

## Visitor Details

### #78568 Angelica Klein

**Email:** angelica.klein@agsolutions.us  3527482333

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** WILDWOOD

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Angelica Klein	Hello, I am your Acebuddy
Acebuddy	Hello Angelica Klein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angelica Klein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelica Klein	I'd like to report an Issue
Acebuddy	Please select an option!
Angelica Klein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelica Klein	My scanner is not working in Quickbooks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.

	Please accept the remote prompt over the server.
Angelica Klein	ok, thank you
Abhay Kumar Saraswat	Are you getting any pop-up or notification on server for remote session?
Angelica Klein	no
Abhay Kumar Saraswat	Ok, allow me a minute.
	<a href="https://assist.acecloudhosting.com/join/3032811765">https://assist.acecloudhosting.com/join/3032811765</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the queue.

*Abhay Kumar Saraswat has ended this chat session*

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## Visitor Details

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**#78225 inverteccasv**

**Email:** inverteccasv@gmail.com  78566846

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** SAN SALVADOR

**State:** San Salvador

**Country:** EL SALVADOR

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## Chat Transcript

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inverteccasv	Hello, I am your Acebuddy
Acebuddy	Hello Alex, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
inverteccasv	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
inverteccasv	I'd like to report an Issue
Acebuddy	Please select an option!
inverteccasv	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
inverteccasv	Hi, I'm from HannahDistributor client id: CID73235
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please elaborate your issue so that I can assist you accordingly?
<i>1:46:04 AM inverteccasv is sharing a file with you</i>	
<i><a href="#">374a6629-283d-4eba-b461-f5348cf11cbd.jpeg</a> - ( Size:83.98 KB )</i>	
	As the company files has been upgraded to QB 2024 Enterprise version so it cannot be open in QB 2022.
	Please try opening same file in QB 2024 and it will be open without any issue. (Edited)
	I will assist you with opening the company file in QB 2024.
	May I take the remote access of your server?
	is it resolved Alex?
inverteccasv	si
	yes
Anjainay Singh	Is there anything else I may help you with ?
inverteccasv	allow me
	can you connect to my computer
Anjainay Singh	Could you please confirm your username with which you are logged into server?
	If you are receiving remote prompt at your end please allow it so that I can take access and assist you with your issues.
inverteccasv	SDiaz
	that is
Anjainay Singh	We are connected.
	Could you please open same company file in QB 2024?

	Please enter the credentials.
	Alex , could you please enter into the QB 2024 so that we can resolve your issue on urgent basis?
inverteccasv	I will try
Anjainay Singh	Sure .
	Do you need any assistance from my end Alex?
inverteccasv	I will contact you again. The person does not respond. Thank you and sorry for your time
Anjainay Singh	No worries Alex please do not be sorry its always our pleasure with assisting you. (Edited)
	Is there anything else I may help you with ?
	Please try opening QB 2024 and I assure your issue will be resolved on it own. (Edited)
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	You may contact us again Alex, we are available 24*7. I will also send you the guide to upgrade file from previous version
	You may disconnect this chat. It was really pleasure assisting you.

*Anjainay Singh has ended this chat session*

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## Visitor Details

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**#77990 Janis Gaudette**

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

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

**Operator:** Sanyam Madan

**Website:** [https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=QB\\_Enterprise&utm\\_term=quickbooks%20enterprise%20solutions%20online&utm\\_adgroup=QuickBooks%20Enterprise%20Solutions%20Online&utm\\_content=hosting](https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=google&utm_medium=cpc&utm_campaign=QB_Enterprise&utm_term=quickbooks%20enterprise%20solutions%20online&utm_adgroup=QuickBooks%20Enterprise%20Solutions%20Online&utm_content=hosting&utm_campaign=QB_Enterprise&utm_term=quickbooks%20enterprise%20solutions%20online&utm_adgroup=QuickBooks%20Enterprise%20Solutions%20Online&utm_content=hosting)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** MURFREESBORO

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Janis Gaudette	CID74742
Jasbir Singh	Thank you for contacting ACE. My name is Jasbir Singh. I will be assisting you further.
Janis Gaudette	I would like a copy of Excel installed so my other user , DANDEN, can access it. thanks
Jasbir Singh	Hello Abby
	How are you doing?
Janis Gaudette	Great! Thank you!
Jasbir Singh	Let me transfer this chat to our support team—they'll assist you further.
Janis Gaudette	ok
<i>Jasbir Singh is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Janis Gaudette	Ok! I would like to add Excel for my other user, DANDEN. thanks
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Janis Gaudette	Abby Leigh Gifts CID74742
Sanyam Madan	you want to add excel for user " AG.Danden@myrealdatal.net " ?
	is that correct?
Janis Gaudette	yes, please
Sanyam Madan	Kindly allow me two minutes to check the same.
	Abby , I will need an authorization sent via email from the registered account owner in order to proceed.
Janis Gaudette	ok
Sanyam Madan	charges for excel addition will be \$ 5.99
Janis Gaudette	ok
Sanyam Madan	as soon as this chat ends, i will send you an email to the registered account owner, you just need to reply to that email wi
Janis Gaudette	ok
Sanyam Madan	Is there anything else I may help you with ?
Janis Gaudette	Nope! Have a great day!
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )	

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

*Sanyam Madan has ended this chat session*

## Visitor Details

**#77854 will**

**Email:** will@soleilfoors.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** ROUND ROCK

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

will	Hello, I am your ..
Acebuddy	Hello Will Robins
	Whom Would You Like To Chat With?
will	Technical Support
Acebuddy	Welcome to Ace
	Please chose an issue you are facing.
will	I'd like to report a bug.
Acebuddy	Please select an issue type.
will	Other Issue

Acebuddy Please specify th  
will I am having issue

Acebuddy Please wait while

*Acebuddy (bot)* 1

Anjainay Singh a

Anjainay Singh Thank you for co  
will I cannot login to  
please help

Anjainay Singh I understand you

will ok please tell me

Anjainay Singh Could you please  
will 15 minutes

Anjainay Singh Could you please  
will I just tried again

Anjainay Singh May I take the re  
will yes

Anjainay Singh Prior providing th  
will all good

Anjainay Singh <https://assist.ace>

Please copy this  
access the mach

will completed

Anjainay Singh Could you please  
will It appears it is tr

Anjainay Singh Could you please  
will it is asking for m

Anjainay Singh Unfortunately I d  
We do not store

You may reset it.

As I can see you

Are we still conn

Are we still conn

Are we still conn

As there was no  
(1-888-415-5240

Anjainay Singh h

## Visitor Details

**#77738 samona**

**Email:** samona@aabs.tax ☎ 7198200159

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** WEST UNITY

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

-----  
samona Hello, I am your .

Acebuddy Hello Samona, I'

Whom Would You

-----  
samona Technical Suppor

Acebuddy Welcome to Ace

Please chose an

-----  
samona I'd like to raise a

Acebuddy Please select you

-----  
samona Office 365 Additi

Acebuddy	Please specify if
samona	I wish to buy the
Acebuddy	Office 365 is a si
	For better under:
	plan, Kindly refer
	(Please Note: O3
	Once you find yc
	request will be p
	Do you need any
	<i>Visitor updated t</i>
	As we haven't go
	Kindly re-initiate
	<i>Ended due to ch.</i>

## Visitor Details

**#77889 David Kelley**

**Email:** david@kelleydistribution.com  95

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** ARLINGTON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

David Kelley	Hello, I am your ..
Acebuddy	Hello David, I'm ..
	Whom Would You ..
David Kelley	Technical Support ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
David Kelley	I'd like to raise a ..
Acebuddy	Please select your ..
David Kelley	Application Upda ..
Acebuddy	Please send us a ..
	once the task ha ..
	Typically, the appl ..
	Do you need any ..
David Kelley	Yes
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) 1</i>
	<i>Shashwat Verma</i>
Shashwat Verma	Thank you for co ..
	Hello David
David Kelley	Hello, I need to s ..
	person I spoke to ..
Shashwat Verma	Would like to info ..
	hence we are in ..
David Kelley	ok - I will wait - v ..
Shashwat Verma	He is about to ca ..
David Kelley	ok
	thank you
	in the mean time ..
	can start to prep ..
Shashwat Verma	Sure
	If you just want t ..
	Would like to info ..
	would like get it ..

Are we still conn

As cx connected

*Shashwat Verma*

## Visitor Details

**#78511 Nathan Urry**

**Email:** techs@cr-t.com ☎ 13853251678

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Nathan Urry Hello, I am your ..

Acebuddy Hello Nathan Urr

Whom Would You

Nathan Urry Managed IT

Acebuddy Please wait while

*Acebuddy (bot) t*

*Pradeep Kumar e*

*Pradeep Kumar i*

*Ashutosh Mishra*

Ashutosh Mishra Thank you for co

Nathan Urry GM

Ashutosh Mishra Hello Nathan, ho

Nathan Urry This morning I de  
in

Ashutosh Mishra Once the user is

Nathan Urry does it kick the u

Ashutosh Mishra Yes, the user will

Nathan Urry ok thank you

Ashutosh Mishra Is there anything

Nathan Urry please close this

Nathan Urry no thank you

Ashutosh Mishra Thank you for ch

Ashutosh Mishra I would greatly a  
chat.

Ashutosh Mishra You may end this  
conversation, alr

Nathan Urry I request you to l  
working. I will ap  
Thanks!

Ashutosh Mishra Note: You may cl  
(<https://selfcare..>)

Ashutosh Mishra For self-help, che

Ashutosh Mishra

Visitor Details -----

**#78092 Jmorrow****Email:** jmorrow@athleticfields.org  77084**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**City:** CARTERSVILLE**State:** Georgia**Country:** UNITED STATES**Chat Transcript** -----

Jmorrow	Hello, I am your .
Acebuddy	Hello Jmorrow, I'
	Whom Would You
Jmorrow	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Jmorrow	I'd like to raise a
Acebuddy	Please select you
Jmorrow	Other Request
Acebuddy	Please drop an e
	technicians will c
	If you are facing
Jmorrow	Setback
Acebuddy	Please select you
Jmorrow	Other Request
Acebuddy	Please drop an e
	technicians will c
	If you are facing
<i>Jmorrow has ended the chat</i>	

## Visitor Details

**#78404 krisika**

**Email:** krisika@hkidata.com  738309283

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

**Operator:** Malkeet Nagpal

**Website:** <https://www.aceclouddhosting.com>

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 7 Mins 47 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your ..
Acebuddy	Hello Krisika, I'm ..
	Whom Would You Like To Report?
krisika	Technical Support
Acebuddy	Welcome to Ace ..
	Please chose an issue
krisika	I'd like to report an issue
Acebuddy	Please select an issue
	Other Issue
Acebuddy	Please specify the issue
krisika	Hi
Acebuddy	Please wait while we process your request
	<i>Acebuddy (bot) is processing your request</i>
Malkeet Nagpal	Malkeet Nagpal is available to handle your request
	Thank you for choosing AceBuddy

Hi Krisika, I hope

3:09:05 PM  
[krisika](#)  
[1750239429280](#)

Quickbook work

krisika So you said that

But didn't get an

Malkeet Nagpal I understand this  
also initiated a c

May I call now, if

Are we still conn

krisika Yes

Can u leave chat

Thank you

Thank u

Malkeet Nagpal apologies for the

I was on the call

You may end this  
conversation, alc

I request you to l  
working. I will ap  
Thanks!

Note: You may cl  
(<https://selfcare..>)

For self-help, che

*Malkeet Nagpal /*

## Visitor Details

**#78111 Francieli Xavier**

**Email:** fxavier@tippfloor.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** RIDGEFIELD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Francieli Xavier	Hello, I am your ..
Acebuddy	Hello Francieli Xa ..
	Whom Would You ..
Francieli Xavier	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Francieli Xavier	I'd like to report ..
Acebuddy	Please select an ..
Francieli Xavier	Other Issue ..
Acebuddy	Please specify th ..
Francieli Xavier	local printer not ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) t ..</i>
	<i>Ankit accepted t ..</i>
Ankit	Thank you for co ..
Francieli Xavier	thank you ..
Ankit	Hello Francieli, H ..
Francieli Xavier	good thnak you..
	<i>Ankit is transferr ..</i>
	<i>Abhay Kumar Sa ..</i>

Abhay Kumar Saraswat	I will surely help
Francieli Xavier	Thank you
Abhay Kumar Saraswat	Could you please
Francieli Xavier	Tipp floor coverir
Abhay Kumar Saraswat	Thank you for th
Francieli Xavier	sure
Abhay Kumar Saraswat	May I take the re
Francieli Xavier	cure
	sure
Abhay Kumar Saraswat	Prior providing th
Francieli Xavier	they are closed
Abhay Kumar Saraswat	Kindly paste this <a href="https://assist.ace">https://assist.ace</a>
Francieli Xavier	sorry, but it just
	everything is goo
Abhay Kumar Saraswat	No worries.
	Thanks for the co
	Is there anything
Francieli Xavier	That is it. Thank
	have a great day
Abhay Kumar Saraswat	You are welcome
	I would greatly a chat.
	After this chat yo
	Thank you for ch
	You may end this conversation, alre
	I request you to l working. I will ap Thanks!
	Note: You may cl

## Visitor Details

**#78360 lorena seppanen**

**Email:** lorenas@sentryusa.com ☎ 6058801

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

lorena seppanen	Hello, I am your .
Acebuddy	Hello Lorenas, I'r
	Whom Would You
lorena seppanen	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
lorena seppanen	I'd like to report .
Acebuddy	Please select an
lorena seppanen	Other Issue

Acebuddy	Please specify th
lorena seppanen	Case ID 712748
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Manish Singh acc</i>
Manish Singh	Thank you for co
lorena seppanen	Hi Manish
Manish Singh	Kindly allow me t
lorena seppanen	ok
Manish Singh	Hi Lorenas
lorena seppanen	Update: QBs was
Manish Singh	Lorenas, I've not
	I apologize for th
	Regarding the cc
lorena seppanen	Thank you!
Manish Singh	As you have mer
lorena seppanen	I did speak with o
Manish Singh	working and try t
	Yes, we can resto
	available.
	That's why I am
lorena seppanen	Ok, do you know
Manish Singh	Kindly allow me t
lorena seppanen	ok
Manish Singh	May I know what
lorena seppanen	After we got the
	the Admin accou
	error we were ge
	was broken
	We think the cus
Manish Singh	Could you please
	corresponding ba
lorena seppanen	Friday 6/13
Manish Singh	Let me provide v

We will assist you

Is there anything

lorena seppanen Ok, thank you

that is all. Thank

Manish Singh Thank you for ch

You may end this conversation, alr

I request you to l working. I will ap Thanks!

Note: You may cl (https://selfcare..)

For self-help, che

*Manish Singh ha.*

## Visitor Details

**#77835 Jennifer Leanne fox**

**Email:** jfox@visionscontractingllc.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** CANYON COUNTRY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Jennifer Leanne fox	Hello, I am your ..
Acebuddy	Hello Jennifer Le..
	Whom Would You ..
Jennifer Leanne fox	Technical Suppor..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Jennifer Leanne fox	I'd like to raise a ..
Acebuddy	Please select you ..
Jennifer Leanne fox	Password Reset ..
Acebuddy	Please select an ..
Jennifer Leanne fox	Already Enrolled ..
Acebuddy	Please follow the ..
	Do you need any ..
	As we haven't go ..
	Kindly re-initiate ..

*Ended due to ch..*

## Visitor Details -----

### #78471 Claire Speake

**Email:** corporate@sgwfresno.com ☎ 15593

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 59 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Claire Speake	Hello, I am your...
Acebuddy	Hello Claire Spea...
	Whom Would You...
Claire Speake	Technical Suppor...
Acebuddy	Welcome to Ace...
	Please chose an...
Claire Speake	I'd like to report...
Acebuddy	Please select an...
Claire Speake	QuickBooks Issue...
Acebuddy	What type of Qui...
Claire Speake	Other QB related...
Acebuddy	Please specify th...
Claire Speake	Problem accessir...
Acebuddy	Please wait while...
	<i>Acebuddy (bot) : t</i>
Sanyam Madan	<i>s</i>
Sanyam Madan	Thank you for co...
Claire Speake	Hi
	I tried accessing...
Sanyam Madan	computer and se...
Sanyam Madan	I will be surely as...
Claire Speake	I am supposed to...
	I use operations...
Sanyam Madan	Kindly allow me t...
Claire Speake	Ok
	<i>Sanyam Madan : i</i>
Manish Singh de	
Sanyam Madan	<i>i</i>

*Yash Kalra accept*

Yash Kalra	Hello Claire
	May I take the re
Claire Speake	Yes
Yash Kalra	Prior providing th
Claire Speake	ok
Yash Kalra	Kindly Click on th <a href="https://assist.ace">https://assist.ace</a>
Claire Speake	I'm trying
Yash Kalra	Claire, please co
Claire Speake	We are good, tha
Yash Kalra	Claire, we assiste
	Is there anything
Claire Speake	Nope, that is it
Yash Kalra	I would greatly a
	chat by clicking i

*Claire Speake ha*

Visitor Details	
<b>#78533 Signe Hamman</b>	
<b>Email:</b>	signeh.hhstone@gmail.com  2175
<b>Department:</b>	Support(QB & App Hosting)
<b>Operator:</b>	Anjainay Singh
<b>Website:</b>	<a href="https://www.acecloudhosting.com">https://www.acecloudhosting.com</a>
<b>Operating System:</b>	Microsoft Windows
<b>Browser:</b>	Google Chrome
<b>Device:</b>	Desktop
<b>Average Response Time:</b>	51 Secs
<b>City:</b>	ASHBURN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Signe Hamman	Hello, I am your ..
Acebuddy	Hello Signe Ham ..
	Whom Would You ..
Signe Hamman	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Signe Hamman	I'd like to report ..
Acebuddy	Please select an ..
Signe Hamman	QuickBooks Issue ..
Acebuddy	What type of Qui ..
Signe Hamman	Restart
Acebuddy	Hello Signe Ham ..
	Whom Would You ..
Signe Hamman	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Signe Hamman	I'd like to report ..
Acebuddy	Please select an ..
Signe Hamman	QuickBooks Issue ..
Acebuddy	What type of Qui ..
Signe Hamman	Other QB related ..
Acebuddy	Please specify th ..
Signe Hamman	Unable to print c ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) 1</i>
Anjainay Singh a	
Anjainay Singh	Thank you for co ..

	Thank you for br you resolve it as
Signe Hamman	thanks
	So what do we h
Anjainay Singh	Could you please
	May I take the re
Signe Hamman	it is not showing
	after updating th
Anjainay Singh	No worries, Signe
Signe Hamman	1 or 2 days
	can you help me
Anjainay Singh	Sure Signe.
	<a href="https://assist.ace">https://assist.ace</a>
	Prior providing th
	Please copy this and click on acc
Signe Hamman	i have mac PC
Anjainay Singh	It will work on ar
	Please follow the
Signe Hamman	doing it
Anjainay Singh	Sure.
	Great , we are co
Signe Hamman	you are in ?
Anjainay Singh	Yes.
Signe Hamman	Trying to print ch
	not showing up
	HP officejet 8720
Anjainay Singh	Okay thankyou fo
Signe Hamman	printer is working
	It printed
Anjainay Singh	thank you for co
	Allow me 2 minu
Signe Hamman	ok

Anjainay Singh	Did it printed now?
Signe Hamman	mac OS is old
Anjainay Singh	Please enter your details
Signe Hamman	allow me 2 minutes
Anjainay Singh	it would be your pleasure
Signe Hamman	When i print from my laptop
Anjainay Singh	Uniprint.
Signe Hamman	okay
	i am not getting connection
	can i contact with you
Anjainay Singh	Sure Signe I am facing issue
Signe Hamman	okay
Anjainay Singh	Please reboot your system
	Please retry now
	Could you please connect with me
	Are we connected
	Are we still connected
	Are we still connected
Signe Hamman	sorry
	i have problem at my end
	lets end it here
	Thanks
	e
Anjainay Singh	I wish your issue will be resolved
	I will keep this ticket open
	Could you please provide me more details
Signe Hamman	i got busy, Lets continue our discussion
	Thanks for your time
Anjainay Singh	Sure, I have discussed with my team
	As per your confirmation
	I will also share the details

## Visitor Details

**#78245 rafael.amaya**

**Email:** rafael.amaya@wavenet.net

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** THE COLONY

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

rafael.amaya	Hello, I am your .
Acebuddy	Hello Rafael.amaya
	Whom Would You Like To Chat With?
rafael.amaya	Technical Support
Acebuddy	Welcome to AceCloud Hosting
	Please chose an issue you are facing
rafael.amaya	I'd like to raise a ticket
Acebuddy	Please select your request type
rafael.amaya	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com and our technicians will contact you shortly
	If you are facing any issue please provide us details so we can help you

As we haven't go  
Kindly re-initiate

Ended due to ch.

## Visitor Details

**#78341 Eva**

**Email:** eva@backstoptax.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

Eva	Hello, I am your ..
Acebuddy	Hello Eva, I'm yo ..
	Whom Would You ..
Eva	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Eva	I'd like to report ..
Acebuddy	Please select an ..
Eva	Other Issue

Acebuddy Please specify th

Eva login verification

Acebuddy Please wait while

*Acebuddy (bot)* t

*Shashwat Verma*

Shashwat Verma Thank you for co

Hello Eva

We have checked

To get the MFA re

Once we get the

Is that work for y

Eva Okay

Shashwat Verma Sure, will email t

Is there anything

Eva No, that's all I ha

Shashwat Verma Thank you for ch

You may end this  
conversation, alr

I request you to l  
working. I will ap  
Thanks!

Note: You may cl  
(<https://selfcare..>)

For self-help, che

*Shashwat Verma*

## Visitor Details

**#78802 Ann Mignacco**

**Email:** amignacco@saiflight.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** SHAW AFB

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

Ann Mignacco	Hello, I am your ..
Acebuddy	Hello Ann Mignac ..
	Whom Would You ..
Ann Mignacco	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Ann Mignacco	I'd like to raise a ..
Acebuddy	Please select you ..
Ann Mignacco	Password Reset ..
Acebuddy	Please select an ..
Ann Mignacco	Not Enrolled to S ..
Acebuddy	Please drop an e ..
	password needs ..
	Do you need any ..
	As we haven't go ..
	Kindly re-initiate ..
	<i>Ended due to ch ..</i>

## Visitor Details -----

**#78566 Balaji Thiyagarajan**  
**Email:** bthiyagarajan@accountingresources  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** BROOKLYN  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript -----

Balaji Thiyagarajan	Hello, I am your .
Acebuddy	Hello Balaji Thiyag
	Whom Would You
Balaji Thiyagarajan	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
	<i>Balaji Thiyagaraj</i>

## Visitor Details -----

**#77970 jennifer**

**Email:** jennifer@beckleyandassociates.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** PLANO

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript -----

jennifer	Hello, I am your ..
Acebuddy	Hello Jennifer, I'r ..
	Whom Would You ..
jennifer	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
jennifer	I'd like to report ..
Acebuddy	Please select an ..
jennifer	Other Issue ..
Acebuddy	Please specify th ..
jennifer	I am reaching ou ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) 1</i>
	<i>Manish Singh ac ..</i>
	<i>Manish Singh is i ..</i>
	<i>Shivam Singh ac ..</i>
Shivam Singh	Thank you for co ..
jennifer	Thank you. I am ..
Shivam Singh	I understand tha ..
	May I take the re ..

	Prior providing th
jennifer	yes
Shivam Singh	Thanks for your i
	Kindly paste this
	<a href="https://assist.ace">https://assist.ace</a>
jennifer	It seems to be w
Shivam Singh	No problem with
jennifer	Thank you very r
Shivam Singh	Can we close the
jennifer	Yes, that's fine.
Shivam Singh	Okay thanks for
	Jennifer, Is there
jennifer	I think that's all f
Shivam Singh	I would greatly a smileys at the er
	You may end this conversation, alco
	I request you to l working. I will ap Thanks!
	Note: You may cl ( <a href="https://selfcare..">https://selfcare..</a> )
	For self-help, che

*Shivam Singh ha*

Visitor Details -----

**#77811 Murray Howell**  
**Email:** mhowell.mie@gmail.com  130359  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** ENGLEWOOD  
**State:** Colorado  
**Country:** UNITED STATES

### Chat Transcript -----

Murray Howell	Hello, I am your ..
Acebuddy	Hello Murray Hov ..
	Whom Would You ..
Murray Howell	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Murray Howell	I'd like to report ..
Acebuddy	Please select an ..
Murray Howell	QuickBooks Issue ..
Acebuddy	What type of Qui ..
Murray Howell	Other QB related ..
Acebuddy	Please specify th ..
Murray Howell	Trying to print ch ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) t ..</i>
	<i>Shubham Kataria</i>
Shubham Kataria	Thank you for co ..
Murray Howell	today.
Murray Howell	Thank you
Shubham Kataria	I will be surely as ..
Murray Howell	The server name ..

Shubham Kataria Thank you for th  
May I take the re  
Murray Howell Yes  
Shubham Kataria Prior providing th  
Murray Howell Nothing importan  
Shubham Kataria alright  
Kindly accept the  
We are connecte  
the time, I am pl  
give your confirn  
Murray Howell OK  
Shubham Kataria Thank you for yo  
In order to resolv  
May I take the re  
Murray Howell This chat is on m  
Shubham Kataria You require to ini  
this issue.  
Murray Howell OK. Do I leave th  
Shubham Kataria Kindly confirm if  
Murray Howell Sorry, I meant do  
Shubham Kataria No, you may clos  
Murray Howell Will do. Thank yo  
Shubham Kataria You're welcome  
Is there anything  
Are we still conn  
Are we still conn  
Are we still conn  
As there was no  
(1-888-415-5240

*Shubham Kataria:*

## Visitor Details

**#77735 Eduardo**

**Email:** corporateit@sdf-itc.com  1512516

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** MEXICO CITY

**State:** Ciudad De Mexico

**Country:** MEXICO

## Chat Transcript

Eduardo	Hello, I am your .
Acebuddy	Hello Eduardo, I'
	Whom Would You
Eduardo	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Eduardo	I'd like to report
Acebuddy	Please select an
Eduardo	Other Issue
Acebuddy	Please specify th
Eduardo	Cannot add ema
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Shubham Kataria</i>
Shubham Kataria	Thank you for co
	today.

	I will be surely as
Eduardo	Hello, server sdf support
Shubham Kataria	Thank you for th
	May I take the re
Eduardo	May I have coup
Shubham Kataria	Sure, take your t
	Are you able to s
	Are we still conn
Eduardo	1 more minute p
Shubham Kataria	No problem, take
Eduardo	All done, please
Shubham Kataria	Prior providing t (Edited)
	We are connecte the time, I am pl give your confirn
Eduardo	Do you need me
Shubham Kataria	Yes please
Eduardo	Last week I had l delete in that da
Shubham Kataria	Okay, no proble
Eduardo	for the email sdf
Shubham Kataria	Okay, let me che
Eduardo	Thanks
	Also, when trying
Shubham Kataria	Alright, let me cl
	Thank you for yo
	As discussed in c affecting Outlook
	To address this, i upgrade is comp
	Are we still conn
Eduardo	Thanks
	I have another re

Shubham Kataria	Sure, let me know
Eduardo	I think for this Zc
Shubham Kataria	Kindly confirm if
Eduardo	Other user
	Still I'm able to re
Shubham Kataria	Please confirm w (Edited)
	Alright, please le
Eduardo	ITC3_SALESADM
	*ITC3_SALESADM
Shubham Kataria	I Guess the same
Eduardo	All of the users, s
Shubham Kataria	Okay, lets conne
Eduardo	The issue is whe
Shubham Kataria	Are you able to p
Eduardo	I am
Shubham Kataria	So basically Unal
	right?
Eduardo	No
	Some pdf files in
Shubham Kataria	Alright, let me cl
	May I take the re
Eduardo	Sure
Shubham Kataria	Prior providing th
	<a href="https://assist.ace">https://assist.ace</a>
	Kindly paste this
	We are connecte the time, I am pl give your confirn
	Thank you for yo
	As per our remot and will provide
Eduardo	Thanks

Shubham Kataria You're welcome

Thank you for ch

You may end this conversation, alr

I request you to l working. I will ap Thanks!

Note: You may cl (<https://selfcare.>)

For self-help, che

*Shubham Kataria*

## Visitor Details -----

### #78614 Kim

**Email:** kimberly@southernspc.com ☎ 1352

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript -----

Kim Hello, I am your ..

Acebuddy Hello Kimberly L

Whom Would You Like To Chat With?	
Kim	Technical Support
Acebuddy	Welcome to AceBuddy!
	Please chose an issue type.
Kim	I'd like to report a QuickBooks issue.
Acebuddy	Please select an issue type.
Kim	QuickBooks Issues
Acebuddy	What type of QuickBooks issue?
Kim	QuickBooks is Frustrating
Acebuddy	Hmm, That does sound frustrating.
	Was that helpful?
Kim	No
Acebuddy	No issues, please let me know if you have any.
	<i>Acebuddy (bot) took over the conversation</i>
Yash Kalra	Yash Kalra accepted your message.
Yash Kalra	Thank you for connecting with me.
	I will be surely available.
Kim	Southern site & I am Kimberly.
	Kimberly
Yash Kalra	Kindly allow me to check.
	Please stay connected.
Kim	ok
Yash Kalra	Please check if the connection is still there.
	Are we still connected?
Kim	its workikng ty
Yash Kalra	Is there anything else?
	Thank you for choosing us.
	You may end this conversation, also.
	I request you to keep working. I will appreciate it. Thanks!

Note: You may click on the link below to view the full report.  
<https://selfcare.acecloudhosting.com/reports/78694>

For self-help, check out our Knowledge Base at <https://selfcare.acecloudhosting.com/knowledgebase>.

*Yash Kalra has edited this report.*

## Visitor Details

### #78694 Cindy Carpenter

**Email:** ccarpenter@patriotprocesseseq.com [View Profile](#)

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** LONGVIEW

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Cindy Carpenter	Hello, I am your...
Acebuddy	Hello Cindy Carp...
	Whom Would You...
Cindy Carpenter	Technical Suppor...
Acebuddy	Welcome to Ace...
	Please chose an...
Cindy Carpenter	I'd like to report...
Acebuddy	Please select an...

Cindy Carpenter	Other Issue
Acebuddy	Please specify th
Cindy Carpenter	Cannot print fror
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Manish Singh ac</i>
Manish Singh	Thank you for co
	I will surely help
	Is this the first ti
	your account onl
Cindy Carpenter	Just started toda
	cause
	Just my instance
Manish Singh	Alright!
	May I take the re
Cindy Carpenter	y
Manish Singh	<a href="https://assist.ace">https://assist.ace</a>
	Prior providing th
	We are connecte
	the time, I am pl
	give your confir
Cindy Carpenter	hold
Manish Singh	Is there anything
Cindy Carpenter	no thanks
Manish Singh	I would greatly a
	smileys at the er
	Thank you for ch
Cindy Carpenter	ok
Manish Singh	You may end this
	conversation, alr
	I request you to l
	working. I will ap
	Thanks!
	Note: You may cl
	( <a href="https://selfcare.">https://selfcare.</a>

Manish Singh ha.

## Visitor Details

**#77783 Daniel**

**Email:** soufloretail@gmail.com  7862736

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

**Operator:** Shivam Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** HOLLYWOOD

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Daniel	Hello, I am your .
Acebuddy	Hello Rubens, I'n
	Whom Would You
Daniel	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Daniel	I'd like to report
Acebuddy	Please select an
Daniel	Other Issue

Acebuddy Please specify th

Daniel Hello. The usuari  
computer, but w

Acebuddy Please wait while

*Acebuddy (bot)* t

*Shivam Singh ac*

Shivam Singh Thank you for co

May I take the re

Are we still conn

Are we still conn

Are we still conn

As there was no  
(1-888-415-5240

You may end this  
conversation, alr

I request you to l  
working. I will ap  
Thanks!

Note: You may cl  
(<https://selfcare..>

For self-help, che

*Shivam Singh ha*

## Visitor Details -----

**#78126 Reli Mansfield**

**Email:** rmansfield@clearwaterlandscaping.co

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

**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** SALT LAKE CITY  
**State:** Utah  
**Country:** UNITED STATES

### Chat Transcript

Reli Mansfield	Hello, I am your...
Acebuddy	Hello Reli Mansfi...
	Whom Would You...
	As we haven't go...
	Kindly re-initiate...
	<i>Ended due to ch...</i>

### Visitor Details

**#78080 Jim Kellames**  
**Email:** jim@jkservicesinc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 16 Secs  
**City:** RENO  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

Jim Kellames	Hello, I am your ..
Acebuddy	Hello Blueisle-dr..
	Whom Would You ..
Jim Kellames	Technical Suppor..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Jim Kellames	I'd like to report ..
Acebuddy	Please select an ..
Jim Kellames	Other Issue
Acebuddy	Please specify th..
Jim Kellames	need help correc..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) t..</i>
	<i>Gaurav Kumar d..</i>
	<i>Yash Ahi accepte..</i>
Yash Ahi	Thank you for co..
Jim Kellames	we have a new s..
Yash Ahi	Alright, I will sur..
	May I take the re..
Jim Kellames	yes
Yash Ahi	Prior providing th..
	Kindly paste this .. <a href="https://assist.ace..">https://assist.ace..</a>
	We are connecte.. the time, I am pl.. give your confir..
	Alright here you ..
	Is there anything ..
Jim Kellames	let me log in to r..
Yash Ahi	Sure.
	let me know if yo..

Jim Kellames were are all good

Yash Ahi Alright.

I would greatly appreciate your chat.

After this chat you can leave.

Thank you for choosing us.

You may end this conversation, also.

I request you to let me know if you are working. I will appreciate your response. Thanks!

Note: You may click on this link for self-care.  
<https://selfcare..>

For self-help, check out our website.

*Yash Ahi has ended the chat.*

## Visitor Details

### #78529 Beth Florestal

**Email:** orders@luckygoatcoffee.com  +1  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** ORLANDO  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Beth Florestal	Hello, I am your ..
Acebuddy	Hello Beth Flores
	Whom Would You
Beth Florestal	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Beth Florestal	I'd like to report ..
Acebuddy	Please select an
Beth Florestal	QuickBooks Issue
Acebuddy	What type of Qui
Beth Florestal	QuickBooks is Fr
Acebuddy	Hmm, That does
	Was that helpful'
Beth Florestal	No
Acebuddy	No issues, please
	<i>Acebuddy (bot) 1</i>
Anurag Sharma	<i>Anurag Sharma :)</i>
Anurag Sharma	Thank you for co
	Hello Beth
Beth Florestal	Hi
Anurag Sharma	I deeply apologize
	I will be surely as
Beth Florestal	beth.f@myreald...
	is the user
	What would be th
Anurag Sharma	Yes, it is. Thank y
	Are you the only
Beth Florestal	Normally it's thro
	the most
Anurag Sharma	I deeply apologize

When was the la

Beth Florestal	Right now
Anurag Sharma	Before today
Beth Florestal	This whole week
	and last week
Anurag Sharma	Okay
	As I can check th
	I have successfu
	Please login and
Beth Florestal	Okay
Anurag Sharma	Also I would recc issue for you on
Beth Florestal	That's what I alw
	But I am back in,
Anurag Sharma	Okay if that is th issue.
	We will inform yo
	Is there anything
Beth Florestal	Thank you!!! Tha
Anurag Sharma	Thanks for the co
	I would greatly a chat.
	Thank you for ch
	You may end this conversation, alr
	I request you to l working. I will ap Thanks!
	Note: You may cl ( <a href="https://selfcare..">https://selfcare..</a> )
	For self-help, che

Anurag Sharma /

## Visitor Details

**#78789 aminalga**

**Email:** aminalga@escsinc.com  203-457-

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 13 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

aminalga	Hello, I am your ..
Acebuddy	Hello Annabelle I ..
	Whom Would You ..
aminalga	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
aminalga	I'd like to report ..
Acebuddy	Please select an ..
aminalga	Other Issue ..
Acebuddy	Please specify th ..
aminalga	Can not log on to ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) t ..</i>

Ashutosh Mishra

Ashutosh Mishra	Thank you for co
	Hello Annabelle,
	Kindly help me w
aminalga	ESCS
	Annabelle
Ashutosh Mishra	Thanks for the co
	Is this issue occu
aminalga	I dont' know I ca
Ashutosh Mishra	Thanks for the co
	Kindly allow me t
	I see you are log
	May I take the re
aminalga	yes
Ashutosh Mishra	Prior providing th
aminalga	I prefer speaking
Ashutosh Mishra	I see, we can sur
	You can also con
	number is 888-4
aminalga	see if you can fir
	I don't see our in
Ashutosh Mishra	I will take remote
	Please open Quick
	I understand you
	perfectly. I would
	handle the reques
aminalga	REALLY?
	How come ESCS
	and how come it
	this just happen
	Are you still wor
Ashutosh Mishra	Thank you for yo
	Yes i am here.

Please allow me

We are still conn

We are trying so

aminalga ok

I don't know why

Ashutosh Mishra Yes that should r

Is this the first ti

aminalga yes

and I turned on t

Ashutosh Mishra If you have acce

aminalga Earlier today?

QB ?

Ashutosh Mishra Not necessarily t

aminalga Oh you mean go

it was Friday

Ashutosh Mishra Thanks for the co

May i reboot sen

aminalga for my system b

yes

Ashutosh Mishra Thank you, i will

aminalga ok

*Ashutosh Mishra*

Visitor Details -----

**#77718 rhernandez**  
**Email:** rhernandez@usmicropoducts.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** SPICEWOOD  
**State:** Texas  
**Country:** UNITED STATES

### Chat Transcript -----

rhenandez	Hello, I am your .
Acebuddy	Hello Rhia Hernan
	Whom Would You
rhenandez	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
rhenandez	I'd like to report
Acebuddy	Please select an
rhenandez	QuickBooks Issue
Acebuddy	What type of Qui
rhenandez	Other QB related
Acebuddy	Please specify th
rhenandez	we are unable to
Acebuddy	Please wait while
	<i>Acebuddy (bot) t</i>
	<i>Shubham Kataria</i>
Shubham Kataria	Thank you for co
	today.
	I will be surely as
rhenandez	I don't know
Shubham Kataria	Could you please

rfernandez	Please refer to Ti
Shubham Kataria	Please allow me
rfernandez	that's the only in
Shubham Kataria	Alright, Could yo
rfernandez	Yes
Shubham Kataria	Kindly share the
	<i>8:17:50 PMrfern warning qb.JPG -</i>
	Please allow me
	Thank you for yo
	May I take the re
	Are we still conn
	Are we still conn
rfernandez	I don't know wha
	we are cloud hos
	we all have diffe
Shubham Kataria	I'm talking about
rfernandez	I don't have that
	the only informa
Shubham Kataria	I require to take company file in r
rfernandez	does my supervi
	does the other p
Shubham Kataria	No, If you allows session (Edited)
rfernandez	OK
Shubham Kataria	No
	Thank you
	Prior providing th
	May I send the re
rfernandez	yes
Shubham Kataria	Thank you.
	We are connecte

the time, I am pl  
give your confir

It seems you are

Kindly re-login a

r hernandez OK - I checked w

Shubham Kataria Great

Is there anything

r hernandez No, thank you fo

Shubham Kataria You're welcome

I would greatly a  
chat.

Thank you for ch

You may end this  
conversation, alc

I request you to l  
working. I will ap  
Thanks!

Note: You may cl  
(<https://selfcare..>)

For self-help, che

*Shubham Kataria*

## Visitor Details -----

**#78821 Lamont Wright**

**Email:** lrwright61@icloud.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 20 Secs  
**City:** MARIETTA  
**State:** Wyoming  
**Country:** UNITED STATES

## Chat Transcript

Lamont Wright	Hello, I am your ..
Acebuddy	Hello Lamont Wr ..
	Whom Would You ..
Lamont Wright	VDI/DaaS Suppor ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot)</i> I ..
	<i>Abhijeet Arun Th ..</i>
Lamont Wright	I am working wit .. am not able to lo .. because there is ..
Abhijeet Arun Thakur	Thank you for re .. My name is Abhi .. How can I assist ..
	Could you please ..
Lamont Wright	the account is Se ..
	I am a consultan ..
Abhijeet Arun Thakur	Please wait while ..
	<i>Abhijeet Arun Th ..</i>
	<i>Anjainay Singh a ..</i>
Anjainay Singh	Thank you for co ..
Lamont Wright	Thank you.
	The login ID I wa ..
Anjainay Singh	Thank you for br .. you resolve it as ..
	Please provide m ..
	May I take the re ..

Lamont Wright I am getting invl

<https://myportal.ac>

Anjainay Singh May I take the re

Lamont Wright Let me give you

Anjainay Singh Sure.

<https://assist.ace>

Prior providing th

Please copy this

Go to download t

Click on accept e

Are we still conn

As your issue ha  
this chat.

Anjainay Singh h

## Visitor Details -----

**#78312 ksroufe**

**Email:** cweber@oakhavenrc.com ☎ 14195

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** OTTAWA

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript -----

ksroufe	Hello, I am your .
Acebuddy	Hello Ksroufe, I'n
	Whom Would You
ksroufe	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
ksroufe	I'd like to raise a
Acebuddy	Please select you
ksroufe	Application Upda
Acebuddy	Please send us a
	once the task ha
	Typically, the app
	Do you need any
ksroufe	No
Acebuddy	Thank you for co

*Acebuddy has er*

**Visitor Details**

**#78076 jsteeleconsulting**  
**Email:** jsteeleconsulting@gmail.com  19/  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 30 Secs

**City:** MISSION VIEJO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

jsteeleconsulting	Hello, I am your ..
Acebuddy	Hello Jsteelecons ..
	Whom Would You ..
jsteeleconsulting	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
jsteeleconsulting	I'd like to report ..
Acebuddy	Please select an ..
jsteeleconsulting	Other Issue
Acebuddy	Please specify th ..
jsteeleconsulting	May I chat with a ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) 1</i>
	<i>Yash Ahi accepte</i>
Yash Ahi	Thank you for co ..
	Hi Jennifer. How ..
jsteeleconsulting	Hello! Thank you ..
	Unfortunately, I l ..
	in the future, but ..
	downloaded, anc ..
	How do I go abo ..
Yash Ahi	I deeply apologiz ..
	I will surely help ..
	Could you please ..
	(Edited)
jsteeleconsulting	Business Name:
	JenniferSteele.m ..
Yash Ahi	Thankyou for the ..

Kindly allow me t

jsteeleconsulting

Thank you!

Yash Ahi

Thank you for yo

Let me do one tr  
transferring this

jsteeleconsulting

Thank you.

Yash Ahi

Could you please

Is it 9497518805

jsteeleconsulting

949-751-8805

Yes

Yash Ahi

Alright, So, I will

jsteeleconsulting

Thank you.

Yash Ahi

No problem at al

Is there anything

jsteeleconsulting

No problem, and  
resolution?

Yash Ahi

Well you will rece

They will connec

jsteeleconsulting

Got it. Thank you

Yash Ahi

You're welcome.

Thank you for ch

You may end this  
conversation, alc

I request you to l  
working. I will ap  
Thanks!

Note: You may cl  
(<https://selfcare..>)

For self-help, che

*Yash Ahi has ena*

## Visitor Details

**#78236 krisika**

**Email:** krisika@hkidata.com  738309283

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 23 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your ..
Acebuddy	Hello Krisika, I'm ..
	Whom Would You ..
krisika	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
krisika	I'd like to report ..
Acebuddy	Please select an ..
krisika	Other Issue ..
Acebuddy	Please specify th ..
krisika	Hi ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) t ..</i>
	<i>Ashutosh Mishra ..</i>
Ashutosh Mishra	Thank you for co ..

4:57:46 PMkrisika  
[IMG-20250613-V](#)

while opening

krisika All pc

Ashutosh Mishra Krisika, I will sure

Kindly allow me t

krisika Yes

Ok

Ashutosh Mishra Thank you for yo

I have checked o capacity it is still

krisika Ok

But every time e

Do needful

Ashutosh Mishra Sure, we will do message.

Is there anything

krisika No thanks

Ia there any logc

Ashutosh Mishra There is no logof

krisika Ok

Thanks

Can I leave chat

Ashutosh Mishra Sure, you can en

Thank you for ch

You may end this conversation, alc

I request you to l working. I will ap Thanks!

Note: You may cl (https://selfcare..

For self-help, che

Ashutosh Mishra

## Visitor Details

**#78643 Ravi Shah**

**Email:** ravi@yourtaxadvisor.com  +1 973

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** ANNAPOLIS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Ravi Shah	Hello, I am your...
Acebuddy	Hello Ravi, I'm yo...
	Whom Would You...
Ravi Shah	Technical Suppor...
Acebuddy	Welcome to Ace...
	Please chose an...
Ravi Shah	I'd like to raise a...
Acebuddy	Please select you...
Ravi Shah	Other Request...
Acebuddy	Please drop an e...
	technicians will c...
	If you are facing...
Ravi Shah	No, That'll be all!

Acebuddy Thank you for co

Acebuddy has er

## Visitor Details

### #78485 tanya oubre

**Email:** toubre@dieselpartsdirect.com  22

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** PENSACOLA

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

tanya oubre	Hello, I am your ..
Acebuddy	Hello Tanya Oubr ..
	Whom Would You ..
tanya oubre	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
tanya oubre	I'd like to report ..
Acebuddy	Please select an ..
tanya oubre	Other Issue ..
Acebuddy	Please specify th ..

tanya oubre	cannot connect t
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
Anurag Sharma	<i>Anurag Sharma :)</i>
Anurag Sharma	Thank you for co
	Hello Tanya
tanya oubre	hi,
	i have had this is it back.
Anurag Sharma	I deeply apologiz
	I will be surely as
tanya oubre	dieselp, DPD_Tar
Anurag Sharma	Thanks for the co
	Are you the only
tanya oubre	yes
Anurag Sharma	Okay
	May I take the re
tanya oubre	yes
Anurag Sharma	Prior providing th
tanya oubre	need the smartc
Anurag Sharma	No problem
	I will surely help
	<a href="https://assist.ace">https://assist.ace</a>
	Kindly paste this
	We are connecte the time, I am pl give your confir
	The issue is now
	Is there anything
tanya oubre	that is all, thank
Anurag Sharma	Thanks for the co
	I would greatly a chat.

Thank you for ch

You may end this conversation, al

I request you to l working. I will ap Thanks!

Note: You may cl (https://selfcare..)

For self-help, che

*Anurag Sharma /*

## Visitor Details

### #77813 Murray Howell

**Email:** mhowell.mie@gmail.com  130359

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

**Operator:** Shubham Kataria

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** ENGLEWOOD

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Murray Howell	Hello, I am your ..
Acebuddy	Hello Murray How ..
	Whom Would You ..

Murray Howell	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Murray Howell	I'd like to report
Acebuddy	Please select an
Murray Howell	QuickBooks Issue
Acebuddy	What type of Qui
Murray Howell	Other QB related
Acebuddy	Please specify th
Murray Howell	Continuing my cl
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Shubham Kataria</i>
Shubham Kataria	Thank you for co today.
	Hi Murray
	We are connecte
Murray Howell	Sorry, I misspelle
Shubham Kataria	No problem
	Lets connect ove
	May I take the re
Murray Howell	yes please
Shubham Kataria	Prior providing th
Murray Howell	We're all ready
Shubham Kataria	<a href="https://assist.ace">https://assist.ace</a>
	Kindly paste this
	We are connecte the time, I am pl give your confir
	As we haven't go Kindly re-initiate
	<i>Ended due to ch</i>

## Visitor Details

**#77875 chuck**  
**Email:** chuck@echotaxaz.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Abhay Kumar Saraswat  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 51 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

chuck	Hello, I am your ..
Acebuddy	Hello Chuck Ehrli..
	Whom Would You ..
chuck	Technical Suppor..
Acebuddy	Welcome to Ace ..
	Please chose an ..
chuck	I'd like to report ..
Acebuddy	Please select an ..
chuck	Other Issue ..
Acebuddy	Please specify th ..
chuck	Why is it taking ..
Acebuddy	Please wait while ..
<i>Acebuddy (bot) 1</i>	

*Shubham Kataria*

*Shubham Kataria*

*Abhay Kumar Sa*

Abhay Kumar Saraswat  
Thank you for co today.

I deeply apologiz

chuck I've been trying t

Abhay Kumar Saraswat  
I apologize for th

I will be surely as

chuck Echo Tax & Cons and it took a sim

Abhay Kumar Saraswat  
Kindly allow me t

May I take the re

chuck sure

Abhay Kumar Saraswat  
Prior providing th

Kindly Click on th  
<https://assist.ac>

chuck ok

Abhay Kumar Saraswat  
Chuck, we assist Is there anything

chuck Would it be poss now where they

Abhay Kumar Saraswat  
Kindly allow me t

We are checking

We are connecte the time, I am pl give your confirn

As we have chec

4:16:27 AMAbh  
image.png - (Siz

chuck Certainly

Abhay Kumar Saraswat  
I am rebooting y

Are we still conn

*Abhay Kumar Sa*

## Visitor Details

**#78560 HECTOR**

**Email:** hramos@sds-rx.com  1484612295

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

HECTOR	Hello, I am your ..
Acebuddy	Hello Hector, I'm ..
	Whom Would You ..
HECTOR	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
HECTOR	I'd like to raise a ..
Acebuddy	Please select you ..
HECTOR	Other Request ..
Acebuddy	Please drop an e ..
	If you are facing ..

As we haven't go  
Kindly re-initiate

Ended due to ch

## Visitor Details

### #78502 Steve Frisbie

**Email:** sfrisbie@ifsgroupusa.com  18165

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Steve Frisbie	Hello, I am your ..
Acebuddy	Hello Steve Frisb
	Whom Would You
Steve Frisbie	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
Steve Frisbie	I'd like to raise a
Acebuddy	Please select you
Steve Frisbie	Server Resource

Acebuddy	Please select the
Steve Frisbie	RAM/Memory
Acebuddy	We understand t
	Based on your Re by sending an er
	Do note that adc performance iss
	Hence, It is advis memory so we c
	Do you need any
Steve Frisbie	Yes
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Shivam Singh ac</i>
Shivam Singh	Thank you for co
Steve Frisbie	How do I sign up
	are you there?
Shivam Singh	I'll surely assist yo
Steve Frisbie	You host our Qui internet portal 2
Shivam Singh	Is there a web cc
Steve Frisbie	yes it's a program QuickBooks and
Shivam Singh	Thanks for the in
Steve Frisbie	ok, shall I wait?
Shivam Singh	Please wait
	For achieving the case the Method
	I will share an en the process. Dur
	Is there anything
Steve Frisbie	How will that wo
Shivam Singh	No, Auto logon u
	Even when nobo
Steve Frisbie	OK, thanks. That

Shivam Singh	Great, I will do th
Steve Frisbie	no not now, than
Shivam Singh	Thank you for ch
	I would greatly a smileys at the er
	You may end this conversation, alr
	I request you to l working. I will ap Thanks!
	Note: You may cl ( <a href="https://selfcare..">https://selfcare..</a> )
	For self-help, che

*Shivam Singh ha*

## Visitor Details -----

### #78103 Elton C Parker

**Email:** eparker@elpark.com ☎ 191921571

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** WINSTON SALEM

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript -----

Elton C Parker Hello, I am your .

Acebuddy Hello Elton C Par

Whom Would You

Elton C Parker Technical Suppor

Acebuddy Welcome to Ace

Please chose an

As we haven't go  
Kindly re-initiate

*Ended due to ch.*

## Visitor Details -----

### #78403 krisika

**Email:** krisika@hkidata.com ☎ 738309283

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

**Operator:** Shashwat Verma

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 33 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript -----

krisika Hello, I am your .

Acebuddy Hello Krisika, I'm

Whom Would You

krisika	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
krisika	I'd like to report
Acebuddy	Please select an
krisika	Other Issue
Acebuddy	Please specify th
krisika	Hi
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
	<i>Shashwat Verma</i>
Shashwat Verma	Thank you for co
	Hello
krisika	Quickbook in ma
Shashwat Verma	I will surely help
krisika	Yes
Shashwat Verma	Could you please
krisika	You said that you
	But didn't get an
Shashwat Verma	Kindly allow me t
krisika	Ok
	Quickbook open
	So you said that
	But didn't get an
	How to problem
Shashwat Verma	I deeply apologiz
	We need to rebo
	Shall we?
krisika	Quickbook open
Shashwat Verma	Perfect
krisika	But how to probl
	Many time abort

	So you said that
Shashwat Verma	Kriska, its and se
	I apologize for th
	12:20:48 PMkrisi <a href="#">1750229412765</a>
	<i>But didn't get</i>
	We have checked reoccurring issue
	You can expect c
	Is there anything
krisika	+ 91 958634514
	+1 (229) 457-07
	Connect number
Shashwat Verma	Sure, we have no
krisika	Call back urgentl
Shashwat Verma	Our escalation e
	Is there anything
	Are we still conn
	Are we still conn
krisika	Yes
Shashwat Verma	Is there anything
krisika	2 hours after call
Shashwat Verma	Noted, will get yo
krisika	I hope that call b
Shashwat Verma	Yes, sure.
krisika	Okay
	Thank you
Shashwat Verma	Thank you for ch
	You may end this conversation, alr
	I request you to l working. I will ap Thanks!

Note: You may click on the link below to get more information about this visitor  
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowledge Base at <https://selfcare.acecloudhosting.com>

*Shashwat Verma*

## Visitor Details

**#78474 Lindsey Vela**

**Email:** admin@beaconmarineelectronics.co

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** OXNARD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Lindsey Vela	Hello, I am your...
Acebuddy	Hello Admin, I'm
	Whom Would You Like To Chat With?
Lindsey Vela	Technical Support
Acebuddy	Welcome to Ace
	Please chose an option from the dropdown menu.
Lindsey Vela	I'd like to report a bug.
Acebuddy	Please select an option from the dropdown menu.

Lindsey Vela Other Issue

Acebuddy Please specify th

Lindsey Vela quickbooks remc

Acebuddy Please wait while

*Acebuddy (bot)* 1

Anurag Sharma :)

Anurag Sharma Thank you for co

Hello Admin

Lindsey Vela hello

I have entered a

Anurag Sharma Could you please

Lindsey Vela I have quickbook

it is not recogniz

Anurag Sharma I deeply apologiz

I will be surely as

Lindsey Vela the server is blue

my user name is

Anurag Sharma Please confirm if

Lindsey Vela BlueisleDrake.m

Anurag Sharma Could you please

Lindsey Vela yes

Anurag Sharma Thanks for the co

Could you please

Lindsey Vela I believe last wee

Anurag Sharma Okay

May I take the re

Lindsey Vela yes sorry for the

Anurag Sharma No problem

Prior providing th

Lindsey Vela done

Anurag Sharma <https://assist.ace>

Kindly paste this

We are connecte  
the time, I am pl  
give your confirn

Are you there? (E

Are we still conn

Are we still conn

As there was no  
(1-888-415-5240

Thank you for ch

Anurag Sharma /

## Visitor Details

### #78034 JESSIE WILLIAMS

**Email:** jessie@jmwilliamscpa.com ☎ 16462

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

JESSIE WILLIAMS Hello, I am your ..

Acebuddy Hello Jessie Willia

Whom Would You

JESSIE WILLIAMS Technical Suppor

Acebuddy	Welcome to Ace
	Please chose an
JESSIE WILLIAMS	I'd like to raise a
Acebuddy	Please select you
JESSIE WILLIAMS	Other Request
Acebuddy	Please drop an e technicians will c
	If you are facing
	As we haven't go
	Kindly re-initiate

*Ended due to ch...*

**Visitor Details**

**#77935 catherine.cochran**  
**Email:** catherine.cochran@titanagllc.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** DYER  
**State:** Tennessee  
**Country:** UNITED STATES

**Chat Transcript**

catherine.cochran	Hello, I am your ..
Acebuddy	Hello Catherine (

Whom Would You Like To Chat With?

catherine.cochran Technical Support

Acebuddy Welcome to Ace

Please chose an issue

catherine.cochran I'd like to report an issue

Acebuddy Please select an issue

catherine.cochran QuickBooks Issues

Acebuddy What type of QuickBooks issue?

catherine.cochran QuickBooks is Frustrating

Acebuddy Hmm, That does sound frustrating

Was that helpful?

As we haven't got much time

Kindly re-initiate the conversation

*Ended due to chat timeout.*

## Visitor Details

**#78713 KEITH**

**Email:** ks.partsfast@gmail.com  7133203

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

KEITH	Hello, I am your ..
Acebuddy	Hello Keith Shola
	Whom Would You
KEITH	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
KEITH	I'd like to raise a
Acebuddy	Please select you
KEITH	Change in Users
Acebuddy	Please select you
KEITH	User Addition
Acebuddy	Registered Accou owner, Please re
	Do you need any
KEITH	Yes
Acebuddy	Please wait while
	<i>Acebuddy (bot) 1</i>
Sanyam Madan	<i>Sanyam Madan 1</i>
Sanyam Madan	Thank you for co
KEITH	i need to set up :
	<i>Sanyam Madan 1</i>
	we currently hav
	can we do this ?:
	<i>Anurag Sharma 1</i>
Anurag Sharma	Thank you for co
	Hello Keith
KEITH	hello
	WOULD LIKE TO
Anurag Sharma	I will be surely as
KEITH	DOES OUR CURR

CAN YOU DO THI

USER NAME WE |

Anurag Sharma Keith, for knowin  
know about the i

KEITH YOUR COMPANY

ENTERPRISE 202

ALREADY HAVE €

Anurag Sharma You can surely ac  
purchased via AC  
kindly contact th

KEITH OK. CAN WE GO

NAME: PARTS-3

SERVER IS PARTS

Anurag Sharma Yes, of course. At  
primary contact

Is there anything

KEITH NO WE ARE GOC

Anurag Sharma Thanks for the co

Thank you for ch

You may end this  
conversation, alr

I request you to |  
working. I will ap  
Thanks!

Note: You may cl  
(<https://selfcare..>)

For self-help, che

*Anurag Sharma /*

## Visitor Details

**#77751 Kory**

**Email:** kory.wei@outlook.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** TEMPLE CITY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Kory	Hello, I am your ..
Acebuddy	Hello Kory Wei, I'
	Whom Would You
Kory	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
	As we haven't go
	Kindly re-initiate

*Ended due to ch..*

## Visitor Details

**#78760 Joan Hail**

**Email:** joanie@kr-cpa.com **Phone:** 9132203414  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** <https://www.acecloudhosting.com>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** OLATHE  
**State:** Missouri  
**Country:** UNITED STATES

### Chat Transcript -----

Joan Hail	Hello, I am your ..
Acebuddy	Hello Joan, I'm yo ..
	Whom Would You ..
Joan Hail	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
Joan Hail	I'd like to report ..
Acebuddy	Please select an ..
Joan Hail	Other Issue
Acebuddy	Please specify th ..
Joan Hail	Having issues co ..
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) t ..</i>
	<i>Yash Kalra accept ..</i>
Yash Kalra	Thank you for co ..
	I will be surely as ..
Joan Hail	QbnxtPro1.myre ..
Yash Kalra	Kindly allow me t ..
Joan Hail	PTMU.NPro1 ..
Yash Kalra	May I take the re ..
Joan Hail	yes
Yash Kalra	Prior providing th ..

Kindly Click on the link  
<https://assist.acecloudhosting.com>

Joan, we assisted you.  
Is there anything else?

Joan Hail i think we are good.

Yash Kalra I would greatly appreciate your chat by clicking on the link.

Thank you for chat.

You may end this conversation, also.

I request you to keep working. I will appreciate your Thanks!

Note: You may click on the link (<https://selfcare.acecloudhosting.com>)

For self-help, check out the link.

*Yash Kalra has ended the chat.*

## Visitor Details

**#78094 ksapp**

**Email:** ksapp@rosefeltlaw.com  727-241-

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** ST PETERSBURG

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

ksapp	Hello, I am your ..
Acebuddy	Hello Ksapp, I'm ..
	Whom Would You ..
ksapp	Technical Suppor ..
Acebuddy	Welcome to Ace ..
	Please chose an ..
ksapp	I'd like to report ..
Acebuddy	Please select an ..
ksapp	Other Issue
Acebuddy	Please specify th ..
ksapp	Remote desktop
Acebuddy	Please wait while ..
	<i>Acebuddy (bot) : t ..</i>
	<i>Ashutosh Mishra</i>
Ashutosh Mishra	Thank you for co ..
ksapp	Good morning As ..
Ashutosh Mishra	ksapp, I will be s ..
	I wish same to yo ..
ksapp	DRALLC
	KSapp
	I was jsut able to ..
	I think I should b ..
Ashutosh Mishra	I see.
	Is this the first ti ..
ksapp	First time recentl ..
	I restarted and tl ..
Ashutosh Mishra	Thanks for the co ..
ksapp	Thank you - hope ..
Ashutosh Mishra	Yes, it is suggest ..

not reoccurring.

Thank you for ch

You may end this conversation, alr

I request you to l working. I will ap Thanks!

Note: You may cl (<https://selfcare..>)

For self-help, che

ksapp You too - thanks

*Ashutosh Mishra*

## Visitor Details -----

**#78551 aman**

**Email:** gears@gmail.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** INGERSOLL

**State:** Ontario

**Country:** CANADA

## Chat Transcript -----

aman Hello, I am your ..

Acebuddy	Hello Aman, I'm
	Whom Would You
aman	Technical Suppor
Acebuddy	Welcome to Ace
	Please chose an
aman	I'd like to report
Acebuddy	Please select an
aman	QuickBooks Issue
Acebuddy	What type of Qui
aman	QuickBooks Logi
Acebuddy	I understand tha
	help you with res
	Was that helpful'
aman	No
Acebuddy	No issues, please
	<i>Acebuddy (bot) 1</i>
Anurag Sharma	<i>Anurag Sharma :)</i>
aman	hello
Anurag Sharma	Thank you for co
aman	how are you
Anurag Sharma	Hello Aman
aman	i need your help
Anurag Sharma	I am good, thank
aman	You seem to be a
Anurag Sharma	I will be surely as
aman	do you know qui
Anurag Sharma	Thank you Aman
aman	you are quite kno
Anurag Sharma	Yes, I know abou
aman	its ok issue is res
	thanks for helpin
Anurag Sharma	Thanks for the co

Is there anything

aman no thanks

*aman has ended*

## Visitor Details

**#77888 David Kelley**

**Email:** david@kellydistribution.com 

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** ARLINGTON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

David Kelley Hello, I am yo

Acebuddy Hello David

Whom Woul

David Kelley Technical Su

Acebuddy Welcome to

Please chos

David Kelley I'd like to rai

Acebuddy Please selec

David Kelley Application '

Acebuddy	Please selec
David Kelley	QuickBooks
Acebuddy	Please emai will provide
	<ul style="list-style-type: none"> <li>• QuickBook</li> <li>• Variant : P</li> <li>• License Nu</li> <li>• Product Co</li> </ul>
	Generally, a Please do s
	Do you nee
David Kelley	Yes
Acebuddy	Please wait

*Acebuddy (t*

Shashwat Verma	Thank you fo you today.
	Hello david
David Kelley	I need to spe
Shashwat Verma	Sure
	Would you li with issue o
David Kelley	please call
Shashwat Verma	Sure. will ge
	Thank you fo

*Shashwat Ve*

