

Andrea at 2:01 PM said Hello, we need to reduce our Enterprise users to 5 and be refunded for the 2 users we are dropping.

SYSTEM_MESSAGE at 2:01 PM 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.

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SYSTEM_MESSAGE at 2:01 PM said -

Andrea at 2:02 PM said This will be the 3rd chat. Please make sure I am directed to the right person.

SYSTEM_MESSAGE at 2:02 PM said Help is on the way. You've got a spot in line.

Andrea at 2:04 PM said I've already spent over an hour in the chat today.

SYSTEM_MESSAGE at 2:04 PM said Don't worry, we haven't forgotten about you. You're still in line to talk to one of our experts.

Shane Ann has joined the chat

2:06 PM

System Event at 2:06 PM: Shane Ann has joined the chat

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Shane Ann at 2:08 PM said Hi. Thank you for contacting Intuit QuickBooks Accountants Care Support! My name is Ann. How are you today?

Andrea at 2:08 PM said I'm fine. thank you

Andrea at 2:08 PM said You are the 3rd person I have been redirected to.

Shane Ann at 2:10 PM said I do really apologize for the inconvenience. May I know your goal for today ma'am?

Andrea at 2:10 PM said We need to reduce our Enterprise users to 5 and be refunded for the 2 users we are dropping.

Shane Ann at 2:13 PM said I see. Just wanted to make sure your goal is to reduce number of users of your ES right?

Andrea at 2:14 PM said Yes, I just said that. our license number is 6100-XXXXXXXX

Andrea at 2:14 PM said I am leaving work shortly so can we do this fairly quickly?

Shane Ann at 2:17 PM said I do really apologize Andrea however we have the right department that can help you with this concern. Let me transfer you over to our Enterprise department so they can help you. Please stay on the chat.

SYSTEM_MESSAGE at 2:17 PM said Processing transfer request.

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.

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SYSTEM_MESSAGE at 2:17 PM said -

Shane Ann has left the chat

2:17 PM

System Event at 2:17 PM: Shane Ann has left the chat

Vanessa has joined the chat

2:18 PM

System Event at 2:18 PM: Vanessa has joined the chat

Vanessa at 2:18 PM said Hi! Good morning! Thank you for contacting Intuit QuickBooks Desktop Premium Support. My name is Vanessa your support for today. I greatly appreciate your patience. How can I be of service?

Andrea at 2:19 PM said Hi Vanessa, I spoke with you earlier. You transferred me to Angelica who transferred me to Shane Ann, who has now transferred me back to you. We need to reduce our Enterprise users to 5 and be refunded for the 2 users we are dropping.

Vanessa at 2:20 PM said This should be handled by our Saves team Andrea.

Andrea at 2:20 PM said This is like a bad dream.

Andrea at 2:20 PM said Is this for real?

Andrea at 2:21 PM said How the \$%#@ do I speak to someone on the Saves team? I was supposed to be transferred to the Saves team already.

Vanessa at 2:21 PM said I am so sorry Andrea, I believe the transfer system is not doing or working properly.

Vanessa at 2:21 PM said Yes, it should be

Andrea at 2:21 PM said Can you promise me that you will direct me to someone who can fix this?

Vanessa at 2:22 PM said Yes Andrea.

Vanessa at 2:23 PM said Please stay connected.

Andrea at 2:24 PM said ok, thank you

Processing transfer request.

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SYSTEM_MESSAGE at 2:24 PM said -

Vanessa has left the chat

2:25 PM

System Event at 2:25 PM: Vanessa has left the chat

Jheiane has joined the chat

2:26 PM

System Event at 2:26 PM: Jheiane has joined the chat

Jheiane at 2:27 PM said Hi! Thank you for messaging Intuit QuickBooks Pro and Premier Support.. Pleased to meet you online. My name is Jheiane. I appreciate that you waited for me, how are you doing today?

Andrea at 2:27 PM said I'm ok. can you help me?

Jheiane at 2:29 PM said Glad to know that you're okay, Andrea. Let me just read your concern here in my end, okay?

Jheiane at 2:29 PM said Just give me a moment.

Andrea at 2:29 PM said license 6100-XXXXXXX

Jheiane at 2:31 PM said Checking, Andrea. One moment.

Jheiane at 2:35 PM said Thank you for patiently waiting Andrea, Upon checking here in my end, Your concern is being handled by specific Department and as much as I love to assist you my resources are limited for specific concern. But no worries I will connect you to the Right Department to assist you further and Rest assured I will get the best Expert to assist you, Is that alright?

Andrea at 2:36 PM said Vanessa PROMISED me that she would transfer me to the correct department. So you are saying that the SIXTH person that I am transferred to will be able to help me?

Jheiane at 2:37 PM said I rest assured that I will transfer you to the right department, okay?

Andrea at 2:37 PM said Ok.

Jheiane at 2:38 PM said Thank you for messaging Intuit QuickBooks Desktop Pro / Premier Support, again my name is Jheiane. We appreciate your business with us. Have a good day! Stay safe and healthy.

Jheiane at 2:40 PM said Working on it, just give me a moment here, Andrea.

Jheiane at 2:41 PM said Are you still with me?

Andrea at 2:41 PM said yes

Jheiane at 2:41 PM said Alright, I'll transfer you now, thank you! have a great day ahead!

Andrea at 2:42 PM said thank you

Processing transfer request.

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SYSTEM_MESSAGE at 2:42 PM said -

Jheiane has left the chat

2:42 PM

System Event at 2:42 PM: Jheiane has left the chat

Ronald has joined the chat

2:43 PM

System Event at 2:43 PM: Ronald has joined the chat

Ronald at 2:43 PM said Thank you for contacting Intuit QuickBooks DT Premium Desktop support, My name is Ronald, please to meet you online. How are you doing today?

Andrea at 2:44 PM said I'm exhausted after being transferred five times. You are the 6th person I have chatted with now.

Andrea at 2:44 PM said can you help me? we need to reduce our enterprise users to 5 from 7 and get a refund for the difference.

Ronald at 2:45 PM said For downgrading the number of user license of your QB, you need to contact our QB Enterprise team on this phone number: 866.340.7237 and they will transfer you to the dedicated team who will process of adding user seat of your QB.

Andrea at 2:46 PM said are you 100% positive?

Andrea at 2:47 PM said is there still a 50 minute hold time? I've already been chatting for close to 2 hours trying to resolve this. Do you know how frustrated I am?

Ronald at 2:48 PM said We have a large volume of chats and calls waiting due to multiple customers who are consulting today. You will expect a longer wait time.

Chat has been closed.