

Info: Welcome to United messaging. Please click "Let's chat" to get started. Don't want to be tied to your desktop? For the same service on the go, text "UNITED" to 32050 on your mobile device.

15:28, Jul 31

You: hi

15:28, Jul 31

United Chatbot: << Sent Rich Content >>

15:29, Jul 31

You: Continue as guest

15:29, Jul 31

United Chatbot: To get started, type a short sentence letting me know what I can help you with. You can also type "menu" for popular topics.

15:30, Jul 31

You: about booking

15:30, Jul 31

United Chatbot: << Sent Rich Content >>

15:30, Jul 31

United Chatbot: << Sent Rich Content >>

15:30, Jul 31

You: I'm having booking issues

15:30, Jul 31

United Chatbot: << Sent Rich Content >>

15:30, Jul 31

You: Back to previous menu

15:30, Jul 31

United Chatbot: << Sent Rich Content >>

15:30, Jul 31

You: I have a question

15:30, Jul 31

You: Chat with an agent

15:30, Jul 31

United Chatbot: << Sent Rich Content >>

15:30, Jul 31

You: Yes

15:31, Jul 31

United Chatbot: Thanks! An agent will be with you shortly. If you're on a computer, please don't close the browser window.

15:31, Jul 31

United Chatbot: For the fastest service, please provide your confirmation or reference number (if you have one available), full name and a sentence about how your agent can help.

Info: We appreciate your patience while we transfer you to a reservations agent.

Info: Almost there! Once connected to Rezy G., they'll review your details and respond in a few minutes. By providing personal information to a United representative, you agree to our Privacy Policy. Learn more at:

<https://fly.united.com/NXE3NqX>

15:32, Jul 31

Rezy G.: Hello. We appreciate your business. I understand you need assistance with new booking. Let me help you with that. May I know if you will use your credit card or flight credit?

15:33, Jul 31

You: [PNG] in here i booked flight from boston to chicago i seen this \$61 and there is personal items so i can carry my backpack it means laptop and some cloths

15:35, Jul 31

Rezy G.: Thanks for the information. regarding for the baggage for Basic Economy you can bring only for the personal item. But if you purchase a Economy you can bring 1 carry on and 1 personal item.

15:36, Jul 31

You: so no laptop bag

15:36, Jul 31

Rezy G.: Yes, that is correct.

15:36, Jul 31

You: i have just backpack in there laptop and 2cloths

15:37, Jul 31

You: is that not allowed

15:37, Jul 31

Rezy G.: In that case, you can bring as personal item as long as you can reach the size.

15:37, Jul 31

You: normal college bag

15:37, Jul 31

Rezy G.: Your personal item should fit underneath the seat in front of you. The maximum dimensions for your personal item are 9 inches x 10 inches x 17 inches (22 centimeters x 25 centimeters x 43 centimeters).

15:38, Jul 31

You: [JPEG] this is my bag

15:39, Jul 31

Rezy G.: That's fine as long as the size is 9x10\*17.

15:39, Jul 31

You: ok

15:40, Jul 31

Rezy G.: Thank you. But if you want you can bring a carry on and personal item. You can purchase the ticket with Economy.

15:40, Jul 31

You: in that \$61

15:41, Jul 31

Rezy G.: The Economy should be \$96 because the \$61 that is Basic Economy and you can bring a personal item only.

15:42, Jul 31

You: i am student and i have only one bag

15:42, Jul 31

You: i cant afford 96

15:42, Jul 31

Rezy G.: That's fine for that \$61 if you can bring 1 bag only.

15:42, Jul 31

You: i have only one bag

15:43, Jul 31

Rezy G.: That's fine. You can purchase the ticket with basic Economy so you can bring your one bag.

15:45, Jul 31

You: thank you

15:46, Jul 31

Rezy G.: You're welcome! Before we end this conversation, I would like to inform you about an introductory offer that you might be interested in. With the United Explorer credit card, you'll earn 60,000 bonus miles after qualifying purchases. Additionally, you'll get travel benefits like a free checked bag and more. Learn more about this exclusive offer at: <https://www.united.com/chase> If you'd like an additional 5,000 miles upon approval, use this link ><https://bit.ly/3zFCYXJ>

15:47, Jul 31

Rezy G.: Thanks for reaching out to United today. I'll now close this conversation. Please take a moment to complete a short survey and let us know how we did. We value your feedback. Have a good day!

Info: Conversation closed by the agent 15:47, Jul 31

15:47, Jul 31

Survey Bot: Before you go, we're always looking for ways to better assist our customers. Please answer the following three questions about your experience. If you'd like to skip the survey, please type "Skip" at any point.

15:47, Jul 31

Survey Bot: How satisfied were you with today's overall messaging experience?

15:47, Jul 31

You: Very Satisfied

15:47, Jul 31

Survey Bot: Was the specific request you messaged us about resolved during this chat?

15:47, Jul 31

You: Yes

15:47, Jul 31

Survey Bot: How satisfied are you with the quality of service provided by the last representative who handled your chat?

15:47, Jul 31

You: Very Satisfied

15:47, Jul 31

Survey Bot: Please provide any additional feedback you have about today's messaging experience.