payroll?
Kenneth Marc	11/12/2021 11:46 AM	May I know what department are you speaking earlier?
cindy	11/12/2021 11:47 AM	Very frustrated. I've been trying to get help with online payroll. I selected chat from the payroll website and it constantly routes me to QB
Kenneth Marc	11/12/2021 11:50 AM	I see, I apologize if you were transferred in the wrong department please use this link for you to be connected to Payroll services,
cindy	11/12/2021 11:50 AM	I've tried this link three times. Working on this for an hour!!!
Kenneth Marc	11/12/2021 11:51 AM	Okay let me go ahead and connect
Kenneth Marc	11/12/2021 11:51 AM	Thanks for being the best part of Intuit QuickBooks Online, once again this is Ken, and you have a good one!
Assistant	11/12/2021 11:51 AM	Processing transfer request.
Assistant	11/12/2021 11:51 AM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	11/12/2021 11:51 AM	-
Assistant	11/12/2021 11:51 AM	Unknown system event

Name	Date Time	Message
Assistant	11/12/2021 11:51 AM	Kenneth Marc has left the chat
Assistant	11/12/2021 11:51 AM	Chris Evert has joined the chat
cindy	11/12/2021 11:52 AM	Can you help with Intuit full service payroll
Chris Evert	11/12/2021 11:52 AM	Good day! Thank you for contacting Intuit QuickBooks Online Support. My name is Evert. Can I have your first and last name, please?
cindy	11/12/2021 11:52 AM	
Chris Evert	11/12/2021 11:53 AM	What a beautiful name Cindy. Nice to meet you. How's your day so far?
Chris Evert	11/12/2021 11:53 AM	Sure thing.
cindy	11/12/2021 11:53 AM	Not good, trying to get help for an hour
Chris Evert	11/12/2021 11:54 AM	Oh I am really sorry to hear that. No worries I will try my very best to help you. We will figure it out together.
Chris Evert	11/12/2021 11:54 AM	Before we proceed can I have your company ID number, please?
cindy	11/12/2021 11:54 AM	
Chris Evert	11/12/2021 11:55 AM	Appreciate that, Cindy.
Chris Evert	11/12/2021 11:55 AM	One last thing. Can you confirm to me your company name and the email address associated with the account?
cindy	11/12/2021 11:56 AM	
Chris Evert	11/12/2021 11:57 AM	Thanks for that. Let me pull up the account real quick.
Chris Evert	11/12/2021 11:58 AM	By the way, how's the weather there?
Chris Evert	11/12/2021 11:58 AM	And can you tell me more about your concern?
cindy	11/12/2021 11:59 AM	I need help with intuit full service payroll. Can you help me?
Chris Evert	11/12/2021 11:59 AM	Oh I see that. I just wanna know how many support transferred you already?
cindy	11/12/2021 11:59 AM	Maybe 4 times
Chris Evert	11/12/2021 12:00 PM	Oh snap. That's sad. I am really sorry about it.
Chris Evert	11/12/2021 12:02 PM	I think they don't know where to transfer you correctly. Since you're asking for the Full Service payroll. Allow me to connect you over to them directly. Don't worry because this time I'll make sure that you will be assisted by the right team since I will be the one to reach out with them and notify them about your issue.
cindy	11/12/2021 12:03 PM	thank you
Chris Evert	11/12/2021 12:03 PM	I know it's frustrating. That's why I am really sorry about it.
Chris Evert	11/12/2021 12:03 PM	You're always welcome, Cindy. I got you with this.
Chris Evert	11/12/2021 12:03 PM	Hold on there as I am reaching out with the correct team for you.
Chris Evert	11/12/2021 12:06 PM	I'm back. Connecting you over now. Stay safe and healthy, Cindy.
cindy	11/12/2021 12:08 PM	thanks
Assistant	11/12/2021 12:09 PM	Processing transfer request.
Assistant	11/12/2021 12:09 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	11/12/2021 12:09 PM	-
Assistant	11/12/2021 12:09 PM	Unknown system event
Assistant	11/12/2021 12:09 PM	Chris Evert has left the chat
Assistant	11/12/2021 12:09 PM	Johna has joined the chat

<b>Name</b>	<b>Date Time</b>	<b>Message</b>
cindy	11/12/2021 12:09 PM	I need help with full service payroll
Johna	11/12/2021 12:09 PM	Hi Cindy! Thanks for messaging Intuit Online Payroll. My name is Johna. I hope you are doing well today. I'll be happy to assist you with your payroll concern.
Johna	11/12/2021 12:09 PM	Cindy let me back read real quick your last session.
Johna	11/12/2021 12:13 PM	Cindy thanks for waiting! I indeed see here that you have have full service payroll with us partnered with Costco. I apologize Cindy but I am actually from Intuit Online Payroll do it yourself accounts. I know that you wee transferred to me. Instead of transferring you let me guide you instead on how you can directly contact the right right department.
cindy	11/12/2021 12:13 PM	No I need help with Online Payroll
Johna	11/12/2021 12:16 PM	Indeed what you have Cindy is Intuit Online Payroll. I am from Intuit Online Payroll but I only support do it yourself accounts. We have separate departments who handles full service accounts.
cindy	11/12/2021 12:17 PM	ok
Johna	11/12/2021 12:18 PM	In order to get to our Intuit Full Service support Cindy kindly access this article. <a href="https://quickbooks.intuit.com/learn-support/en-us/help-article/payroll-processes/contact-payroll-support/L08Yi5p07_US_en_US">https://quickbooks.intuit.com/learn-support/en-us/help-article/payroll-processes/contact-payroll-support/L08Yi5p07_US_en_US</a>
Johna	11/12/2021 12:19 PM	Once you open this one Cindy you just need to click on Intuit Online Payroll and you will see the options or guide how to contact our full service department. You can also save this link or bookmark it on your browser so you can get to them directly in the future.
Johna	11/12/2021 12:20 PM	Cindy please let me know if you have question about the link before I let you contact them.
Johna	11/12/2021 12:28 PM	Just checking in, we haven't heard from you in awhile. Are you still doing okay?
Johna	11/12/2021 12:28 PM	Just checking in, we haven't heard from you in awhile. Are you still doing okay?
Johna	11/12/2021 12:33 PM	It looks like you stepped away! Please let us know if you need any assistance, by messaging back with us. Just to let you know, you will receive an email in regards to your experience today. Any feedback you can provide would be extremely helpful. Have a great day!
Assistant	11/12/2021 12:33 PM	Johna has left the chat
Assistant	11/12/2021 1:33 PM	This chat session has expired. Please start a new chat session
Assistant	11/12/2021 1:33 PM	Chat has ended!