

Info: Welcome! We are excited to offer you messaging, allowing you to respond to us in your own time. Click here to get started.

14:54, Nov 26

You: Let's Go!

14:54, Nov 26

Assistant: << Sent Rich Content >>

14:55, Nov 26

You: Server

14:55, Nov 26

Assistant: We will connect you with one of our GoDaddy Guides as soon as possible. For a faster resolution, please tell us how we can help you today.

14:55, Nov 26

You: Server

14:55, Nov 26

Dasari Vagdevi: Hi there , I hope you are doing good . How may I help you with the server today?

14:55, Nov 26

You: day before yesterday (friday) I was having issue with smtp where using phpmailer I am not able to sen mails to @gmail.com

14:56, Nov 26

You: for the support person said there is no proper TXT record in domain DNS

14:57, Nov 26

You: WHERE HE SAID THAT HE HAS ADDED IT !BUT STILL usiing PHPMAILER i am not getting mails

14:58, Nov 26

Dasari Vagdevi: Ok, no need to worry I will help you with the issue. I acknowledge your concern and I need to validate your account to take a better look, can you please provide your customer number and 4-digit support pin in the form below:

14:58, Nov 26

Dasari Vagdevi: Dasari Vagdevi has sent you a Secure Form: PIN and Customer Number

14:59, Nov 26

You: There was a connection problem and the Secure Form could not be opened. Please contact your agent for assistance.

15:00, Nov 26

You: ?

15:01, Nov 26

Dasari Vagdevi: Please don't worry please send me in the chat here it will be safe and secure.

15:02, Nov 26

You: C-ID:545785662

15:04, Nov 26

You: ?

15:05, Nov 26

Dasari Vagdevi: Can you please help me with the pin as well?

15:05, Nov 26

You: 4714

15:05, Nov 26

Dasari Vagdevi: Thank you for the validation, Could you please allow me 3-5 minutes , I will check it for you.

15:06, Nov 26

You: OK

15:08, Nov 26

Dasari Vagdevi: May I know the email address?

15:08, Nov 26

You: somisirr@gmail.com

15:10, Nov 26

You: not only this gmail address , to any@gmail.com addresses i am not receiving

15:12, Nov 26

You: [PDF] friday chat with godaddy customer support

15:13, Nov 26

Dasari Vagdevi: Please give me the email that you have added in the website ?

15:13, Nov 26

You: hrms.ems.acc.creation@gmail.com

15:14, Nov 26

You: from this using a form mail should be sent! where to any domains the mail is being sent except for @gmail.com mails

15:16, Nov 26

Dasari Vagdevi: As I checked the chat that you have with the previous agent he updated the records at 16:50 that is 4:50 were as the propagation time is not yet completed I requests you to please wait for the complete propagation time and check once.

15:16, Nov 26

You: so when the propagation time will complete?

15:17, Nov 26

Dasari Vagdevi: It will be completed at around 4:50 DNS changes usually take 24 to 48 hours to fully start working. This period is called propagation, which is the projected length of time it takes for root name servers and cache records across the entire web to be updated with your website's DNS information.

15:17, Nov 26

Dasari Vagdevi: Do you have any other queries?

15:17, Nov 26

You: no

15:17, Nov 26

Dasari Vagdevi: You're most welcome and should you ever need help again, please feel free to check back anytime and we'll be happy to help you.

15:18, Nov 26

Dasari Vagdevi: It was my pleasure assisting you with the website . Post this conversation you'll receive a short survey. Please rate us on a scale of 0-10, where 0 being the least and 10 being the best.

Info: Conversation closed by the agent 15:18, Nov 26

15:18, Nov 26

Survey: Please provide your feedback on this 4 question survey.

15:18, Nov 26

Survey: How likely are you to recommend us to a friend, 10 being the best. (0-10)