

name	Date Time	message
ummy	8/19/2021 3:59 PM	Onboard team Aldon Tate fail to call in to support for the scheduled meeting at today 15:45 HK time, i need Quickbook team to reply ASAP
.ssistant	8/19/2021 4:00 PM	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
.ssistant	8/19/2021 4:00 PM	We will route you to the next available expert
.ssistant	8/19/2021 4:00 PM	Aquina has joined the chat
ummy	8/19/2021 4:00 PM	Hi Aquina
.quina	8/19/2021 4:02 PM	Thank you for contacting Intuit QuickBooks Online Chat Support. My name is Aquina. Can you please tell me more about your concern?
ummy	8/19/2021 4:02 PM	Onboard team Aldon Tate fail to call in to support for the scheduled meeting at today 15:45 HK time, i need Quickbook team to reply ASAP
ummy	8/19/2021 4:02 PM	Our Accountant, CFO now seating in front of the computer and waiting
.quina	8/19/2021 4:03 PM	Let me check on that for you. But first I need to pull up your account here. May I have your company ID and email address please?
ummy	8/19/2021 4:03 PM	Pls tell me what to do being the customer just join your service 1 day ago and your team fail to provide support
ummy	8/19/2021 4:04 PM	My email address : [REDACTED]
.quina	8/19/2021 4:05 PM	No worries Summy. I'll make sure that that will be heard and will not be taken for granted.
ummy	8/19/2021 4:05 PM	Company ID [REDACTED]
.quina	8/19/2021 4:06 PM	Thank you so much. Please hold on while I pull up your account here.
ummy	8/19/2021 4:10 PM	We just join the HK online quickbook account yesterday, and we have existing US online subscription, your online sales Ruben Jr D promise that the US database can be migrate to the HK so we join the subscription and make an appointment for your onboard team to support today at 15:45 HK time
ummy	8/19/2021 4:11 PM	And the assigned engineer Aldon Tate fail to give a call at the schedule time and no one provide me any update till now
ummy	8/19/2021 4:13 PM	Hi Aquina?
ummy	8/19/2021 4:16 PM	Still here???
ummy	8/19/2021 4:18 PM	Hellooooooooooooo
ummy	8/19/2021 4:20 PM	Disappear???
.quina	8/19/2021 4:21 PM	Sorry for the delay.
.quina	8/19/2021 4:21 PM	I'm still here.
ummy	8/19/2021 4:21 PM	Great !!! Finally i know that you are still here
.quina	8/19/2021 4:21 PM	I have already reached out the person from the Onboarding team who will be handling your onboarding.
ummy	8/19/2021 4:22 PM	Yes?
.quina	8/19/2021 4:22 PM	Can you please provide me with your phone number that he can use?
ummy	8/19/2021 4:22 PM	[REDACTED]
ummy	8/19/2021 4:23 PM	It's a Hong Kong Number
.quina	8/19/2021 4:24 PM	Thank you so much.
.quina	8/19/2021 4:24 PM	Aldon will call you anytime from now.
.quina	8/19/2021 4:25 PM	COID: [REDACTED]
ummy	8/19/2021 4:27 PM	Yes, we are "STILL" waiting
ummy	8/19/2021 4:28 PM	And "STILL" no phone call from this Mr Aldon
.quina	8/19/2021 4:28 PM	It maybe that he is currently assisting a different customer right now.
ummy	8/19/2021 4:29 PM	So im not a customer ?