

## Visitor Details

### #77359 Susan K Phillips

**Email:** susan@waldencs.com  17048440520

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** COLUMBUS

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Susan K Phillips	Hello, I am your Acebuddy
Acebuddy	Hello Susan K Phillips, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Susan K Phillips	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan K Phillips	I'd like to report an Issue
Acebuddy	Please select an option!
Susan K Phillips	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Susan K Phillips	Cannot connect to remote computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Arjun Sikarwar declined the transfer request.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Susan K Phillips	Good Morning
	oops good afternoon :)
Ashutosh Mishra	Hi, Good Afternoon.
	I understand you are not able to connect with Ace server.
	Are we still connected here?
	Are we still connected here?
Susan K Phillips	sorry, yes
	Can you take over and see why I cant connect to the remote computer?
Ashutosh Mishra	Sure we can do that, please also let me know if the issue is occurring only for your or other users are also affected.
Susan K Phillips	I am working remote, I am unaware if anyone else is having issues.
Ashutosh Mishra	Ok, Prior providing the access, I would suggest you to close any important documents at your end.
Susan K Phillips	Done
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/4912523144">https://assist.acecloudhosting.com/join/4912523144</a>
Susan K Phillips	Perfect, thank you so much!
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by adding gateway settings.
	Thanks for the confirmation !
	Is there anything else I may help you with ?
Susan K Phillips	That will do it. Have a great day!
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

*Susan K Phillips has ended this chat session*

Hi, I'm

## Visitor Details

### #77271 Laura Devorkin

**Email:** laura@devooffices.com  7347759008

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

**Operator:** Ashutosh Mishra

**Website:** [https://www.acecloudhosting.com/account-login/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace+cloud+hosting+quickbooks&utm\\_adgroup=1](https://www.acecloudhosting.com/account-login/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting+quickbooks&utm_adgroup=1)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 12 Secs

**City:** CEDARBURG

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

Laura Devorkin	Hi, I'm trying to upgrade our remaining entities to the new QB 2024 Desktop Accountant Version we purchased.
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	Hello Laura, may I confirm your account name registered with us?
Laura Devorkin	Devo Management Company LLC
Aayush	Thank you, I will transfer this chat to our support team and they will assist you.
	<i>Aayush has initiated the remote assistance session.</i>
Laura Devorkin	sounds good. Thank you
	<i>Aayush is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Laura Devorkin	hi there
Ashutosh Mishra	I will surely help you with this issue.
Laura Devorkin	thank you
Ashutosh Mishra	Do you have any ticket open for this?
Laura Devorkin	not yet unless the previous agent opened one*
Ashutosh Mishra	Please help me with the business name or CID.
Laura Devorkin	CID 69548
	It's Devo Management Co LLC

Ashutosh Mishra	Thanks for the confirmation !
Laura Devorkin	np
	I need help with upgrading to our newest QB Desktop version Accountant Plus
Ashutosh Mishra	Do you mean to upgrade the company files to QB 2024?
Laura Devorkin	it's the 20024 edition, yes
Ashutosh Mishra	You just have to open the company files once from the QB 2024 edition and it will give you message to upgrade the comp
Laura Devorkin	I downloaded the file to my computer and went to the Help tab in Quickbooks to update
	I have to do it for each entity correct?
Ashutosh Mishra	Yes
Laura Devorkin	How do I open the 2024 Desktop file. from the download?
Ashutosh Mishra	May I take the remote access of your server?
Laura Devorkin	yes, of course
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Laura Devorkin	ok, thank you
	NO, not these files. these are updated
Ashutosh Mishra	Do you mean to update QuickBooks?
Laura Devorkin	yes, but it was in the entity i had on the screen and you logged out of it
	QB file is under my downloads
Ashutosh Mishra	Is the windows that is open is that correct where you want to update?
Laura Devorkin	what company name do you see?
	it's none of those entities
	this is one of the ones that needs upgrading
	all those entities need upgrading
	I know how to do it once you upload the newest version!
	Yeah! You got it now. All those entities under Joes Quickbooks need upgrading
	I need to leave in 10 min but pls. help
Ashutosh Mishra	Sure i will show you for one file and you just have to repeat it with others.
Laura Devorkin	yep! got it
Ashutosh Mishra	That's all you have to do as shown now.
Laura Devorkin	can you copy the drive etc in this window s i can take a pic ?
	then I am good
	you can also email instructions to laura@devooffices.com please

Ashutosh Mishra Sure i can do that.

Is there anything else I may help you with ?

Laura Devorkin just the email would be great. I should be good

gotta go now but appreciate your help a lot!

Ashutosh Mishra Thanks for the confirmation !

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 ([<https://selfcare.acecloudhosting.com>])

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

*Ashutosh Mishra has ended this chat session*

**Visitor Details** -----

**#77104 Accounting**  
**Email:** accounting@ridgecrestre  
**Department:** Support(QB & Ap  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 42 S  
**City:** KUMBHA  
**State:** Haryana  
**Country:** INDIA

**Chat Transcript** -----

	Accounting	Hello
	Acebuddy	Hello
		Whor
	Accounting	Techr
	Acebuddy	Welcome
		Pleas
	Accounting	I'd like
	Acebuddy	Pleas
	Accounting	Other
	Acebuddy	Pleas
	Accounting	Sage
	Acebuddy	Pleas
		Aceb
		Shasi
	Shashwat Verma	Thanl
	Accounting	Can you
	Shashwat Verma	Hello
	Accounting	my sa
	Shashwat Verma	I will
		Kindly
	Accounting	sure
	Shashwat Verma	Aashi
	Accounting	acco
	Shashwat Verma	We ha
		Kindly
	Accounting	sure
		RCHO
	Shashwat Verma	Thanl
		Kindly
	Accounting	yes s
	Shashwat Verma	Is this
	Accounting	for m

Shashwat Verma Okay  
May I  
Accounting yes s  
Shashwat Verma Prior  
Accounting ok  
Shashwat Verma <https://www.acecloudl>  
Kindly  
Accounting ok  
Shashwat Verma Issue  
Thanl  
*Shashi*

## Visitor Details -----

**#76593 help**  
**Email:** help@triadcyclersolutions.com  
**Department:** Support(QB & API)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudl.com  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Minutes  
**City:** ORANGEBURG  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript -----

help Hello

Acebuddy Hello

Whor

help Mana

Acebuddy Pleas

Aceb

Hima

Himanshu Thanl

How I

11:21

image

user

orry f

May i

help Triad

Himanshu Conn

Hima

Ashu

Ashutosh Mishra Thanl

I will

Kindl

help TCSS

user I

Ashutosh Mishra Thanl

Is this

help for ar

Ashutosh Mishra Is this

help yup

Ashutosh Mishra Thanl

May I

help yes

Ashutosh Mishra Prior

help conn

Ashutosh Mishra

Okay

help conn

???

Ashutosh Mishra Yes, i

As pe backe

help ok m

Ashutosh Mishra Yes, t

Is the

Are w

Are w

Are w

As th  
(1-88

Ashutosh

## Visitor Details -----

**#76717 Mike Scotto**

**Email:** mscotto@lfcbuild.com 

**Department:** Support(QB & API)

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** CAMARILLO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Mike Scotto	Hello
Acebuddy	Hello
	Whor
Mike Scotto	Techr
Acebuddy	Welco
	Pleas
Mike Scotto	I'd lik
Acebuddy	Pleas
Mike Scotto	Passv
Acebuddy	Pleas
Mike Scotto	Alrea
Acebuddy	Pleas
	Do yo
	As we
	Kindl

Ende

## Visitor Details

**#77597 Christi Berryhill**  
**Email:** berryhillsewer@gmail.co  
**Department:** Support(QB & Ap)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudl>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop

**Average Response Time:** 1 Mi

**City:** LUBBOCK

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript -----

Christi Berryhill	Hello
Acebuddy	Hello
	Whor
Christi Berryhill	Techr
Acebuddy	Welcome
	Pleas
Christi Berryhill	I'd lik
Acebuddy	Pleas
Christi Berryhill	Quick
Acebuddy	What
Christi Berryhill	Other
Acebuddy	Pleas
Christi Berryhill	We ar
	TO D
Acebuddy	Pleas
	Aceb
	Ashui
Ashutosh Mishra	Thanl
Christi Berryhill	good
Ashutosh Mishra	I will
Christi Berryhill	Myre
Ashutosh Mishra	Thanl
	The k
Christi Berryhill	Yes
Ashutosh Mishra	Pleas
Christi Berryhill	OK
Ashutosh Mishra	May I

Christi Berryhill Yes  
Ashutosh Mishra Prior  
Christi Berryhill OK I  
Ashutosh Mishra Please  
Christi Berryhill OK  
Ashutosh Mishra I am  
A reb  
Christi Berryhill I am  
Ashutosh Mishra I do u  
doctc  
Christi Berryhill OK  
Ashutosh Mishra Please  
Christi Berryhill I still  
I acce  
Ashutosh Mishra Yes  
Enter  
As pe  
the c  
Christi Berryhill Thanl  
Ashutosh Mishra Great  
Thanl  
I wou  
chat.  
You n  
conv  
I requ  
worki  
Thanl  
Note:  
(https://  
For se  
Ashutosh

## Visitor Details

**#77292 djimeno**

**Email:** djimeno@agtaxes.com 

**Department:** Support(QB & API)

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft V

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Mi

**City:** NORTH ROYALTON

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

djimeno	Hello
Acebuddy	Hello
	Whor
djimeno	Techr
Acebuddy	Welcome
	Pleas
djimeno	I'd lik
Acebuddy	Pleas
djimeno	Quick
Acebuddy	What
djimeno	Quick
Acebuddy	I und help :)
	Was t

djimeno No

Acebuddy No is:

*Aceb*

*Anjai*

Anjainay Singh Thanl

djimeno HELLO  
the se

*7:50:*

*ABB2*

Anjainay Singh Pleas

We ai

djimeno ok

Anjainay Singh Coulc

We no

djimeno it wor

ok

Anjainay Singh Pleas

djimeno done

Anjainay Singh You n

Is the

djimeno that v

Anjainay Singh Pleas

You n

Thanl

*djime*

## Visitor Details -----

**#76479 Brian**

**Email:** brian.crouse@warrioracs

**Department:** Support(QB & API)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft V

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 54 S

**City:** BAILEY

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript -----

Brian	Hello
Acebuddy	Hello
	Whor
Brian	Techr
Acebuddy	Welcome
	Pleas
Brian	Setba
Acebuddy	Hello
	Whor
Brian	VDI/D
Acebuddy	Pleas
	Aceb
	Abhij
	Abhij
	Janar
Janardan Mishra	Thanl
Brian	We ha
Janardan Mishra	It see
	Is it o

Brian Sorry

Janan

Ashutosh

Ashutosh Mishra Thanl

Brian We ha

Ashutosh Mishra I will

You c

Are w

Brian Yes. I

Ashutosh Mishra Great

Brian Just t

Ashutosh Mishra Yes yo  
gatev

Brian Sorry  
Conn

Ashutosh Mishra Click

Brian Ok. T

Ashutosh Mishra Are y

Brian I'll ha

Ashutosh Mishra Sure,  
to the

Brian Soun

Ashutosh Mishra Is the

Brian No. T

Ashutosh Mishra Feel f  
share

Ashutosh

## Visitor Details -----

**#76453 ricky pais**  
**Email:** ricky@brannanhessel.com  
**Department:** Support(QB & API)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudl...  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Minute  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript -----

ricky pais	Hello
Acebuddy	Hello
	Whor
ricky pais	Techr
Acebuddy	Welcome
	Pleas
ricky pais	I'd lik
Acebuddy	Pleas
ricky pais	Other
Acebuddy	Pleas
ricky pais	We ha
	other
	some
Acebuddy	Pleas
	Aceb
	Gaur
	Ashut
Ashutosh Mishra	Thanl
ricky pais	hello

Ashutosh Mishra I will  
ricky pais HSPrc  
Ashutosh Mishra I curr  
Are y  
ricky pais yes a  
worse  
Ashutosh Mishra Thanl  
Kindl  
ricky pais thank  
Ashutosh Mishra Are a  
ricky pais all bu  
user ,  
Ashutosh Mishra Pleas  
ricky pais local  
?  
Ashutosh Mishra Pleas  
ricky pais 36 ar  
Ashutosh Mishra We ha  
serve  
ricky pais ok let  
and i  
also i  
Ashutosh Mishra You c  
ricky pais it did  
Ashutosh Mishra You c  
ricky pais ok  
Ashutosh Mishra Can i  
I am  
Ashutosh Mishra

## Visitor Details -----

**#76542 Amanda Shih**  
**Email:** amanda.shih@aataxacc.com  
**Department:** Support(QB & API)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudl.com  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Minute  
**City:** CLARKSVILLE  
**State:** Maryland  
**Country:** UNITED STATES

## Chat Transcript -----

Amanda Shih	Hello
Acebuddy	Hello
	Whor
Amanda Shih	Techr
Acebuddy	Welcome
	Pleas
Amanda Shih	I'd lik
Acebuddy	Pleas
Amanda Shih	Other
Acebuddy	Pleas
	techr
	If you
Amanda Shih	Resta
Acebuddy	Hello
	Whor
Amanda Shih	instal

Acebuddy	You h
	Whor
Amanda Shih	Techr
Acebuddy	Welcome
	Pleas
Amanda Shih	I'd lik
Acebuddy	Pleas
Amanda Shih	Setup
Acebuddy	If you Operat
Amanda Shih	Micro
Acebuddy	Pleas on yo
	Do yo
Amanda Shih	Yes
Acebuddy	Pleas
	Aceb
	Anjai
Anjainay Singh	Thanl
Amanda Shih	Anjai
	This i
	We w
Anjainay Singh	Pleas
Amanda Shih	Thanl
	could
Anjainay Singh	Pleas
Amanda Shih	yes
Anjainay Singh	Are y
Amanda Shih	instal
	yes
	I have
Anjainay Singh	Coulc
Amanda Shih	

yes a

Anjainay Singh I will

sure

Anjainay Singh Pleas

Is the

Amanda Shih I don't

So I a

Anjainay Singh Once

Amanda Shih why c

If disc

last t

Anjainay Singh May I

Prior

Amanda Shih Not ir

could

zoho

Anjainay Singh I will

Amanda Shih yes, c

Anjainay Singh [https](https://)

jiajia

Anjainay Singh Sure

I can't

We ai

Amanda Shih You c

Anjainay Singh Pleas

Amanda Shih take t

sure

go a h

Anjainay Singh Pleas

Amanda Shih Sure.

Anjainay Singh I am t

Amanda Shih Ok

It is t

You h

Anjainay Singh Thanl

She i:

Amanda Shih lol...

you s

could

thank

Anjainay Singh No I a

Amanda Shih Thanl

She i:

Some

Anjainay Singh Pleas

Amanda Shih sure

Anjainay Singh She i:

Amanda Shih Thanl

Anjainay Singh Is the

Amanda Shih no th

Anjainay Singh You w  
may |

As th

Anjai

Visitor Details -----

#77334 xianna zhong

**Email:** visionpointtax@gmail.com  
**Department:** Support(QB & API)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudl...  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 36 S  
**City:** SAN JOSE  
**State:** California  
**Country:** UNITED STATES

### Chat Transcript -----

xianna zhong	Hello
Acebuddy	Hello
	Whor
xianna zhong	Techr
Acebuddy	Welcome
	Pleas
xianna zhong	I'd lik
Acebuddy	Pleas
xianna zhong	Appli
Acebuddy	Pleas
	once
	Typic
	Do yo
xianna zhong	Yes
Acebuddy	Pleas
	Aceb
	Anur
xianna zhong	I am
Anurag Sharma	Thanl
	Hello
xianna zhong	Hi An
	Pleas

updat

It say

Anurag Sharma I will

Are w

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As th

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Thanl

Anur

## Visitor Details

**#76850 analia.fernandez**

**Email:** analia.fernandez@dispar

**Department:** Support(QB & Ap)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft V

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 S

**City:** BOYDTON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

analia.fernandez Hello

Acebuddy Hello

Whor

analia.fernandez Mana

Acebuddy Pleas

Aceb

Shub.

Shub.

Ashui

Ashutosh Mishra Thanl

analia.fernandez Hello

Ashutosh Mishra Kindl

I have

analia.fernandez yes

Ashutosh Mishra Thanl

analia.fernandez 727-9

Ashutosh Mishra Thanl

minut

analia.fernandez ok th

Ashutosh Mishra Thanl

Feel f  
share

Ashui

#### Visitor Details -----

**#76448 help**

**Email:** help@triadcyclersolutions.com

**Department:** Support(QB & Ap)

**Operator:**

**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 56 s  
**City:** ORANGEBURG  
**State:** New York  
**Country:** UNITED STATES

### Chat Transcript -----

help	Hello
Acebuddy	Hello
	Whor
help	Mana
Acebuddy	Pleas
	<i>Aceb</i>
	<i>Deep</i>
	<i>maya</i>
	<i>maya</i>
help	hi
	facing
	<i>Shar</i>
Sharath Kumar	Thanl
	Hello
help	?
	8:55: <u>1_im</u>
	?
Sharath Kumar	am si
	8:59: <u>1_im</u>
help	this a
Sharath Kumar	yes, t
	can y

help ok

9:02:

1\_imc

Sharath Kumar I see,

help after

9:04:

image

not si

this is

Sharath Kumar that i

help rohar

consi

and k

Sharath Kumar thank

let m

could

also,

help QB er

Sharath Kumar could

help TCS\_A

pleas

Sharath Kumar Thanl

Let m

Pleas

Thanl

Pleas

help ok

same

Sharath Kumar Pleas

9:19:

1\_imc

help ok

Sharath Kumar Pleas

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help why t

Sharath Kumar The C

We ha

help resolv

Sharath Kumar Its dc

help ok wo

Sharath Kumar glad t

As th

(1-88

Thanl

Shar

## Visitor Details -----

**#77209 Rosario Hogan**

**Email:** rhogan@abellturf.com

**Department:** Support(QB & Ap)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft V

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Mi

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript -----

Rosario Hogan	Hello
Acebuddy	Hello
	Whor
Rosario Hogan	Techr
Acebuddy	Welco
	Pleas
Rosario Hogan	I'd lik
Acebuddy	Pleas
Rosario Hogan	Resta
Acebuddy	Hello
	Whor
Rosario Hogan	Techr
Acebuddy	Welco
	Pleas
Rosario Hogan	I'd lik
Acebuddy	Pleas
Rosario Hogan	Other
Acebuddy	Pleas
Rosario Hogan	I wou
	Can y
Acebuddy	Pleas
	Aceb
	Ashui
Ashutosh Mishra	Thanl
	I will
	deskt
Rosario Hogan	Serve
	Userr
	I am t
Ashutosh Mishra	This i
	Are w
Rosario Hogan	Yes, i
	myre

Rosai

Do yo

12:40

Rosai

Down

Ashutosh Mishra

Are w

Rosario Hogan

yes, c

Will t

Ashutosh Mishra

Sure,

user'

Rosario Hogan

Do yo

Sorry

Ashutosh Mishra

Sure

Prior

Rosario Hogan

Laptc

Ashutosh Mishra

Kindl

<https://>

As we

Kindl

Ende

#### Visitor Details -----

**#77352 DR RICHARD J SPEAD**

**Email:** office@speadtax.com 

**Department:** Support(QB & Ap)

**Operator:** Acebuddy

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

**Operating System:** Microsoft V  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** CENTER SANDWICH  
**State:** New Hampshire  
**Country:** UNITED STATES

### Chat Transcript -----

DR RICHARD J SPEAD	Hello
Acebuddy	Hello
	Whor
	As we
	Kindly
	<i>Ende</i>

### Visitor Details -----

**#77268 Leah**  
**Email:** leah@amc-pa.com 72  
**Department:** Support(QB & API)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** PITTSBURGH  
**State:** Pennsylvania  
**Country:** UNITED STATES

### Chat Transcript -----

Leah	Hello
Acebuddy	Hello
	Whor
Leah	Techr
Acebuddy	Welcome
	Pleas
Leah	I'd like
Acebuddy	Pleas
Leah	Quick
Acebuddy	What
Leah	Other
Acebuddy	Pleas
	As we
	Kindly

*Ende*

**Visitor Details -----**

**#76685 test**

**Email:** testzoho@gmail.com 

**Department:** Support(QB & API)

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** TIRUNELVELI

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

test	Hello
Acebuddy	Hello
	Whor
	As we
	Kindl
	<i>Ende</i>

## Visitor Details

**#76953 John Tillman**  
**Email:** john@jet-cpa.com  19:  
**Department:** Support(QB & Ap)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 27 S  
**City:** RALEIGH  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

John Tillman	Hello
Acebuddy	Hello
	Whor
John Tillman	Techr

Acebuddy	Welcome
	Please
John Tillman	I'd like
Acebuddy	Please
John Tillman	Otherwise
Acebuddy	Please
John Tillman	Every
Acebuddy	Please
	Acebu
	Shub
Shubham Kataria	Thank you today
	I will
John Tillman	I'm not
	config
John_	JETCF
Shubham Kataria	You're
	Thank
John Tillman	Probably
	for them
Shubham Kataria	Kindly
	Please
John Tillman	Yes...
Shubham Kataria	No way
John Tillman	Thank
Shubham Kataria	Please
	May I
John Tillman	sure
Shubham Kataria	Prior
	<a href="https://">https://</a>
	Kindly

John Tillman	I thin
Shubham Kataria	Great
John Tillman	It is lo
Shubham Kataria	Okay
	We ai
	the ti
	give :
	As pe
	Is the
	As yo
	call u

*Shub.*

<b>Visitor Details</b>	-----
<b>#77534 louispav</b>	
<b>Email:</b>	<a href="mailto:louispav@dasystems.cor">louispav@dasystems.cor</a>
<b>Department:</b>	Support(QB & API)
<b>Operator:</b>	Ashutosh Mishra
<b>Website:</b>	<a href="https://www.acecloudl">https://www.acecloudl</a>
<b>Operating System:</b>	Microsoft V
<b>Browser:</b>	Google Chrome
<b>Device:</b>	Desktop
<b>Average Response Time:</b>	2 Mi
<b>City:</b>	LOS ANGELES
<b>State:</b>	California
<b>Country:</b>	UNITED STATES

<b>Chat Transcript</b>	-----
<i>louispav</i>	

Hello

Acebuddy Hello

Whor

louispav Techr

Acebuddy Welco

Pleas

louispav I'd lik

Acebuddy Pleas

louispav Other

Acebuddy Pleas

louispav On or  
nor th

Acebuddy Pleas

Aceb

Ashutosh Mishra Thanl

I will

louispav great

Would

Ashutosh Mishra We ca

Sure

louispav greaε

Ashutosh Mishra Prior

louispav great

no pr

Ashutosh Mishra Kindl

<https>

louispav Sorry

Are y

Can v

Ashutosh Mishra Sure

louispav this o

great

so the

Ashutosh Mishra Do yo

louispav there

no, w

let m

ok, th

I can

Ashutosh Mishra It loo  
maxii

louispav let m

Ashutosh Mishra Sure

louispav ok, so

I can

maxii

Ashutosh Mishra Yes, i  
to scri

One r

louispav ok. C

ok, I c

Ashutosh Mishra Yes.

louispav ok, le

that's

is tha

Ashutosh Mishra Not o

louispav oh. I'

I had

Ashutosh Mishra Sure,

louispav I thin

Ashutosh Mishra The p

louispav excel

the p

Ashutosh Mishra Is the

louispav yes, I

we ge

can I

I coul

Ashutosh Mishra Sure

I am .

louispav I can know

Can y

Ashutosh Mishra I see

Sure,

You c

louispav awes

that's

Ashutosh Mishra Thanl

I wou  
chat.

You n  
conve

I req  
worki  
Thanl

Note:  
([http

For se

louispav sure,

Ashutosh

## Visitor Details -----

**#76907 Lyric Croteau**  
**Email:** lcroteau@paragusit.com  
**Department:** Support(QB & API)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft Windows 10  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 27 seconds  
**City:** SOUTH DEERFIELD  
**State:** Massachusetts  
**Country:** UNITED STATES

## Chat Transcript -----

Lyric Croteau	Hello
Acebuddy	Hello
	Whor
Lyric Croteau	Mana
Acebuddy	Pleas
	Acebuddy
	maya
	maya
	Shiva
Shivam Singh	Thanl
	I will
Lyric Croteau	I am
Shivam Singh	Thanl
	Lyric,
	Pleas

Lyric Croteau The F  
owne

Shivam Singh Also,  
that \

For q  
appre

*8:16:*  
Scree

Lyric Croteau He ha

Shivam Singh Okay

I chec

Pleas

Lyric Croteau Thanl

Shivam Singh Lyric,

Lyric Croteau No, th

Shivam Singh Yes

Thanl

I wou  
smile

You n  
conve

I req  
worki

Thanl

Note:  
([http

For se

*Shiva*

## Visitor Details -----

**#77492 Eduardo**

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

**Department:** Support(QB & API)

**Operator:** Tushar Pharswan

**Website:** https://www.acecloudl

**Operating System:** Microsoft V

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 S

**City:** MEXICO CITY

**State:** Ciudad De Mexico

**Country:** MEXICO

## Chat Transcript -----

Eduardo	Hello
Acebuddy	Hello
	Whor
Eduardo	Techr
Acebuddy	Welcome
	Pleas
Eduardo	I'd lik
Acebuddy	Pleas
Eduardo	Other
Acebuddy	Pleas
Eduardo	Hello
Acebuddy	Pleas
	Aceb
	Tusha
Tushar	Thanl
	Wind
	same
Eduardo	Unde
	follow

I was

I'll wa

Tushar  
The r  
serve

Is the

Eduardo  
That's

Tushar  
I wou  
smile

Thanl

Eduardo  
Sure!

Tushar  
You n  
conve

I req

worki

Thanl

Note:

([http

For se

Tusha

## Visitor Details -----

**#77084 shari**

**Email:** shari@jkservicesinc.com

**Department:** Support(QB & Ap)

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 19 S

**City:** MERIDIAN

**State:** Idaho

**Country:** UNITED STATES

### Chat Transcript -----

shari	Hello
Acebuddy	Hello
	Whor
shari	Techr
Acebuddy	Welcome
	Pleas
shari	I'd lik
Acebuddy	Pleas
shari	Other
Acebuddy	Pleas
shari	my o
Acebuddy	Pleas
	Aceb
	Shasi
Shashwat Verma	Thanl
	Hello
	Kindl
shari	yes I
Shashwat Verma	Yes ki
shari	ok I'n
Shashwat Verma	I am
	<a href="https://">https://</a>
	Kindl
	Use t
	As pe
	Thanl

## Visitor Details -----

**#77168 Ben Marchiafava**  
**Email:** accounting@coxcactusfa  
**Department:** Support(QB & Apj  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** PHOENIX  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript -----

Ben Marchiafava	Hello
Acebuddy	Hello
	Whor
Ben Marchiafava	Techr
Acebuddy	Welco
	Pleas
Ben Marchiafava	I'd lik
Acebuddy	Pleas
Ben Marchiafava	Other
Acebuddy	Pleas
	techr
	If you

Ben Marchiafava No, T

Acebuddy Thanl

Aceb

## Visitor Details

**#76622 Steven Lecey**  
**Email:** steven@viaelegante.com  
**Department:** Support(QB & API)  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Mi  
**City:** BOULDER  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

Steven Lecey	Hello
Acebuddy	Hello
	Whor
Steven Lecey	Techr
Acebuddy	Welcome
	Pleas
Steven Lecey	I'd lik
Acebuddy	Pleas
Steven Lecey	Other

Acebuddy	Pleas
Steven Lecey	I am : open
Acebuddy	Pleas
	<i>Aceb</i>
	<i>Anjai</i>
Anjainay Singh	Thanl
Steven Lecey	Hello
Anjainay Singh	Since
Steven Lecey	This i
Anjainay Singh	Pleas
Steven Lecey	I don'
Anjainay Singh	Pleas
Steven Lecey	Okay
Anjainay Singh	May I
	Prior
Steven Lecey	Yes, c
Anjainay Singh	<a href="https://">https</a>
	Pleas
Steven Lecey	One r
	I belie
	Pleas
Anjainay Singh	Yes w
Steven Lecey	Okay
Anjainay Singh	Coulc
	5:32:
	<i>image</i>
	5:33:
	<u>1_im</u>
Steven Lecey	I just
Anjainay Singh	Pleas
Steven Lecey	"Tract
	I don'

Anjainay Singh I have  
Pleas  
You n  
Thanl  
*Anjai*

## Visitor Details -----

**#77097 Salome Franco**  
**Email:** sfranco@synergybc.com  
**Department:** Support(QB & API)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 2 Mi  
**City:** SANGOLQUI  
**State:** Pichincha  
**Country:** ECUADOR

## Chat Transcript -----

Salome Franco	Hello
Acebuddy	Hello
	Whor
Salome Franco	Techr
Acebuddy	Welco
	Pleas
Salome Franco	I'd lik

Acebuddy	Pleas
Salome Franco	Other
Acebuddy	Pleas
Salome Franco	I already
Acebuddy	Pleas
	Acebuddy
	Ashutosh Mishra
	Thanl
	I will
	Salome Franco
	Thanl
	Ashutosh Mishra
	I am
	Pleas
	Salome Franco
	Sure!
	Ashutosh Mishra
	Do yo
	Salome Franco
	Yes I
	Ashutosh Mishra
	Pleas
	Click
	If you
	Play*
	*Set I
	Open
	Choos
	*Verif
	Approv
	Enabl
	*Test
	Try si
	If you
	acco
	Let m
	Salome Franco
	Sure!
	Ashutosh Mishra
	Sure,
	Are w
	Salome Franco
	Yes, I
	It woi
	Thanl
	Ashutosh Mishra

Thanl

Is the

Are w

Salome Franco That'

*Salon*

## Visitor Details -----

**#76604 accounting**

**Email:** accounting@podumente

**Department:** Support(QB & Ap)

**Operator:** Acebuddy

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

**Operating System:** Microsoft V

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript -----

accounting Hello

Acebuddy Hello

Whor

accounting Techr

Acebuddy Welco

Pleas

accounting I'd lik

Acebuddy Pleas  
accounting Passv  
Acebuddy Pleas  
accounting Alrea  
Acebuddy Pleas  
Do yo  
The v  
As we  
Kindl  
Ende

## Visitor Details -----

**#77507 Sheryl Pearson**  
**Email:** mrcadmn1@gmail.com 1  
**Department:** Support(QB & API)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 23 S  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript -----

Sheryl Pearson	Hello
Acebuddy	Hello

Whor

Sheryl Pearson Techr

Acebuddy Welco

Pleas

Sheryl Pearson I'd lik

Acebuddy Pleas

Sheryl Pearson Quick

Acebuddy What

Sheryl Pearson Other

Acebuddy Pleas

Sheryl Pearson The T

Acebuddy Pleas

Aceb

Tusha

Tushar Thanl

Sheryl Pearson Hi - C  
log in

Tushar Kindl

Thanl  
the s

Sheryl Pearson We w  
when

Tushar Also,  
if you

Sheryl Pearson Thanl

Tushar chat

Thanl

You n  
conve

I req  
worki  
Thanl

Note:  
([http

## Visitor Details -----

**#77323 steven**  
**Email:** steven@lynncpas.com   
**Department:** Support(QB & API)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Mi  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript -----

steven	Hello
Acebuddy	Hello
	Whor
steven	Techr
Acebuddy	Welco
	Pleas
steven	I'd lik
Acebuddy	Pleas
steven	Other
Acebuddy	Pleas

steven unab

Acebuddy Pleas

Aceb

Gaur

Shiva

Shivam Singh Thanl

Pleas

steven ok

Shivam Singh Are y

steven yes'

Shivam Singh As I h

Pleas

steven just d

sayin

Shivam Singh May I

steven ok

Shivam Singh Prior

steven ok

I will

Shivam Singh Okay

Kindl

[https](https://)

steven ok

Shivam Singh Pleas

We a

the ti

give :

Coulc

As th

Is the

Are w

Are w

Are w

As th  
(1-88

You n  
conve

I req  
worki  
Thanl

Note:  
([http

For se

*Shiva*

## Visitor Details -----

**#76921 Andrew Ross**  
**Email:** andrew@zebrarecovery.c  
**Department:** Support(QB & API)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudl  
**Operating System:** Microsoft V  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 30 S  
**City:** RALEIGH  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript -----

Andrew Ross	Hello
Acebuddy	Hello

Whor

Andrew Ross Techr

Acebuddy Welco

Pleas

Andrew Ross I'd lik

Acebuddy Pleas

Andrew Ross Passv

Acebuddy Pleas

Andrew Ross Resta

Acebuddy Hello

Whor

Andrew Ross Techr

Acebuddy Welco

Pleas

Andrew Ross I'd lik

Acebuddy Pleas

Andrew Ross Other

Acebuddy Pleas

Andrew Ross Recei

Acebuddy Pleas

Aceb

Ashui

Ashutosh Mishra Thanl

Andrew Ross good

Ashutosh Mishra I will

Andrew Ross zebra

i chat

Ashutosh Mishra Thanl

Kindl

As pe

conne

Andrew Ross that i

Ashutosh Mishra If pos

10:35

1\_im

Is thi

Andrew Ross believ

Ashutosh Mishra I see,

Andrew Ross looks

Ashutosh Mishra Okay

Is you

Andrew Ross yes

10:41

Andre

Ashutosh Mishra pleas

You w

Andrew Ross once

Ashutosh Mishra It will

Andrew Ross trying

Ashutosh Mishra Sure,

Andrew Ross same

Ashutosh Mishra May I

Andrew Ross sure

Ashutosh Mishra Prior

Andrew Ross good

Ashutosh Mishra Great

https

Andrew Ross shoul

Ashutosh Mishra Yes, v

As pe

verifi

if issu

10:53

imagi

Andrew Ross logge

Ashutosh Mishra I see,

you.

Andrew Ross I did

Ashutosh Mishra May I

Andrew Ross sure

Ashutosh Mishra Kindly

<https://www.acecloudl>

Andrew Ross shoul

Ashutosh Mishra We a

Are w

As yo

Ashutosh

## Visitor Details -----

**#76836 Pallavi DV**

**Email:** pallavidv@norwintechno

**Department:** Support(QB & API)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft V

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 43 S

**City:** YELACHENAHALLI

**State:** Karnataka

**Country:** INDIA

## Chat Transcript -----

Pallavi DV

Hello

Acebuddy Hello

Whor

Pallavi DV Techr

Acebuddy Welco

Pleas

Pallavi DV I'd lik

Acebuddy Pleas

Pallavi DV Other

Acebuddy Pleas

Pallavi DV I have

Acebuddy Pleas

Aceb

Roha

Ashui

Ashutosh Mishra Thanl

I will

Pallavi DV Myre

Ashutosh Mishra Is the

Pallavi DV yes

9:12:

1\_im

like tl

Ashutosh Mishra I am l

Pallavi DV can i

Ashutosh Mishra Are y

Pallavi DV manæ

Ashutosh Mishra Yes ir

Pallavi DV May i

Ashutosh Mishra Is the  
manæ

Pallavi DV yes s

Ashutosh Mishra That

Pallavi DV	how t
Ashutosh Mishra	This \ mane
Pallavi DV	oh ok
	Any v
Ashutosh Mishra	Thanl
	I wou chat.
	You n conv
	I requ worki
	Thanl
	Note: ([http
	For se

Ashutosh

**Visitor Details** -----

**#77311 ntmilburn**  
**Email:** ntmilburn@gmail.com ☎  
**Department:** Support(QB & Ap)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudl  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mi  
**City:** MARSHALL

**State:** Virginia  
**Country:** UNITED STATES

### Chat Transcript -----

ntmilburn	Hello
Acebuddy	Hello
	Whor
	Welcome
	Please
ntmilburn	Techr
	I'd lik
Acebuddy	Pleas
ntmilburn	Other
Acebuddy	Pleas
ntmilburn	ticket assist
Acebuddy	Pleas
	Aceb
	Ashu
Ashutosh Mishra	Thanl
	I will
	Kindl
ntmilburn	I req
	Some
	is pre
Ashutosh Mishra	We re
	I und
ntmilburn	i sent
	QB de
	will y
Ashutosh Mishra	Yes i :
	Sure
	Is the

ntmilburn i need  
and t

Ashutosh Mishra Yes i l  
assist

Are w

Are w

Are w

ntmilburn yes w

Ashutosh Mishra Yes o

Are w

Are w

Are w

ntmilburn ok so

Ashutosh Mishra Yes i l

Our s

Are w

Are w

As th  
(1-88

Ashutosh

Visitor Details -----

**#77094 Veronica C Carrillo**

**Email:** veronica@chicagoevents

**Department:** Support(QB & API)

**Operator:** Tushar Pharswan

**Website:** https://www.acecloudl  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 50 S  
**City:** CHICAGO  
**State:** Illinois  
**Country:** UNITED STATES

### Chat Transcript -----

Veronica C Carrillo	Hello
Acebuddy	Hello
	Whor
Veronica C Carrillo	Techr
Acebuddy	Welcome
	Pleas
Veronica C Carrillo	I'd lik
Acebuddy	Pleas
Veronica C Carrillo	Quick
Acebuddy	What
Veronica C Carrillo	Other
Acebuddy	Pleas
Veronica C Carrillo	I have coupl help i
Acebuddy	Pleas
	Aceb
	Ashui
Ashutosh Mishra	Thanl
	Ashui
	Tusha
	Ashui
	Tusha
Tushar	Hello

I dee|

Let m|

Thanl|

you a|

Are w|

Veronica C Carrillo 7734|

Tushar Thanl|

Is the|

Veronica C Carrillo no. I o  
busin|

Tushar I have  
receiv|

As th|

Veronica C Carrillo ok|

Tushar Rest i|

Thanl|

You n  
conve|

I req  
worki  
Thanl|

Note:  
([http|

For se|

Tusha|

Visitor Details -----

**#76489 Corne Hugo**  
**Email:** corne@pribio.co.za 08  
**Department:** Support(QB & API)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 11 seconds  
**City:** LINBRO PARK  
**State:** Gauteng  
**Country:** SOUTH AFRICA

### Chat Transcript

Corne Hugo	Hello
Acebuddy	Hello
	Whor
Corne Hugo	Techr
Acebuddy	Welcome
	Pleas
Corne Hugo	I'd like
Acebuddy	Pleas
Corne Hugo	Quick
Acebuddy	What
Corne Hugo	Other
Acebuddy	Pleas
Corne Hugo	Quick
Acebuddy	Pleas
	Aceb
	Shub
Shubham Kataria	Thank you today
Corne Hugo	Good
Shubham Kataria	Hello
	Good

	Corne Hugo	Pleas
	Shubham Kataria	I will
	Corne Hugo	pribic
	Shubham Kataria	Thanl
		May I
	Corne Hugo	Yes y
	Shubham Kataria	Prior
	Corne Hugo	Ok. Y
	Shubham Kataria	Pleas
		We ai
		the ti
		give :
		Kindl
	Corne Hugo	Thanl
	Shubham Kataria	if its :
		No ne
	Corne Hugo	Thanl
	Shubham Kataria	You're
		Is the
	Corne Hugo	No th
	Shubham Kataria	I wou
		chat.
		Thanl
		You n
		conv
		I req
		worki
		Thanl
		Note:
		(https:
		For se
		<i>Shub.</i>

## Visitor Details -----

**#76415 erica.terminello**  
**Email:** erica.terminello@gmail.com  
**Department:** Support(QB & API)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudl...

**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Minute  
**City:** VIRGINIA BEACH  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript -----

erica.terminello	Hello
Acebuddy	Hello
	Whor
erica.terminello	Techr
Acebuddy	Welcome
	Pleas
erica.terminello	I'd like
Acebuddy	Pleas
erica.terminello	Passive
Acebuddy	Pleas
erica.terminello	Already
Acebuddy	Pleas
	Do you

erica.terminello Yes

Acebuddy Pleas

Aceb

Ashui

Ashutosh Mishra Thanl

I will

erica.terminello I have  
acco  
of the  
meth  
the p

Ashutosh Mishra I will

erica.terminello Isn't i

Ashutosh Mishra I regr

erica.terminello Don't

Can y

Ashutosh Mishra Pleas

erica.terminello Robe

They

Ashutosh Mishra Thanl

Kindly

I see

For p

We ca

erica.terminello Ok, W

Ashutosh Mishra I will

erica.terminello Is it n

I know  
this f

Ashutosh Mishra I will

F. Ma  
Jemr

one c

erica.terminello Once  
addre

Ashutosh Mishra	Passv
	I will
	hours
erica.terminello	Will I
	If any
	not ir
Ashutosh Mishra	Passv
	passv
erica.terminello	Ok. I
	Thanl
Ashutosh Mishra	Great
	Thanl
erica.terminello	Do yo
Ashutosh Mishra	Yes i
erica.terminello	The c
	yes tl
Ashutosh Mishra	I will
erica.terminello	Ok th
Ashutosh Mishra	Feel f
	share
	erica.

**Visitor Details -----**

**#77125 Michelle Carrillo**  
**Email:** michelle.azsmartbooks@  
**Department:** Support(QB & Ap)  
**Operator:** Manish Singh

**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 12 s  
**City:** PHOENIX  
**State:** Arizona  
**Country:** UNITED STATES

### Chat Transcript -----

Michelle Carrillo	Hello
Acebuddy	Hello
	Whor
Michelle Carrillo	Techr
Acebuddy	Welcome
	Pleas
Michelle Carrillo	I'd lik
Acebuddy	Pleas
Michelle Carrillo	Quick
Acebuddy	What
Michelle Carrillo	Other
Acebuddy	Pleas
Michelle Carrillo	receiv
Acebuddy	Pleas
	Aceb
	Manis
Manish Singh	Thanl
Michelle Carrillo	I'm re
	10:41
	<u>1_im</u>
Manish Singh	May I
	Is this
Michelle Carrillo	This i
Manish Singh	Kindly

May 1

Michelle Carrillo yes

how

Manish Singh Prior

Kindl

We a

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give :

Seem

Is the

Michelle Carrillo no. tr

Manish Singh I wou  
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Thanl

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I req  
worki

Thanl

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Manis

#### Visitor Details -----

**#77369 Kathy Gosney**

**Email:** kathy@ktgosney.com ☎

**Department:** Support(QB & Ap)

**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 6 Sε  
**City:** SACRAMENTO  
**State:** California  
**Country:** UNITED STATES

### Chat Transcript -----

Kathy Gosney	Hello
Acebuddy	Hello
	Whor
Kathy Gosney	Techr
Acebuddy	Welco
	Pleas
Kathy Gosney	I'd lik
Acebuddy	Pleas
Kathy Gosney	Passv
Acebuddy	Pleas
Kathy Gosney	Alrea
Acebuddy	Pleas
	Do yo
Kathy Gosney	Yes
Acebuddy	Pleas
	Aceb
	Shasi
Kathy Gosney	Pleas
Shashwat Verma	Thanl
	Hello
Kathy Gosney	I'm st creat Quick
Shashwat Verma	I dee

Let m  
proce

Is tha

I will

Kathy Gosney yes

Shashwat Verma Prior

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You n  
conve

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worki  
Thanl

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For se

*Shasi*

## Visitor Details -----

**#76798 Christy Burgess**

**Email:** christyb@gcevans.com 

**Department:** Support(QB & Ap)

**Operator:** Acebuddy

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

**Operating System:** Microsoft V

**Browser:** Google Chrome

**Device:** Desktop  
**City:** LITTLE ROCK  
**State:** Arkansas  
**Country:** UNITED STATES

### Chat Transcript -----

Christy Burgess	Hello
Acebuddy	Hello
	Whor
Christy Burgess	Techr
Acebuddy	Welcome
	Pleas
Christy Burgess	I'd lik
Acebuddy	Pleas
Christy Burgess	Other
Acebuddy	Pleas techr
	If you
Christy Burgess	No, T
Acebuddy	Thanl
	Aceb

**Visitor Details -----**

**#77091 David Weinstein**  
**Email:** david@davidweinsteincp  
**Department:** Support(QB & Ap)

**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Mi  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

### Chat Transcript -----

David Weinstein	Why
Dev Dubey	Thanl
	Dev L
	Shasi
Shashwat Verma	Thanl
	Hello
	I will
	Are w
	Are w
	Are w
	As th
	(1-88
	Shasi

### Visitor Details -----

#77644 kimberly

**Email:** kimberly@stokescm.com  
**Department:** Support(QB & API)  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudl>  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 53 S  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

### Chat Transcript -----

kimberly	Hello
Acebuddy	Hello
	Whor
kimberly	Techr
Acebuddy	Welcome
	Pleas
kimberly	I'd lik
Acebuddy	Pleas
kimberly	Setba
Acebuddy	Welcome
	Pleas
kimberly	I'd lik
Acebuddy	Pleas
kimberly	Quick
Acebuddy	What
kimberly	Other
Acebuddy	Pleas
kimberly	need
Acebuddy	Pleas
	Aceb
	Anjai
Anjainay Singh	Thanl

kimberly I need

Anjainay Singh I und  
way?

kimberly if

iif

Anjainay Singh Could  
coope

May I

kimberly its an

yes

Anjainay Singh Prior

kimberly ok

Anjainay Singh [https](https://)

Pleas

kimberly ok do

are yo

Anjainay Singh Pleas

I have

Coulc

kimberly ok so

Anjainay Singh is it A

kimberly yes

it disc

hang

Anjainay Singh We al

As I c  
again

kimberly can y

Anjainay Singh Yes I

As I c

kimberly right

Anjainay Singh Pleas

Coulc

Pleas

Coulc

kimberly open

?

Anjainay Singh Coulc

kimberly yeah

Anjainay Singh Coulc

You n

Coulc

kimberly docui

Anjainay Singh Pleas

Coulc

kimberly youre

Anjainay Singh Coulc

Coulc

kimberly it wor

let m

Anjainay Singh We ai

kimberly ok

Anjainay Singh As it :

Pleas

kimberly ok

Anjainay Singh Coulc

kimberly i need

Anjainay Singh I am

The i

kimberly thank

Anjainay Singh It's re

Coulc

We ai

Are w

Are w

Are w

As th

(1-88

Anjai

## Visitor Details -----

**#76426 Kelly Jo Porter**

**Email:** creeksidebookkeepingllc@outlook.com

**Department:** Support(QB & API)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows 10

**Browser:** Google Chrome

**Device:** Desktop

**City:** WHITE SULPHUR SPRINGS

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript -----

Kelly Jo Porter Hello

Acebuddy Hello

Whor

Kelly Jo Porter Techre

Acebuddy Welco

Pleas

Kelly Jo Porter I'd lik

Acebuddy Pleas

Kelly Jo Porter

Other

Acebuddy  
Pleas  
techr

If you

As we  
Kindly

*Ende*

## Visitor Details -----

**#76442 office**  
**Email:** office@pricecontracting.com  
**Department:** Support(QB & API)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 22 seconds  
**City:** STEVENSVILLE  
**State:** Montana  
**Country:** UNITED STATES

## Chat Transcript -----

office	Hello
Acebuddy	Hello
	Whor
office	Techr
Acebuddy	Welcome

Pleas

office I'd lik

Acebuddy Pleas

office Quick

Acebuddy What

office Quick

Acebuddy I und  
help :)

Was t

office No

Acebuddy No iss

Aceb

office Good

Shasi

Shashwat Verma Thanl

Hello

office After  
have  
not le  
once  
:) ple

Shashwat Verma I will

Kindl

office my lc

Shashwat Verma So yc

office I'd lik

Shashwat Verma Okay

May I

office yes

Shashwat Verma Prior

Kindl

So yc

office yes p

Shashwat Verma Okay  
Looks  
office that's  
Shashwat Verma Carol  
files  
office it's be  
Shashwat Verma Yes th  
office for sc  
to na  
Shashwat Verma Okay  
Let m  
Good  
office thank  
Shashwat Verma Is the  
office I didn  
Shashwat Verma Sure,  
office got it  
Shashwat Verma here  
It woi  
office will d  
Shashwat Verma Thanl  
You n  
conve  
I requ  
worki  
Thanl  
Note:  
(https:  
For se  
*Shashi*

## Visitor Details -----

**#76444 Robert Zeigen**  
**Email:** rzeigen@szcpa.tax 15  
**Department:** Support(QB & API)  
**Operator:** Rohan  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 37 seconds  
**City:** BOCA RATON  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript -----

Robert Zeigen	Hello
Acebuddy	Hello
	Whor
Robert Zeigen	Techr
Acebuddy	Welcome
	Pleas
Robert Zeigen	I'd lik
Acebuddy	Pleas
Robert Zeigen	Chan
Acebuddy	Pleas
Robert Zeigen	Appli
Acebuddy	Pleas
Robert Zeigen	Other
Acebuddy	Kindly regist
	• App

- Set
- Act
- Any

We w

Appli

Do yo

Robert Zeigen

Yes

Acebuddy

Pleas

Aceb

Deep

Roha

Rohan Prajapati

Thanl

Hello

Robert Zeigen

I need

licens

Rohan Prajapati

May I

Robert Zeigen

Schat

Rohan Prajapati

Thanl

Kindl

Rob,  
only i

Robert Zeigen

Okay.

Rohan Prajapati

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We w

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Robert Zeigen

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Rohan Prajapati

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Thanl

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For se

Roha,

## Visitor Details -----

**#77057 carrie morrell**  
**Email:** officemanager@woodlaw  
**Department:** Support(QB & API)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudl  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 57 S  
**City:** NEWPORT  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript -----

carrie morrell	Hello
Acebuddy	Hello
	Whor
carrie morrell	Techr
Acebuddy	Welcome
	Pleas
carrie morrell	I'd lik
Acebuddy	Pleas

carrie morrell Quick  
Acebuddy What  
carrie morrell Other  
Acebuddy Pleas  
carrie morrell printi  
Acebuddy Pleas  
Aceb  
Anjai  
Anjainay Singh Thanl  
carrie morrell okay  
i'm tr  
Anjainay Singh Since  
carrie morrell this n  
Anjainay Singh Thanl  
occur  
May I  
carrie morrell just 1  
Anjainay Singh Prior  
carrie morrell k  
ready  
Anjainay Singh Pleas  
carrie morrell k  
Anjainay Singh "Is p  
carrie morrell in qui  
the N  
Anjainay Singh Thanl  
[https](https://)  
Pleas  
As we  
Kindl  
Ende

## Visitor Details

**#77270 Nabeel Ghaffar**

**Email:** nabeelghaffar27@gmail.com

**Department:** Support(QB & API)

**Operator:** Acebuddy

**Website:** https://www.acecloudl...

**Operating System:** Microsoft V...

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** AL KHURMAH

**State:** Makkah Al Mukarramah

**Country:** SAUDI ARABIA

## Chat Transcript

Nabeel Ghaffar	Hello
Acebuddy	Hello
	Whor
Nabeel Ghaffar	Techr
Acebuddy	Welcome
	Pleas
Nabeel Ghaffar	I'd lik
Acebuddy	Pleas
Nabeel Ghaffar	Appli
Acebuddy	Pleas
Nabeel Ghaffar	Drake
Acebuddy	Kindl
	Once
	via ei

Gene	do sp
Do yc	
Nabeel Ghaffar	No
Acebuddy	Thanl
Aceb	

## Visitor Details

**#77073 megan**  
**Email:** megan@martinenterpris  
**Department:** Support(QB & Apj  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 14 S  
**City:** LAKE ZURICH  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

megan	Hello
Acebuddy	Hello
	Whor
megan	Techr
Acebuddy	Welcome
	Pleas

megan I'd lik

Acebuddy Pleas

megan Quick

Acebuddy What

megan Quick

Acebuddy I und  
help :)

Was t

megan No

Acebuddy No iss

Aceb

Gaur

Anur

Anurag Sharma Thanl

Hello

megan Hello

Anurag Sharma I dee|

I will

megan Marti

Anurag Sharma Pleas

megan Yes

Anurag Sharma Thanl

Pleas

And c

megan All is

Anurag Sharma Is the

megan No.

Anurag Sharma Thanl

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chat.

Thanl

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worki  
Thanl

Note:  
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For se

Anur

## Visitor Details -----

**#77115 Tami Linton**  
**Email:** accounting@starchase.co  
**Department:** Support(QB & Apj  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudl  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Mi  
**City:** WILMINGTON  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript -----

Tami Linton	Hello
Acebuddy	Hello
	Whor
Tami Linton	Techr
Acebuddy	Welcome

Pleas

Tami Linton I'd lik

Pleas

Tami Linton Quick

What

Tami Linton Other

Pleas

Tami Linton My pi

Pleas

Acebu

Ashui

Ashutosh Mishra Thanl

Hello

later

I triec

I am i

Ashutosh Mishra I will

Kindl

Pleas

Tami Linton User

Comr

Ashutosh Mishra May I

yes

Ashutosh Mishra Prior

Were

Ashutosh Mishra Yes w

May I

Tami Linton yes

Prior

[https](https://)

Kindl

Ashui

## Visitor Details

**#77360 James Woodford**  
**Email:** james@sandiegodemolit  
**Department:** Support(QB & API)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudl>  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**City:** SAN DIEGO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

James Woodford	Hello
Acebuddy	Hello
	Whor
James Woodford	Techr
Acebuddy	Welcome
	Pleas
James Woodford	I'd lik
Acebuddy	Pleas
James Woodford	Other
Acebuddy	Pleas
	techr
	If you
	As we

## Visitor Details -----

**#77364 Kathy Gosney**  
**Email:** kathy@ktgosney.com   
**Department:** Support(QB & API)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft V  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 5 Sec  
**City:** SACRAMENTO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript -----

Kathy Gosney	Hello
Acebuddy	Hello
	Whor
Kathy Gosney	Techr
Acebuddy	Welcome
	Pleas
Kathy Gosney	I'd lik
Acebuddy	Pleas
Kathy Gosney	Passv
Acebuddy	

Pleas

Kathy Gosney Alrea

Acebuddy Pleas

Do yo

Kathy Gosney Yes

Acebuddy Pleas

Aceb

Shasi

Shashwat Verma Thanl

Hello

Kathy Gosney I need  
admin

Shashwat Verma I will

May I

Kathy Gosney yes

Shashwat Verma Prior

<https://>

Kindl

The v

as pe  
30mi

Thanl

Shasi

Visitor Details -----

**#77003 Angela Thompson**  
**Email:** angie@sabsinc.com  1  
**Department:** Support(QB & API)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudl>  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Minute  
**City:** CUMBERLAND FURNACE  
**State:** Tennessee  
**Country:** UNITED STATES

### Chat Transcript -----

Angela Thompson	Hello
Acebuddy	Hello
	Whor
Angela Thompson	Techr
Acebuddy	Welcome
	Pleas
Angela Thompson	I'd like
Acebuddy	Pleas
Angela Thompson	Other
Acebuddy	Pleas
Angela Thompson	I can't
Acebuddy	Pleas
	Aceb
	Ashut
Ashutosh Mishra	Thanl
	I will
Angela Thompson	Hello
	SA_A
Ashutosh Mishra	Thanl
	Kindly
	The s

Is thi

Angela Thompson  
yes...  
to co

to co

Ashutosh Mishra  
Ok, i

Ok, i

Angela Thompson  
ok

I've t

Ashutosh Mishra  
I am

I am

Angela Thompson  
ok th

ok th

Ashutosh Mishra  
Yes, i

Yes, i

Angela Thompson  
ok

ok

Ashutosh Mishra  
Thanl

Thanl

We a

Angela Thompson  
thank

thank

Ashutosh Mishra  
Pleas

Pleas

Angela Thompson  
same

same

Ashutosh Mishra  
Yes, i

Yes, i

You c

Angela Thompson  
an hc

an hc

Ashutosh Mishra  
Curre  
from

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It is w

Angela Thompson  
no... :

no... :

Ashutosh Mishra  
May I

May I

Angela Thompson  
yes

yes

Ashutosh Mishra  
Prior

Prior

Kindl

Angela Thompson  
[https](https://)

[https](https://)

Angela Thompson  
Thanl

Thanl

Ashutosh Mishra  
As pe  
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Thanl

I wou  
chat.

chat.

You n  
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I requ  
worki  
Thanl

Note:  
([http

For se

Ashu

## Visitor Details -----

**#76909 Bri Smith, CPA**  
**Email:** bri@bdsmithfinancial.com  
**Department:** Support(QB & ACO)  
**Operator:** Shivam Singh  
**Website:** https://www.acecentral.com  
**Operating System:** Microsoft Windows 10  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 hour  
**City:** VIRGINIA BEACH  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript -----

Bri Smith, CPA	1
Acebuddy	1
	1
Bri Smith, CPA	1

Abhijeet Arun Thakur

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Bri Smith, CPA

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Abhijeet Arun Thakur

C

Bri Smith, CPA

E

Abhijeet Arun Thakur

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Shivam Singh

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Bri Smith, CPA

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