

## Visitor Details

### #77118 Diana

**Email:** daid@sumobuilders.com  808-833-3564

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

**Website:** <https://www.acecloudhosting.com/support-chat.php>

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** HONOLULU

**State:** Hawaii

**Country:** UNITED STATES

## Chat Transcript

Diana	Hello, I am your Acebuddy
Acebuddy	Hello Diana, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Diana	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Diana	I'd like to raise a Request
Acebuddy	Please select your request type.
Diana	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

## Visitor Details

### #76655 Janis Gaudette

**Email:** shopabbyleigh@comcast.net  16153081816

**Department:** Support(QB & App Hosting)

**Operator:** Shivam Singh

**Website:** <https://www.acecloudhosting.com/support-chat.php>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** MURFREESBORO

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Janis Gaudette	Hello, I am your Acebuddy
Acebuddy	Hello Janis Gaudette, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Janis Gaudette	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Janis Gaudette	I'd like to report an Issue
Acebuddy	Please select an option!
Janis Gaudette	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Janis Gaudette	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Janis Gaudette	need to uninstall quickbooks pro
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Ashutosh Mishra accepted the chat transfer request.*

*Ashutosh Mishra is transferring the chat to Shivam Singh.*

*Shivam Singh accepted the chat transfer request.*

Shivam Singh Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.

I will be surely assisting you with this. Kindly help me with your server name and user name?

Janis Gaudette Abby Leigh Gifts Janis Gaudette

Shivam Singh You requested to uninstall the QuickBooks Pro Plus 2024?

Should we do it right now ?

Janis Gaudette yes, i am using the Quickbooks enterprise now

when you get time

Shivam Singh Great

Is there anything else I may help you with ?

Janis Gaudette no thank you!!! have a good day!

Shivam Singh Thank you for choosing ACE cloud Hosting, you have a wonderful day.

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<https://selfcare.acecloudhosting.com/>)

For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)

*Shivam Singh has ended this chat session*

## Visitor Details

#77540 Mondrell Ellis

**Email:** leconcrete10@gmail.com  15019082647

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

**Website:** <https://www.acecloudhosting.com/support-chat.php>

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** BRYANT

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

Mondrell Ellis	Hello, I am your Acebuddy
Acebuddy	Hello Mondrell Ellis, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Mondrell Ellis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mondrell Ellis	I'd like to raise a Request
Acebuddy	Please select your request type.
Mondrell Ellis	Change in Applications
Acebuddy	Please select your desired option!
Mondrell Ellis	Setback
Acebuddy	Please select your request type.
Mondrell Ellis	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

I am unab

## Visitor Details

### #77635 Anis Azkoul

**Email:** deltaaac2000@yahoo.com  7138945760

**Department:** Support(QB & App Hosting)

**Operator:** Ankit Kumar

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace%20cloud%20hosting&utm\\_adgroup=Primary](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Anis Azkoul I am unable to log in. The system is not recognizing my credentials

Rishabh Gogia Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.

*Rishabh Gogia is transferring the chat to Support(QB & App Hosting).*

*Ankit accepted the chat transfer request.*

Ankit Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.

Anis Azkoul ok

Ankit Hello Anis, How are you doing today?

Anis Azkoul everyday I have this problem

Ankit I deeply apologize for the inconvenience caused to you.

I will be surely assisting you with this. Kindly help me with your server name and user name?

Anis Azkoul DeltaairCHL.myreldata.net

user name : myreldata\AnisA

Ankit Thank you for the details.

May I know the error message once?

Anis Azkoul password not valid

Ankit	Kindly allow me 3-4 minutes to check the same.
Anis Azkoul	ok
Ankit	Thank you for waiting.
	Anis, Everything seems to be okay from our end. May I take the remote access of your local computer?
Anis Azkoul	yes
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.
	Anis, I understand how frustrating it must be to encounter this error while accessing the server. I assure you that we will resolve this issue as soon as possible.
	<a href="https://assist.acecloudhosting.com/join/7212947789">https://assist.acecloudhosting.com/join/7212947789</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you through the steps.
	As discussed during the remote session, your issue has been resolved. We identified that the problem was due to an incorrect password.
	Since you were able to log in successfully twice, we can confirm that the issue is resolved for now. We will also share the steps to prevent such errors in the future.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240).
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Ankit has ended this chat session*

**Visitor Details** -----

**#76451 Andrew Ross**  
**Email:** andrew@zebrarecovery.com  
**Department:** Support(QB & App Host)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows 10 Pro

**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mins 1 Sec  
**City:** RALEIGH  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

Andrew Ross	Hello, I am
Acebuddy	Hello Andr
	Whom Wor
Andrew Ross	Technical S
Acebuddy	Welcome t
	Please cho
Andrew Ross	I'd like to r
Acebuddy	Please sele
Andrew Ross	Other Issu
Acebuddy	Please spe
Andrew Ross	Remote de
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Gaurav Ku</i>
	<i>Shivam Sir</i>
Shivam Singh	Thank you
Andrew Ross	hi Shivam
	I have bee
Shivam Singh	I will be su
Andrew Ross	Remote Cc
Shivam Singh	Thanks for
Andrew Ross	my user na
	it is interm
Shivam Singh	I understai
	Please try

	Andrew Ross	trying now
	Shivam Singh	May I take
	Andrew Ross	same error
	Shivam Singh	please con
	Andrew Ross	sure
	Shivam Singh	Prior provi
	Andrew Ross	closing out
		really noth
	Shivam Singh	Once done
		<a href="https://ass">https://ass</a>
	Andrew Ross	downloade
	Shivam Singh	Please ask draft the e
		Let me kno
	Andrew Ross	ok
		who do yo
		9:41:36 PM
		<a href="#">image.png</a>
		Mentioned
		I just sent
		I have to n corrected.
	Shivam Singh	Is there an
		Surely, If y
	Andrew Ross	only issue
	Shivam Singh	Noted and
		Are we stil
		This messa
		Are we stil
		Are we stil
		As there w (1-888-415-
		<i>Shivam Sir</i>

## Visitor Details

**#76433 valeria**

**Email:** valeria@cpagoveo.com  178

**Department:** Support(QB & App Hos

**Operator:** Anjainay Singh

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** LEVITTOWN

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

valeria	Hello, I am
Acebuddy	Hello Valer
	Whom Wor
valeria	Technical S
Acebuddy	Welcome t
	Please cho
valeria	I'd like to r
Acebuddy	Please sele
valeria	Other Issu
Acebuddy	Please spe
valeria	Hello! The
Acebuddy	Please wai

Acebuddy

Anjainay S

Anjainay Singh	Thank you
	Since whe
valeria	Since this
Anjainay Singh	May I take
	Prior provi
valeria	Yes.
	Everything
Anjainay Singh	<a href="https://ass">https://ass</a>
	Please cop
	Are you fa
valeria	It says in s
Anjainay Singh	We are cor
	*connecte
	Are we cor
	Valeria, Is
valeria	No, thank
Anjainay Singh	As this cha
	may provi
	You may d
	Thank you

Anjainay S

Visitor Details -----

**#76732 mary**

**Email:** mary@infiniteaccountants.co

**Department:** Support(QB & App Hos

**Operator:** Shubham Kataria

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** IBABA

**State:** Laguna

**Country:** PHILIPPINES

### Chat Transcript -----

mary	Hello, I am
Acebuddy	Hello Mary
	Whom Wor
mary	Technical S
Acebuddy	Welcome t
	Please cho
mary	I'd like to r
Acebuddy	Please sele
mary	QuickBook
Acebuddy	What type
mary	QuickBook
Acebuddy	I understai help you w
	Was that h
mary	No
Acebuddy	No issues,
	<i>Acebuddy</i>
	<i>Shubham ,</i>
Shubham Kataria	Thank you today.
mary	Hello, we c
Shubham Kataria	

I will be su

mary It says "co

myrealdat

Shubham Kataria Thank you

mary okay, than

Shubham Kataria I would like  
were unab

It will start

mary okay, than

Shubham Kataria You're welc

You may a

Are we stil

Are we stil

Are we stil

As there w  
(1-888-415-

*Shubham ,*

## Visitor Details -----

**#77173 tanya oubre**

**Email:** toubre@dieselpartsdirect.com

**Department:** Support(QB & App Hos

**Operator:** Shubham Kataria

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** SLIDELL

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

tanya oubre	Hello, I am
Acebuddy	Hello Toub
	Whom Wor
tanya oubre	Technical S
Acebuddy	Welcome t
	Please cho
tanya oubre	I'd like to r
Acebuddy	Please sele
tanya oubre	Other Issu
Acebuddy	Please spe
tanya oubre	cannot cor
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Shubham ,</i>
Shubham Kataria	Thank you today.
	I will be su
	Are we stil
	As you're c call us at (
	<i>Shubham ,</i>

## Visitor Details -----

**#77563 Siemen**

**Email:** sean@championtaxaccounting.com

**Department:** Support(QB & App Host)

**Operator:** Acebuddy

**Website:** https://www.acecloudhosting.com

**Operating System:** Microsoft Windows 10

**Browser:** Google Chrome

**Device:** Desktop

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript -----

Siemen	Hello, I am
Acebuddy	Hello Sean
	Whom Would you like to speak with?
Siemen	Technical Support
Acebuddy	Welcome to Acebuddy
	Please choose a password
Siemen	I'd like to register
Acebuddy	Please select a password
Siemen	Password is required
Acebuddy	Please select a password
Siemen	Not Enrolled
Acebuddy	Please drop off your password in the comments
	Do you need help?
Siemen	No
Acebuddy	Thank you
	<i>Acebuddy</i>

## Visitor Details

**#77286 bhardwick**

**Email:** bhardwick@certasitepro.com

**Department:** Support(QB & App Hos

**Operator:** Ankit Kumar

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** INDIANAPOLIS

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

bhardwick	Hello, I am
Acebuddy	Hello Bhar
	Whom Wor
bhardwick	Technical S
Acebuddy	Welcome t
	Please cho
bhardwick	I'd like to r
Acebuddy	Please sele
bhardwick	Other Issu
Acebuddy	Please spe
bhardwick	Please can
Acebuddy	Please wai
	<i>Acebuddy</i>

Deepak Ta

Ankit acce

Ankit Thank you

bhardwick Please can

Ankit I deeply ap

I will surely

Kindly allo

Thank you

We sincere

actively wo

update as

bhardwick you can di

I asked for

Ankit I understai  
response.

bhardwick I need to h

Ankit If you have  
can procee  
purchase,

bhardwick I am not st

I do want t

Ankit If you wish

bhardwick I spoke wit

Ankit I deeply ap  
can make

bhardwick that is no l

Ankit I will perso  
opportunit

bhardwick not an opt

My CFO ha  
has been v

Ankit I understai  
for the del

I kindly rec

bhardwick it is no lon

I just want

Ankit Okay, I am

Is there an

bhardwick If you have

Ankit As I mentioned them for a requested, process it.

bhardwick who do I need

Ankit You can re

I complete such delay

Kindly share required.

Are we still

Are we still

bhardwick I don't need me any go

Ankit Okay.

Is there an

bhardwick no

Ankit Thank you

You may end our conversation

I request you to work. I appreciate your Thanks!

Note: You can download the file from the link (<https://se...>)

For self-help

Ankit has ended the conversation

## Visitor Details

**#76838 Norma Vazquez-Gil**  
**Email:** taxes@sonic.net  17075751  
**Department:** Support(QB & App Hos  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 57  
**City:** SANTA ROSA  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Norma Vazquez-Gil	Hello, I am
Acebuddy	Hello Norma
	Whom Wor
Norma Vazquez-Gil	Technical S
Acebuddy	Welcome to
	Please cho
Norma Vazquez-Gil	I'd like to r
Acebuddy	Please sele
Norma Vazquez-Gil	Other Issu
Acebuddy	Please spe
	9:19:09 PM
	<a href="#">Screenshot</a>
	Please wai
	<i>Acebuddy</i>
Norma Vazquez-Gil	I do not kn
	computer

Anjainay S

Anjainay Singh Thank you

Norma Vazquez-Gil thank you

Anjainay Singh Since whe

Norma Vazquez-Gil this is the  
and others

Anjainay Singh May I take

Norma Vazquez-Gil yes, should

Anjainay Singh No I need :

Norma Vazquez-Gil ok how do

Anjainay Singh Prior provi

Norma Vazquez-Gil go ahead

it is done.

Anjainay Singh <https://ass>

Please cop

Norma Vazquez-Gil done

Anjainay Singh Are we stil

Norma Vazquez-Gil oh. yes. I e

leaving no

Anjainay Singh Please pro

Norma Vazquez-Gil just did :)

Norma Vaz

Visitor Details -----

#76995 Vicki Vargo

**Email:** treasurer@scws-al-anon.org [🔗](#)  
**Department:** Support(QB & App Hos  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** ANAHEIM  
**State:** California  
**Country:** UNITED STATES

### Chat Transcript

Vicki Vargo	Hello, I am
Acebuddy	Hello Ben I
	Whom Wor
Vicki Vargo	Technical S
Acebuddy	Welcome t
	Please cho
Vicki Vargo	I'd like to r
Acebuddy	Please sele
Vicki Vargo	QuickBook
Acebuddy	What type
Vicki Vargo	QuickBook
Acebuddy	Quickbook applicatior
	might get
	If you're al support@e be and sha
	Do you ne
Vicki Vargo	No
Acebuddy	Thank you
	<i>Acebuddy</i>

## Visitor Details

#76724 james

Email: james@childresscpa.com  3

Department: Support(QB & App Hos

Operator: Acebuddy

Website: <https://www.acecloudhostir>

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: DENVER

State: Colorado

Country: UNITED STATES

## Chat Transcript

james	Hello, I am
Acebuddy	Hello Jame
	Whom Wor
james	Technical S
Acebuddy	Welcome t
	Please cho
james	I'd like to r
Acebuddy	Please sele
james	Other Requ
Acebuddy	Please dro
	technician
	If you are i
	As we hav
	Kindly re-ii
	Ended due

## Visitor Details

**#76954 John Tillman**

**Email:** john@jet-cpa.com  1919749

**Department:** Support(QB & App Hos

**Operator:** Shubham Kataria

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** RALEIGH

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

John Tillman	Hello, I am
Acebuddy	Hello John
	Whom Wor
John Tillman	Technical S
Acebuddy	Welcome t
	Please cho
John Tillman	I'd like to r
Acebuddy	Please sele
John Tillman	Other Issu
Acebuddy	Please spe
John Tillman	I just got o need to be
Acebuddy	Please wai

Acebuddy

Shubham ,

Shubham Kataria  
Thank you today.

I will be su

John Tillman  
I think i jus  
a finished  
software is

Shubham Kataria  
I will surely

John Tillman  
correct

Shubham Kataria  
May I take

John Tillman  
yes

Shubham Kataria  
Prior provi

<https://ass>

Kindly pas

John Tillman  
I've not op

Shubham Kataria  
Okay, plea

John Tillman  
I just got o  
need to be

Shubham Kataria  
Yes, I will c

please join

<https://ass>

We are cor  
the time, I  
give your c

John Tillman  
My compu

Shubham Kataria  
Okay, lets

As we have  
Kindly re-i

Ended due

## Visitor Details

**#77144 linsey hempel**  
**Email:** linsey@thepinnaclecompanies.com  
**Department:** Support(QB & App Host)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 53 Secs  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

linsey hempel	Hello, I am
Acebuddy	Hello Linsey
	Whom Would you like to speak with?
linsey hempel	Technical Support
Acebuddy	Welcome to AceCloudHost
	Please choose the issue you are facing.
linsey hempel	I'd like to resolve my application issue.
Acebuddy	Please select the application you are facing issue with.
linsey hempel	Application issue.
Acebuddy	Please send me the details once the ticket is created.
	Typically, the ticket creation process takes 1-2 minutes.
	Do you need any assistance with the ticket creation?
linsey hempel	Yes
Acebuddy	Please wait for the ticket to be created.

Ashutosh I

linsey hempel Can you pl

Ashutosh Mishra Thank you

I will surely

linsey hempel our ace file

<https://ww>

Ashutosh Mishra We would like to know about license details

linsey hempel got it

i am the one who will handle it

Hoping we can resolve it soon

so we can proceed with the installation

Ashutosh Mishra Sure, allow me to check

linsey hempel ok

Ashutosh Mishra I have sent you the complete ticket details

The ticket is ready for review

Are we still waiting for your response

linsey hempel ok

just responsible for the issue

is that sufficient information provided

Ashutosh Mishra Yes, I have received the ticket

Is there any specific action required

linsey hempel yes

installing it on my end

I will wait till you provide the details

How long required for the installation

Ashutosh Mishra It is installed successfully

Is there any issue with the installation

Are we still waiting for your response

linsey hempel thank you for your support

Ashutosh Mishra You're welcome

Thanks for

I would gre  
chat.

You may e  
conversati

I request y  
working. I  
Thanks!

Note: You i  
([https://se

For self-he

linsey hempel I am not se

do I need t

Ashutosh Mishra It is showir

10:30:02 F  
[image.png](#)

here is wh  
It allows Q  
from Quick

QuickBook

Are we stil

Are we stil

Are we stil

As there w  
(1-888-415

*Ashutosh /*

## Visitor Details

**#76476 Destiny Olson**

**Email:** admin@staopen.org ☎ 11512

**Department:** Support(QB & App Hos

**Operator:** Rohan

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Destiny Olson	Hello, I am
Acebuddy	Hello St. A
	Whom Wor
Destiny Olson	Technical S
Acebuddy	Welcome t
	Please cho
Destiny Olson	I'd like to r
Acebuddy	Please sele
Destiny Olson	QuickBook
Acebuddy	What type
Destiny Olson	QuickBook
Acebuddy	Hmm, Tha
	Was that h
Destiny Olson	No
Acebuddy	No issues,
	<i>Acebuddy</i>
	<i>Rohan Pra</i>
Rohan Prajapati	Thank you
	Hello Andr
	I will surely

	Is this the
Destiny Olson	yes
Rohan Prajapati	Thanks for
Destiny Olson	I've followe
	Yes
Rohan Prajapati	May I know
Destiny Olson	As soon as
Rohan Prajapati	Thanks for
	Please che
Destiny Olson	Still can't c
Rohan Prajapati	You have c
	Please just
Destiny Olson	I'm doing \
Rohan Prajapati	Thank you
	We need to
Destiny Olson	The unfree
Rohan Prajapati	Kindly allo
	We will rek
	Please logi
Destiny Olson	ok hold on
Rohan Prajapati	Sure take :
Destiny Olson	It's trying t
	Didn't wor
Rohan Prajapati	May I take
Destiny Olson	Unfreeze C
	yes
Rohan Prajapati	Prior provi
Destiny Olson	Oh wait. It
Rohan Prajapati	Ohh that's
	Please clos
Destiny Olson	It's open. k
	Oh well. It'

Rohan Prajapati Yes It might  
Destiny Olson ok thank you  
Rohan Prajapati If you contact back to you  
Is there an  
Are we still  
Are we still  
Are we still  
As there was  
(1-888-415-  
*Rohan Praj*

**Visitor Details**  
**#76461\_southernwall19**  
**Email:** southernwall19@gmail.com   
**Department:** Support(QB & App Host)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Secs  
**City:** AUBURNDALE  
**State:** Florida  
**Country:** UNITED STATES

**Chat Transcript**

southernwall19 Hello, I am

Acebuddy	Hello Kathl
	Whom Woi
southernwall19	Technical S
Acebuddy	Welcome t
	Please cho
southernwall19	I'd like to r
Acebuddy	Please sele
southernwall19	Other Reqi
Acebuddy	Please dro
	technician
	If you are i
southernwall19	Yes, I'm fac
Acebuddy	Please sele
southernwall19	QuickBook
Acebuddy	What type
southernwall19	QuickBook
Acebuddy	I understai
	help you w
	Was that h
southernwall19	No
Acebuddy	No issues,
	<i>Acebuddy</i>
	<i>Shashwat</i>
Shashwat Verma	Thank you
	Hello kathl
	I will surely
	Are you ak
	Are we stil
	Are we stil
	Are we stil
	As there w
	(1-888-415-
	<i>Shashwat</i>

## Visitor Details

**#77143 Molly Walker**  
**Email:** mwalker@communitygreengr...  
**Department:** Support(QB & App Hos...  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhostir...  
**Operating System:** Microsoft Windo...  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** KISSIMMEE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Molly Walker	Hello, I am
Acebuddy	Hello Molly
	Whom Wor
Molly Walker	Technical S
Acebuddy	Welcome t
	Please cho
Molly Walker	I'd like to r
Acebuddy	Please sele
Molly Walker	Other Issu
Acebuddy	Please spe
Molly Walker	Outlook wi
Acebuddy	Please wai

Acebuddy

Ashutosh /

Ashutosh Mishra Thank you

I will be su

Molly Walker Communite

I have the

Ashutosh Mishra Thanks for

Kindly allo

Is this issu

Molly Walker I am the o

Ashutosh Mishra Is this the

Yes

Ashutosh Mishra May I take

Yes

Ashutosh Mishra Prior provi

Molly Walker I have alre

Ashutosh Mishra Thanks for

Everything

Ashutosh Mishra As per disc

Thanks for

I would gre  
chat.

You may e  
conversati

I request y  
working. I  
Thanks!

Note: You i  
([https://se

For self-he

Ashutosh /

## Visitor Details

**#77669 brandi**

**Email:** brandi@qimsolutions.com

**Department:** Support(QB & App Hos

**Operator:** Acebuddy

**Website:** https://www.acecloudhostir

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** CLAXTON

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

brandi	Hello, I am
Acebuddy	Hello Bran
	Whom Wor
brandi	Technical S
Acebuddy	Welcome t
	Please cho
brandi	I'd like to r
Acebuddy	Please sele
brandi	Other Reqi
Acebuddy	Please dro
	technician
	If you are i
brandi	No, That'll
Acebuddy	Thank you
	<i>Acebuddy</i>

I a

## Visitor Details -----

**#76643 Mike LaMarche**  
**Email:** mike.lamarche@proformaco.c  
**Department:** Support(QB & App Hos  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhostir  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 55 Secs  
**City:** LIVERMORE  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript -----

Mike LaMarche	I am trying
Acebuddy	Hello Mike
	Whom Wor
Mike LaMarche	Technical S
Acebuddy	Welcome t
	Please cho
Mike LaMarche	I'd like to r
Acebuddy	Please sele
Mike LaMarche	Password f
Acebuddy	Please sele
Mike LaMarche	Already En
Acebuddy	Please follo

	Do you ne
Mike LaMarche	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Shivam Sir</i>
Shivam Singh	Thank you
	I will be su
Mike LaMarche	cant reme
	what do yo
	do you hav
Shivam Singh	You may c
	the user d
Mike LaMarche	ok what ca
Shivam Singh	The user w
Mike LaMarche	mike lama
	Nick Eastir
Shivam Singh	So I can lo
	reset the p
	Okay
	Please allo
Mike LaMarche	ok
Shivam Singh	Could you
Mike LaMarche	Proforma C
Shivam Singh	Thank you
Mike LaMarche	ok
Shivam Singh	As I can ch
	Manager.
Mike LaMarche	that is me,
Shivam Singh	So, you wa
Mike LaMarche	yes
Shivam Singh	I can share
	you as PO
Mike LaMarche	ok

mike.lama

hello?

Shivam Singh

You can als  
with you fo

Mike LaMarche

what is my

Shivam Singh

MikeLa@m

Mike LaMarche

it says invi

what is the

Shivam Singh

Okay, I wo  
Password :

Mike LaMarche

please give

Shivam Singh

You may co

Mike LaMarche

account ov

Shivam Singh

Okay

We will info  
that I can :

Mike LaMarche

mike lama

Shivam Singh

Okay we w

Mike LaMarche

what does

Shivam Singh

I will email

Changing :

Mike LaMarche

okay so wh

Shivam Singh

We will tak  
will be har

However, i  
helpline or

Are we stil

Mike LaMarche

yes

still not cle

no e mail t

Shivam Singh

We kindly  
have. You c

Alternative  
happy to a

Mike LaMarche

where is t

Shivam Singh

That I will :

Mike LaMarche

ok please !

Shivam Singh

Is there an

Mike LaMarche

no

Shivam Singh

Thank you

You may e  
conversati

I request y  
working. I  
Thanks!

Note: You i  
(https://sel

For self-he

*Shivam Sir*

## Visitor Details -----

**#76786 oleg**

**Email:** oleg@heroic.cpa

**Department:** Support(QB & App Hos

**Operator:** Acebuddy

**Website:** https://www.acecloudhostir

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** GAINESVILLE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

oleg	Hello, I am
Acebuddy	Hello Oleg
	Whom Wor
oleg	Technical S
Acebuddy	Welcome t
	Please cho
oleg	I'd like to r
Acebuddy	Please sele
	Password f
Acebuddy	Please sele
oleg	Not Enrolle
Acebuddy	Please dro
	password i
	Do you nee
	As we have
	Kindly re-in
	<i>Ended due</i>

## Visitor Details

**#76595 Tony Lee**

**Email:** support@claccounting.tax 

**Department:** Support(QB & App Hos

**Operator:** Shivam Singh

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop  
**Average Response Time:** 44 Secs  
**City:** EL MONTE  
**State:** California  
**Country:** UNITED STATES

### Chat Transcript -----

Tony Lee	Hello, I am
Acebuddy	Hello Supp
	Whom Wor
Tony Lee	Technical S
Acebuddy	Welcome t
	Please cho
Tony Lee	I'd like to r
Acebuddy	Please sele
Tony Lee	Reboot you
Acebuddy	Kindly sen
	reason for
	Do you ne
Tony Lee	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Shivam Sir</i>
Tony Lee	I need to u
	the softwa
	CLAccount
	Tony.lee
Shivam Singh	Thank you
	I have to s
Tony Lee	ok
	i signed of
	thanks
Shivam Singh	Shall I pro

	Noted
	Which vers
	I have set
	Are we stil
	Are we stil
	Are we stil
	Lacerte Up
	As there w (1-888-415-
	You may e conversati
	I request y working. I Thanks!
	Note: You i (https://sel
	For self-he

*Shivam Sir*

## Visitor Details -----

**#76947 nidia**

**Email:** nidia@cronintax.com

**Department:** Support(QB & App Hos

**Operator:** Yash Kalra

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** MOHEGAN LAKE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

nidia	Hello, I am
Acebuddy	Hello Nidia
	Whom Wor
nidia	Technical S
Acebuddy	Welcome t
	Please cho
nidia	I'd like to r
Acebuddy	Please sele
nidia	Other Issu
Acebuddy	Please spe
nidia	remote de
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Harsh Bha</i>
	<i>Harsh Bha</i>
	<i>Yash Kalra</i>
Yash Kalra	Thank you
	I will be su
nidia	Nidia Pena
	Server nar
Yash Kalra	Kindly allo
nidia	thank you
Yash Kalra	May I take
nidia	yes
Yash Kalra	Prior provi
nidia	done
Yash Kalra	Kindly Clic

<https://ass>

nidia thank you

Yash Kalra Is there an

I would gre  
chat by cli

Thank you

You may e  
conversati

I request y  
working. I  
Thanks!

Note: You i  
([https://se

For self-he

*Yash Kalra*

## Visitor Details -----

**#77111 aaronmoak**

**Email:** aaronmoak@yahoo.com  12

**Department:** Support(QB & App Hos

**Operator:** Shashwat Verma

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** GREENWELL SPRINGS

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

aaronmoak	Hello, I am
Acebuddy	Hello Aaro
	Whom Wor
aaronmoak	Technical S
Acebuddy	Welcome t
	Please cho
aaronmoak	I'd like to r
Acebuddy	Please sele
aaronmoak	Password f
Acebuddy	Please sele
aaronmoak	Already En
Acebuddy	Please follo
	Do you nee
aaronmoak	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Shashwat</i>
Shashwat Verma	Thank you
	Hello Aaro
aaronmoak	having diff
Shashwat Verma	I will surely
	Kindly ema support@z
	Will share
aaronmoak	done
Shashwat Verma	Let me che
	Sure, will s
	Is there an
aaronmoak	ok thanks
Shashwat Verma	It would be

Thank you

*Shashwat*

## Visitor Details -----

**#77308 michael Gardner**

**Email:** michael@rayswine.com  +1

**Department:** Support(QB & App Hos

**Operator:** Anjainay Singh

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** MILWAUKEE

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript -----

michael Gardner Hello, I am

Acebuddy Hello Mich

Whom Wo

michael Gardner Technical S

Acebuddy Welcome t

Please cho

michael Gardner I'd like to r

Acebuddy Please sele

QuickBook

Acebuddy What type

michael Gardner Restart  
Acebuddy Hello Mich  
Whom Wo  
michael Gardner Technical S  
Acebuddy Welcome t  
Please cho  
michael Gardner I'd like to r  
Acebuddy Please sele  
michael Gardner Other Issu  
Acebuddy Please spe  
michael Gardner case 6986  
Acebuddy Please wai  
*Acebuddy*  
*Ashutosh I*  
Ashutosh Mishra Thank you  
Let me tra  
*Ashutosh I*  
*Anjainay S*  
Anjainay Singh Hello Mich  
michael Gardner sorry, i los  
Anjainay Singh Our previo  
I have crea over an en  
Are we stil  
michael Gardner yes  
Anjainay Singh I am sendi  
I have sen  
michael Gardner Great, it w  
Anjainay Singh Is there an  
michael Gardner Not at this  
Anjainay Singh Please also  
You may d

**Visitor Details**

**#76628 Jennifer Almodovar**  
**Email:** jennifer@bookweb.org  134  
**Department:** Support(QB & App Hos  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 5 Mins 40  
**City:** WHITE PLAINS  
**State:** New York  
**Country:** UNITED STATES

**Chat Transcript**

Jennifer Almodovar	Hello, I am
Acebuddy	Hello Jenni
	Whom Wor
Jennifer Almodovar	Technical S
Acebuddy	Welcome t
	Please cho
Jennifer Almodovar	I'd like to r
Acebuddy	Please sele
Jennifer Almodovar	QuickBook
Acebuddy	What type
Jennifer Almodovar	QuickBook

Acebuddy I understand  
help you w

Was that h

Jennifer Almodovar No

Acebuddy No issues,

*Acebuddy*

*Rohan Praj*

Jennifer Almodovar ticket# 68

*Anjainay S*

Anjainay Singh Thank you

Jennifer Almodovar hi i am esc

Anjainay Singh Please allo

Jennifer Almodovar sure

Anjainay Singh Please be |

Jennifer Almodovar thank you

Anjainay Singh We need to  
when it wil

Jennifer Almodovar ok thank y

Anjainay Singh Is there an

Jennifer Almodovar just this - t

Anjainay Singh We are wo  
share the i

It is in proc

You may e

Please also

*Anjainay S*

## Visitor Details

**#77307 repeakacct**

**Email:** repeakacct@gmail.com  13

**Department:** Support(QB & App Hos

**Operator:** Anjainay Singh

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 19

**City:** WINSTON SALEM

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

repeakacct	Hello, I am
Acebuddy	Hello Repe
	Whom Wor
repeakacct	Technical S
Acebuddy	Welcome t
	Please cho
repeakacct	I'd like to r
Acebuddy	Please sele
repeakacct	Other Issu
Acebuddy	Please spe
repeakacct	System wc
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anjainay S</i>
Anjainay Singh	Thank you
repeakacct	ok
Anjainay Singh	Could you applicati
repeakacct	2024

oops 2025

Anjainay Singh Please allo

We are up

We have u

repeakacct Why can't

Anjainay Singh You need a update fro

repeakacct Please up

It includes

Anjainay Singh Please allo

We can pr

repeakacct Please do

Anjainay Singh We will ser

repeakacct We are jus

Anjainay Singh Yes , for up which I wil

After this c

Is there an

repeakacct that would

Anjainay Singh Please also

You may d

*Anjainay S*

#### Visitor Details -----

**#77382 Samantha Hardman**

**Email:** samantha@rivercitywood.com

**Department:** Support(QB & App Hos  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** WEST SALEM  
**State:** Ohio  
**Country:** UNITED STATES

### Chat Transcript

Samantha Hardman	Hello, I am
Acebuddy	Hello Sam
	Whom Wor
Samantha Hardman	Technical S
Acebuddy	Welcome t
	Please cho
Samantha Hardman	I'd like to r
Acebuddy	Please sele
Samantha Hardman	Change in
Acebuddy	Please sele
Samantha Hardman	User Repla
Acebuddy	We do not
	to disable
	Registered
	owner, Ple
	Do you ne
Samantha Hardman	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anurag Sh</i>
Anurag Sharma	Thank you
	Hello Sam
Samantha Hardman	Good Morr

	I am unab
Anurag Sharma	I deeply ap
	I will be su
Samantha Hardman	RCSolution
	myrealdat
Anurag Sharma	Thanks for
	Kindly allo
	Samantha
Samantha Hardman	yes
Anurag Sharma	Thanks for
	May I take
Samantha Hardman	yes
Anurag Sharma	Prior provi
	<a href="https://ass">https://ass</a>
	Kindly pas
	We are cor
	the time, I
	give your c
	<i>The visitor</i>
	The issue :
	Is there an
Samantha Hardman	Yes thank
Anurag Sharma	Thanks for
	I would gre
	chat.
	Thank you
	You may e
	conversation
	I request y
	working. I
	Thanks!
	Note: You i
	([https://se
	For self-he

## Visitor Details -----

### #77576 Sandra Ciola

**Email:** sandracpa@ciola.net  1305!

**Department:** Support(QB & App Hos

**Operator:** Acebuddy

**Website:** <https://www.acecloudhostir>

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**City:** SCORDIA

**State:** Palermo

**Country:** ITALY

## Chat Transcript -----

Sandra Ciola	Hello, I am
Acebuddy	Hello Sand
	Whom Wor
Sandra Ciola	Technical S
Acebuddy	Welcome t
	Please cho
Sandra Ciola	I'd like to r
Acebuddy	Please sele
Sandra Ciola	Other Reqi
Acebuddy	Please dro
	technician.
	If you are 1

Sandra Ciola No, That'll  
Acebuddy Thank you  
*Acebuddy*

## Visitor Details

**#77234 carrie morrell**  
**Email:** officemanager@woodlawnand  
**Department:** Support(QB & App Hos  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 18 Secs  
**City:** NEWPORT  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

carrie morrell Hello, I am  
Acebuddy Hello Offic  
Whom Wor  
carrie morrell Technical S  
Acebuddy Welcome t  
Please cho  
carrie morrell I'd like to r  
Acebuddy Please sele  
carrie morrell QuickBook

Acebuddy	What type
carrie morrell	Other QB r
Acebuddy	Please spe
carrie morrell	message s
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anjainay S</i>
Anjainay Singh	Thank you
carrie morrell	i had you I : incorrect
Anjainay Singh	Since whe
carrie morrell	this morni
Anjainay Singh	May I take
carrie morrell	yes
Anjainay Singh	Prior provi
carrie morrell	k
Anjainay Singh	<a href="https://ass">https://ass</a>
	Please cop
	As issue ha
	<i>Anjainay S</i>

**Visitor Details**

**#77011 denise**  
**Email:** denise@floorguard.com  16  
**Department:** Support(QB & App Hos  
**Operator:** Anjainay Singh

**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 5 S  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

### Chat Transcript

denise	Hello, I am
Acebuddy	Hello Deni
	Whom Wor
denise	Technical S
Acebuddy	Welcome t
	Please cho
denise	I'd like to r
Acebuddy	Please sele
denise	Other Issu
Acebuddy	Please spe
denise	I am trying
	admin
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anjainay S</i>
denise	Good Morr
Anjainay Singh	Thank you
denise	I am trying
Anjainay Singh	Do you ha
	Please pro
denise	Not sure w
	693569
Anjainay Singh	As I have c
	back into t

denise I did close  
down far e

Anjainay Singh Please allo

denise Yes - thank

Anjainay Singh I have mac  
and try to

denise Will do - th

Anjainay Singh As I checke

denise okay I will

Anjainay Singh Sure , plea

I will send

denise I will Thanl

Anjainay Singh Is there an

Please pro

You may d

*Anjainay S*

**Visitor Details**

**#77588 rengin**

**Email:** rengin@graphene-electronic.c

**Department:** Support(QB & App Hos

**Operator:** Ankit Kumar

**Website:** <https://www.acecloudhostir>

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** HALLANDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

rengin	Hello, I am
Acebuddy	Hello Reng
	Whom Wor
rengin	Technical S
Acebuddy	Welcome t
	Please cho
rengin	I'd like to r
Acebuddy	Please sele
rengin	QuickBook
Acebuddy	What type
rengin	QuickBook
Acebuddy	I understand help you w
	Was that h
rengin	No
Acebuddy	No issues,
	<i>Acebuddy</i>
	<i>Ankit acce,</i>
Ankit	Thank you
rengin	Hello, case
	now I can't
Ankit	Hello Reng
	I deeply ap
rengin	thank you,
	here is the
	We couldn't network ac
Ankit	I am doing
	I will be su

rengin I can't cop  
I sent an e  
can somec  
?  
sorry didn'

Ankit Please con  
rengin yes

Ankit Not a prob  
rengin username

Ankit Kindly allo  
rengin okay

Ankit Thank you  
The issue i  
the server

rengin okay, plea  
Ankit Sure, Pleas  
rengin I accessed  
Ankit Okay.  
rengin working,  
thank you

Ankit Is there an  
rengin no, that's a  
Ankit Thank you  
rengin have a nic  
Ankit You may e  
conversati  
I request y  
working. I  
Thanks!

Note: You i  
(<https://sel>)

For self-he

*Ankit has e*

## Visitor Details

**#77114 aaronmoak**  
**Email:** aaronmoak@yahoo.com  12  
**Department:** Support(QB & App Hos  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** GREENWELL SPRINGS  
**State:** Louisiana  
**Country:** UNITED STATES

## Chat Transcript

aaronmoak	Hello, I am
Acebuddy	Hello Aaro
	Whom Wor
aaronmoak	Technical S
Acebuddy	Welcome t
	Please cho
aaronmoak	I'd like to r
Acebuddy	Please sele
aaronmoak	Other Issu
Acebuddy	Please spe
aaronmoak	login creden
Acebuddy	Please wai

Acebuddy

Ashutosh I

Ashutosh Mishra	Thank you
aaronmoak	hello agair
Ashutosh Mishra	I will surely
	May I take
aaronmoak	yes
Ashutosh Mishra	Prior provi
aaronmoak	ok
Ashutosh Mishra	Kindly pas
	<a href="https://ass">https://ass</a>
aaronmoak	connected
Ashutosh Mishra	Yes
	As per disc correct cre
aaronmoak	ok i think v
Ashutosh Mishra	Thanks for
	You may e conversati
	I request y working. I Thanks!
	Note: You i ([https://se
	For self-he

Ashutosh I

## Visitor Details

**#77471 Daniel LaMura**  
**Email:** dlamura@ecplastictrays.com  
**Department:** Support(QB & App Hos  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhostir  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 54 Secs  
**City:** RONKONKOMA  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Daniel LaMura	Hello, I am
Acebuddy	Hello Dani
	Whom Wor
Daniel LaMura	Technical S
Acebuddy	Welcome t
	Please cho
Daniel LaMura	I'd like to r
Acebuddy	Please sele
Daniel LaMura	Other Issu
Acebuddy	Please spe
Daniel LaMura	cannot log
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anurag Sh</i>
Anurag Sharma	Thank you
	Hello Dani
Daniel LaMura	hello
Anurag Sharma	I deeply ap
	I will be su

Daniel LaMura	Gateway -
	not sure if
Anurag Sharma	Thanks for
	Kindly allo
Daniel LaMura	actually, n
	i figured it
	<i>Daniel LaM</i>

## Visitor Details -----

**#76654 leontina.tda**  
**Email:** leontina.tda@gmail.com  
**Department:** Support(QB & App Hos  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 53 Secs  
**City:** SAN DIEGO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript -----

leontina.tda	Hello, I am
Acebuddy	Hello Leon
	Whom Wor
leontina.tda	Technical S
Acebuddy	Welcome t

	Please cho
leontina.tda	I'd like to r
Acebuddy	Please sele
leontina.tda	QuickBook
Acebuddy	What type
leontina.tda	QuickBook
Acebuddy	Hmm, Tha
	Was that h
leontina.tda	No
Acebuddy	No issues,
	<i>Acebuddy</i>
	<i>Rohan Praj</i>
	<i>Ashutosh I</i>
Ashutosh Mishra	Thank you
	I will be su
leontina.tda	Can you pl
	Client ID -
Ashutosh Mishra	sure, please
	Thanks for
leontina.tda	Client ID -
	Thank you
Ashutosh Mishra	Kindly allo
leontina.tda	okay
Ashutosh Mishra	I have mac
	Please logi
leontina.tda	I can try?
Ashutosh Mishra	Try after 5
	Please try
	Are we stil
	Are we stil
leontina.tda	yes thank
Ashutosh Mishra	Thanks for

Feel free to  
share your

Ashutosh /

## Visitor Details -----

**#77670 mperez**

**Email:** mperez@prrenewables.com 

**Department:** Support(QB & App Hos

**Operator:** Acebuddy

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** SAN JUAN

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript -----

mperez	Hello, I am
Acebuddy	Hello Migu
	Whom Wor
	As we have
	Kindly re-ii

*Ended due*

## Visitor Details -----

**#76905 joe pavone**  
**Email:** joe@rvirtualcfo.com 17043  
**Department:** Support(QB & App Hos  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 52 Secs  
**City:** CHARLOTTE  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript -----

joe pavone	Hello, I am
Acebuddy	Hello Joe, I
	Whom Wor
joe pavone	Technical S
Acebuddy	Welcome t
	Please cho
joe pavone	I'd like to r
Acebuddy	Please sele
joe pavone	Other Requ
Acebuddy	Please dro
	technician.
	If you are t
joe pavone	Yes, I'm fac
Acebuddy	Please sele
joe pavone	Other Issu
Acebuddy	Please spe

joe pavone I need ultra  
Acebuddy Please wait  
*Acebuddy*  
*Anjainay S*  
joe pavone <https://cs.t>  
<and-visual>  
<https://ww>  
<troubleshoo>  
Hello I am  
<https://ww>  
They gave  
Anjainay Singh Thank you  
joe pavone Hello Anjai  
we just coi  
one of our  
Anjainay Singh Since when  
joe pavone ?  
Anjainay Singh Since when  
joe pavone The applic  
that starte  
Anjainay Singh Please allo  
joe pavone thank you  
Anjainay Singh Could you  
joe pavone everyone  
both myse  
we are the  
Anjainay Singh Thankyou  
joe pavone no problem  
Anjainay Singh Are you fa  
joe pavone i am not  
just 2022  
Anjainay Singh Okay  
Please pro

This messa

joe pavone me?

or them?

idk who yc

Anjainay Singh Please disc

Thankyou

joe pavone ok ty

Anjainay Singh Please let

joe pavone ok go ahea

im good

Anjainay Singh Thankyou

I have reb

joe pavone ok

whats next

Anjainay Singh Please try

Please try

joe pavone ok trying t

Anjainay Singh Sure.

joe pavone not workin

Anjainay Singh May I take

joe pavone yeah

Anjainay Singh Prior provi

<https://ass>

Please cop

You may e

joe pavone ok thank y

Anjainay Singh Please pro

Anjainay S

## Visitor Details

**#76721 Lori Young**  
**Email:** lori@legacyremodelingteam.c  
**Department:** Support(QB & App Hos  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhostir>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** POWELL  
**State:** Ohio  
**Country:** UNITED STATES

## Chat Transcript

Lori Young	Hello, I am
Acebuddy	Hello Lori !
	Whom Wor
Lori Young	Technical S
Acebuddy	Welcome t
	Please cho
Lori Young	I'd like to r
Acebuddy	Please sele
Lori Young	Other Requ
Acebuddy	Please dro
	technician.
	If you are t
Lori Young	No, That'll
Acebuddy	Thank you
	<i>Acebuddy</i>

## Visitor Details

**#76970 LESLIE STEPHENS**

**Email:** stephenshardwood@highland.

**Department:** Support(QB & App Hos

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** PINE KNOT

**State:** Kentucky

**Country:** UNITED STATES

## Chat Transcript

LESLIE STEPHENS	Hello, I am
Acebuddy	Hello Leslie
	Whom Wor
LESLIE STEPHENS	Technical S
Acebuddy	Welcome t
	Please cho
LESLIE STEPHENS	I'd like to r
Acebuddy	Please sele
LESLIE STEPHENS	Other Req
Acebuddy	Please dro
	technician
	If you are 1
LESLIE STEPHENS	Yes, I'm fac
Acebuddy	Please sele

LESLIE STEPHENS	QuickBook
Acebuddy	What type
LESLIE STEPHENS	Other QB r
Acebuddy	Please spe
LESLIE STEPHENS	SH_Admin company f
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anurag Sh</i>
Anurag Sharma	Thank you
	Hello Leslie
LESLIE STEPHENS	Hello
Anurag Sharma	Could you
LESLIE STEPHENS	SH_Sawmi being able
Anurag Sharma	I will be su
LESLIE STEPHENS	SH_Sawmi
	That is the
Anurag Sharma	okay
	Kindly allo
	May I take
LESLIE STEPHENS	This is the do that.
Anurag Sharma	No probler
	Please ask
	She would
LESLIE STEPHENS	Okay
Anurag Sharma	Prior provi
LESLIE STEPHENS	Okay. She
Anurag Sharma	Okay, I am
	Please ask
LESLIE STEPHENS	Okay. She
Anurag Sharma	Please ask

LESLIE STEPHENS Okay. One  
Anurag Sharma If she is fa  
Communic  
LESLIE STEPHENS She probal  
Anurag Sharma Or you car  
LESLIE STEPHENS 423663250  
Anurag Sharma Please sha  
LESLIE STEPHENS That is the  
You can ca  
Anurag Sharma Okay  
Thank you  
I will schec  
You can ex  
Is there an  
LESLIE STEPHENS Okay  
That is all.  
Anurag Sharma Thanks for  
Thank you  
You may e  
conversati  
I request y  
working. I  
Thanks!  
Note: You i  
([https://se  
For self-he  
*Anurag Sh*

## Visitor Details

**#77072 Carla Weiser**

**Email:** jbarcllc@gmail.com  30733

**Department:** Support(QB & App Hos

**Operator:** Ankit Kumar

**Website:** <https://www.acecloudhostir>

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 39

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Carla Weiser	Hello, I am
Acebuddy	Hello Carla
	Whom Wor
Carla Weiser	Technical S
Acebuddy	Welcome t
	Please cho
Carla Weiser	I'd like to r
Acebuddy	Please sele
Carla Weiser	QuickBook
Acebuddy	What type
Carla Weiser	Other QB r
Acebuddy	Please spe
Carla Weiser	Can't oper
Acebuddy	Please wai
	<i>Acebuddy</i>

Ankit acce

Ankit Thank you

Carla Weiser Hi Ankit

Ankit Hello Carla

Carla Weiser Doing well  
up needing  
let me ope

Can you pl

Ankit I deeply ap

I will be su

Carla Weiser CarlaW  
myrealdat

Ankit Thank you

Kindly allo

Carla Weiser yes of cou

Ankit Thank you  
May I take

Carla Weiser yes pelase

Ankit Prior provi

Carla Weiser done :)

Ankit Carla, the  
minutes to

Carla Weiser Thank you

Ankit It might ta  
my best to

Carla Weiser It's ok thar

Ankit Thank you  
check fron

Carla Weiser logging in

Ankit Also, I kinc  
working pr

Carla Weiser it let me lc

Ankit Awesome

Is there an

Carla Weiser Thank you

No I think t

Ankit

Sure, we w

I have end

Thank you

You may e  
conversati

I request y  
working. I  
Thanks!

Note: You i  
([https://se

For self-he

*Ankit has e*

## Visitor Details -----

**#77459 Pinny Rose**

**Email:** wholesomehardware@gmail.c

**Department:** Support(QB & App Hos

**Operator:** Anurag Sharma

**Website:** https://www.acecloudhostir

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript -----

Pinny Rose	Hello, I am
Acebuddy	Hello Pinny
	Whom Wor
Pinny Rose	my server
Acebuddy	You have c
	Whom Wor
Pinny Rose	Technical S
Acebuddy	Welcome t
	Please cho
Pinny Rose	I'd like to r
Acebuddy	Please sele
Pinny Rose	Other Issu
Acebuddy	Please spe
Pinny Rose	slowness
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Anurag Sh</i>
Anurag Sharma	Thank you
	Hello Pinny
Pinny Rose	hi
Anurag Sharma	Could you
Pinny Rose	my server
Anurag Sharma	I deeply ap
	I will be su
Pinny Rose	Pinny_WH
Anurag Sharma	Please con
Pinny Rose	yes
Anurag Sharma	Thanks for
	Do you fac
Pinny Rose	did so yest
Anurag Sharma	Okay

Do other u

Pinny Rose dono

Anurag Sharma Okay

Can I rebo

Pinny Rose ok

Anurag Sharma I have suc  
observe ar

Are we stil

Are we stil

Are we stil

As there w  
(1-888-415-

Thank you

Anurag Sh

## Visitor Details -----

**#76767 steven**

**Email:** steven@lynncpas.com ☎ 172

**Department:** Support(QB & App Hos

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

steven	Hello, I am
Acebuddy	Hello Steven
	Whom would you like to contact?
steven	Technical Support
Acebuddy	Welcome to our support system.
	Please choose the issue you are facing.
steven	I'd like to report a bug.
Acebuddy	Please select the application.
steven	Application: Microsoft Word.
Acebuddy	Please send the details once the ticket is created.
	Typically, it takes about 24 hours to respond.
	Do you need any assistance?
steven	Yes
Acebuddy	Please wait while we process your request.
	<i>Acebuddy</i>
	<i>Anurag Sharma</i>
Anurag Sharma	Thank you for reaching out.
	Hello Steven,
	Are we still connected?
steven	yes
	I need to go now.
Anurag Sharma	I will be sure to respond as soon as possible.
steven	I cant wait to hear from you.
	<i>lynn.myrea</i>
Anurag Sharma	Please connect with me again soon.
	Are we still connected?
	Are we still connected?
	Are we still connected?
steven	i was disconnected.

Anurag Sharma As there w  
(1-888-415-  
steven i am back  
Anurag Sharma Thanks for  
steven thats the t  
Anurag Sharma I would ne  
steven ok  
Anurag Sharma Thanks for  
steven yes  
Anurag Sharma I would like  
Is there an  
steven is there a v  
Anurag Sharma Yes, we ca  
application  
Are we stil  
Are we stil  
Are we stil  
As there w  
(1-888-415-  
Thank you

*Anurag Sh*

**Visitor Details**

**#77651 ksroufe**  
**Email:** cweber@oakhavenrc.com ☎ :  
**Department:** Support(QB & App Hos  
**Operator:** Ankit Kumar

**Website:** <https://www.acecloudhostir>  
**Operating System:** Microsoft Windo  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 13 Secs  
**City:** OTTAWA  
**State:** Ohio  
**Country:** UNITED STATES

### Chat Transcript

ksroufe	Hello, I am
Acebuddy	Hello Cwek
	Whom Wor
ksroufe	Technical S
Acebuddy	Welcome t
	Please cho
ksroufe	I'd like to r
Acebuddy	Please sele
	Change in
Acebuddy	Please sele
ksroufe	User Repla
Acebuddy	We do not
	to disable
	Registered
	owner, Ple
	Do you ne
ksroufe	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Ankit acce</i>
Ankit	Thank you
	Hello cwek
ksroufe	hello, grea
	having trou
Ankit	I deeply ap

I will surely

Kindly allo

Thank you

Kindly con

ksroufe yes

Ankit Thanks for

Please con

share the e

ksroufe can you lo

Ankit Sure.

May I take

ksroufe yes

Ankit Prior provi

<https://ass>

We are cor

the time, I

give your c

As per the  
application

Is there an

Are we stil

Are we stil

Are we stil

As there w  
(1-888-415-

Thank you

*Ankit has e*

## Visitor Details -----

**#77328 bwalliser1**

**Email:** bwalliser1@comcast.net ☎ 302-231-1000

**Department:** Support(QB & App Host)

**Operator:** Acebuddy

**Website:** https://www.acecloudhosting.com

**Operating System:** Microsoft Windows 10 Pro

**Browser:** Google Chrome

**Device:** Desktop

**City:** CHANDLER

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript -----

bwalliser1	Hello, I am
Acebuddy	Hello Bwal
	Whom Wor
bwalliser1	Technical S
Acebuddy	Welcome t
	Please cho
bwalliser1	I'd like to r
Acebuddy	Please sele
bwalliser1	Application
Acebuddy	Please sele
bwalliser1	QuickBook
Acebuddy	Please em provide yo
	• QuickBoo • Variant : • License I • Product C
	Generally, do specify
	Do you nee
	As we have Kindly re-i

## Visitor Details

**#76702 fran insinga**

**Email:** fran.insinga@inferentialfocus.

**Department:** Support(QB & App Hos

**Operator:** Acebuddy

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** WANTAGH

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

fran insinga	Hello, I am
Acebuddy	Hello Fran
	Whom Wor
fran insinga	Technical S
Acebuddy	Welcome t
	Please cho
fran insinga	I'd like to r
Acebuddy	Please sele
fran insinga	Other Requ
Acebuddy	Please dro
	technician
	If you are i

As we have  
Kindly re-in

Ended due

## Visitor Details

### #77037 Emiley Thai

**Email:** emiley.thai@promogearusa.com  
**Department:** Support(QB & App Hos  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows 10  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** LA PUENTE  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Emiley Thai	Hello, I am
Acebuddy	Hello Emiley
	Whom Wor
Emiley Thai	Technical S
Acebuddy	Welcome t
	Please cho
Emiley Thai	Restart
Acebuddy	Hello Emile
	Whom Wor

Emiley Thai Managed I

Acebuddy Please wai

*Acebuddy*

*Abhijeet A.*

Abhijeet Arun Thakur Thank you  
How may I

Emiley Thai Hi Abhijeet  
would be a

Abhijeet Arun Thakur Let me tra

Emiley Thai Thank you

*Abhijeet A.*

*Shashwat*

Shashwat Verma Thank you

Hello Emile

I will surely

Emiley Thai Hi Shashw

Shashwat Verma May I take

Emiley Thai Yes of cour

Shashwat Verma Prior provi

<https://ass>

Kindly Clic

Emiley Thai Just downl

Shashwat Verma We are cor  
the time, I  
give your c

Issue resol

Thank you

*Shashwat*

## Visitor Details

**#76443 szolad**  
**Email:** szolad@cdt.org  
**Department:** Support(QB & App Hos  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhostir  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 18  
**City:** WASHINGTON  
**State:** District Of Columbia  
**Country:** UNITED STATES

## Chat Transcript

szolad	Hello, I am
Acebuddy	Hello Szolad
	Whom Would you like to speak with?
szolad	Technical Support
Acebuddy	Welcome to AceCloudHost
	Please choose the type of support you need.
szolad	I'd like to request assistance with QuickBooks.
Acebuddy	Please select the version of QuickBooks you are using.
szolad	QuickBook Pro 2016
Acebuddy	What type of issue do you have?
szolad	Other QB related issues
Acebuddy	Please specify your issue.
szolad	We have just received a file attachment.
Acebuddy	Please wait while we process it.
	<i>Acebuddy</i>

Deepak Ta

Rohan Praj

Rohan Praj

Shivam Sir

Shivam Singh Thank you

szolad HI Shivam

Shivam Singh I will be su

szolad give me a

Shivam Singh Sure, Take

szolad server nan

login name

Shivam Singh Thanks for

szolad OK

Shivam Singh Thanks for

szolad Sure

Shivam Singh I checked reason wh

szolad Are you ab

Shivam Singh Yes, for tha account

Once done

szolad Is there an instance b

Shivam Singh Upon revie It's possibl

However, audit and we've corr

szolad So what do

Shivam Singh For now, w further issi service allo

szolad Thank you

Shivam Singh Could you

szolad It is require

It is not re

Shivam Singh

For you I h

Please sig

szolad

I will do so

Shivam Singh

For catheri

szolad

I will

I tried to cl  
the short c

I exited the

Shivam Singh

Okay

Please con

szolad

It is still fr

Shivam Singh

let me help

szolad

It just unfr

but the un

Shivam Singh

Surely, ple

szolad

It is saying

8:46:25 PM

Screensho

I will open

BTW, it als  
program.

Shivam Singh

Sarah let r

szolad

OK, I am h

Shivam Singh

Please sig

szolad

ok

Shivam Singh

Please sig

szolad

ok

I can acces

Shivam Singh

Great

szolad

I am check

Shivam Singh

Is everythi

szolad

give me 30

Shivam Singh Sure

szolad Just double

Shivam Singh Great.

Is there an

szolad Sorry, ema

Shivam Singh "I'd really : smiley icon

You may e conversati

I request y working. I Thanks!

Note: You i (https://sel

For self-he

*Shivam Sir*

## Visitor Details -----

### #76795 Gloria Phillips

**Email:** gphillips@gpacnt.com  158

**Department:** Support(QB & App Hos

**Operator:** Shashwat Verma

**Website:** https://www.acecloudhostir

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** PONCA CITY

**State:** Oklahoma

**Country:** UNITED STATES

## Chat Transcript

Gloria Phillips	Hello, I am
Acebuddy	Hello Glori
	Whom Wor
Gloria Phillips	Technical S
Acebuddy	Welcome t
	Please cho
Gloria Phillips	I'd like to r
Acebuddy	Please sele
Gloria Phillips	Printer/Sca
Acebuddy	Please sele
Gloria Phillips	Printer Adc
Acebuddy	Kindly inst
	mentioned
	Once the l
	from the p
	Do you ne
Gloria Phillips	Yes
Acebuddy	Please wai
	<i>Acebuddy</i>
	<i>Rohan Praj</i>
	<i>Shashwat</i>
Shashwat Verma	Thank you
	Hello
Gloria Phillips	I am trying
	uniprint ar
Shashwat Verma	I will surely
	May I take
Gloria Phillips	All I want t
	yes
Shashwat Verma	Prior provi

<https://ass>

Kindly Clic

Issue resol

It would be

Thank you

*Shashwat*

## Visitor Details

### #76908 ROSE DE LA LLANA

**Email:** rosedelallana@gmail.com 

**Department:** Support(QB & App Hos

**Operator:** Shivam Singh

**Website:** <https://www.acecloudhostir>

**Operating System:** Microsoft Windo

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 45

**City:** CAROLINA

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

ROSE DE LA LLANA Hello, I am

Acebuddy Hello Rose

ROSE DE LA LLANA Technical S

Acebuddy Welcome t

ROSE DE LA LLANA I'd like to r  
Acebuddy Please sele  
ROSE DE LA LLANA Password f  
Acebuddy Please sele  
ROSE DE LA LLANA Not Enrolle  
Acebuddy Please dro  
password i  
Do you ne  
ROSE DE LA LLANA Yes  
Acebuddy Please wai  
*Acebuddy*  
*Shivam Si*  
Shivam Singh Thank you  
I will be su  
ROSE DE LA LLANA RoseDela  
I am worki  
the compa  
8:18:35 PM  
1\_image.p  
this is the  
Need to re  
Shivam Singh Thank you  
ROSE DE LA LLANA ok  
Shivam Singh Are you th  
Are we stil  
ROSE DE LA LLANA yes  
My office a  
but it seen  
Shivam Singh Just to con  
ROSE DE LA LLANA yes... my c  
Once I am  
are you the  
Shivam Singh I will share

	Account o\
	Is there an
ROSE DE LA LLANA	He is NOT
	He is an e\
Shivam Singh	I understand Francisco (
	Allow me 2
	Hi Rose, As from there Below is th <a href="https://self">https://self</a>
ROSE DE LA LLANA	I need to r YOUR REC
Shivam Singh	Please logi <a href="https://self">https://self</a>
ROSE DE LA LLANA	ok let me \
Shivam Singh	And I will e
ROSE DE LA LLANA	It says the contacted
Shivam Singh	Please clic
	8:47:59 PM <a href="#">1_image.p</a>
ROSE DE LA LLANA	Dont unde
	hello pleas
Shivam Singh	For quick a
	I will share
ROSE DE LA LLANA	approval c
Shivam Singh	I would no
ROSE DE LA LLANA	before we
Shivam Singh	May I take
	So that I ca
ROSE DE LA LLANA	yes please
Shivam Singh	Prior provi
ROSE DE LA LLANA	done
Shivam Singh	thanks

<https://ass>

Kindly pas

ROSE DE LA LLANA

done

Shivam Singh

I am not al

ROSE DE LA LLANA

agreed abo

Shivam Singh

Great

ROSE DE LA LLANA

what do I t

Shivam Singh

Hi there

I would like

We made o

Is there an

Are we stil

ROSE DE LA LLANA

thanks

Shivam Singh

Thank you

I would gre  
smileys at

You may e  
conversati

I request y  
working. I  
Thanks!

Note: You i  
([https://se

For self-he

*Shivam Si*

## Visitor Details

**#76979 Kristin Bingham**  
**Email:** kbingham@bingham-cons.com  
**Department:** Support(QB & App)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Minute  
**City:** SAN DIEGO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Kristin Bingham	Hello,
Acebuddy	Hello
	Whom
Kristin Bingham	Techn
Acebuddy	Welco
	Please
Kristin Bingham	I'd like
Acebuddy	Please
Kristin Bingham	Other
Acebuddy	Please reque
	If you below
Kristin Bingham	Yes, I'
Acebuddy	Please
Kristin Bingham	Quick
Acebuddy	What
Kristin Bingham	Quick
Acebuddy	Hmm,
	Was t
Kristin Bingham	No

Acebuddy No iss  
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Shiva

Shivam Singh Thank  
today.

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Kristin Bingham Bingh

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I tried

Shivam Singh Okay,

Kristin Bingham also ti

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Shivam Singh Okay,  
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Shivam Singh please

Kristin Bingham I have

Shivam Singh There

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Shivam Singh Let m

Kristin Bingham No, i s

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Shivam Singh let me

Kristin Bingham	TY
Shivam Singh	Please
Kristin Bingham	Ok, i a
Shivam Singh	Great
	I'm he
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Kristin Bingham	yes, s
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Shivam Singh	Oh, th
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	How r
Kristin Bingham	If you
	much
Shivam Singh	Allow
Kristin Bingham	Thank
Shivam Singh	Kristir
	I will s
	Kristir
Kristin Bingham	no, I t
Shivam Singh	Yes, it
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