

19:36, Jun 13

Info: Finding you the right agent... You're now #1 in line. Your estimated wait is: 0 minutes.

19:36, Jun 13

Info: You're chatting with Bhimashanker.

19:36, Jun 13

Bhimashanker: Thank you for contacting sales and support chat, my name is Bhima shanker. Who am I chatting with and How can I help you today?

19:37, Jun 13

You: Hi this is manoj

19:37, Jun 13

You: i'm facing issue with my website load time

19:37, Jun 13

You: it is taking long time to load

19:37, Jun 13

You: website is meevedika.com

19:38, Jun 13

Bhimashanker: Don't worry I am here to assist you with the above mentioned concern, I will try my best to help you with that.:)

19:38, Jun 13

Bhimashanker: Hello Manoj :)

19:38, Jun 13

You: ya thanks

19:39, Jun 13

Bhimashanker: Before proceeding further may I get your Customer Number or Registered email and 4 digit support PIN ?

19:39, Jun 13

Bhimashanker: Bhimashanker has sent you a Secure Form: EN-US PIN

19:39, Jun 13

You: 191569421 pin 6662

19:39, Jun 13

Bhimashanker: The following Secure Form has been submitted: EN-US PIN

19:39, Jun 13

Bhimashanker: Thank you for validating your account.

19:39, Jun 13

Bhimashanker: Just to set an expectation I will help you with your query and also review your account for you , sounds cool?

19:40, Jun 13

You: please go into delegate access and select for Bharath

19:40, Jun 13

Bhimashanker: Sure, Thank You.

19:41, Jun 13

You: domain is in different godaddy account and i'm hosting it here

19:41, Jun 13

Bhimashanker: <https://gtmetrix.com/reports/meevedika.com/0zEWb1Ut>

19:41, Jun 13

Bhimashanker: Please click on the link shared, to get the details.

19:42, Jun 13

You: CPU Usage 69 / 100 (69%) it is showing

19:42, Jun 13

Bhimashanker: You will get the details why the site is loading slow and he speed.

19:42, Jun 13

You: ya i have gone through it

19:43, Jun 13

You: I/O Usage 974 KB/s / 1 MB/s (95.12%) Physical Memory Usage 377.05 MB / 512 MB (73.64%)

19:43, Jun 13

Bhimashanker: Okay.

19:44, Jun 13

You: when i'm working on it, the usage is showing more and the site speed is reducing

19:44, Jun 13

Bhimashanker: Yes, so you can optimize the content or upgrade the plan to the next level.

19:45, Jun 13

You: is there any alternative

19:45, Jun 13

You: we already optimise the content

19:45, Jun 13

You: but still facing the issue

19:47, Jun 13

Bhimashanker: Yes, I understand that but still there is an need to optimize the content as it increasing than the limits of the plan your using.

19:50, Jun 13

Bhimashanker: SYSTEM MESSAGE: We have not heard from you in a while, if you would like to continue with this conversation, please respond in the next 2 minutes.

19:51, Jun 13

Bhimashanker: If you wish to upgrade I can help you with that.

19:51, Jun 13

Bhimashanker: Or else you will have to optimize the content and then make the site live.

19:54, Jun 13

You: hello

19:54, Jun 13

Bhimashanker: Yes, I am here.

19:55, Jun 13

You: can u suggest to upgrade

19:55, Jun 13

You: means can we upgrade ram or we need to upgrade the plan itself

19:56, Jun 13

Bhimashanker: The plan has to be upgraded for it.

19:57, Jun 13

You: ok can you suggest the plan so that i need to talk with my higher authorities

19:57, Jun 13

Bhimashanker: Sure, the next level plan is , Ultimate Linux Hosting with cPanel

19:58, Jun 13

You: how much ram and other details please

20:00, Jun 13

Bhimashanker: MySQL Databases -unlimited,

20:00, Jun 13

Bhimashanker: Storage - unlimited.

20:01, Jun 13

You: cpu and ram please?

20:02, Jun 13

Bhimashanker: Sure.

20:02, Jun 13

Bhimashanker: It will be unlimited as per the next level plan./

20:03, Jun 13

You: please let me know the cpu and ram

20:05, Jun 13

Bhimashanker: The space whatever your having will be multiplied by 2X

20:05, Jun 13

Bhimashanker: And generally the storage will be 300gb

20:06, Jun 13

You: ok thanks for the information

20:06, Jun 13

Bhimashanker: no problem :)

20:06, Jun 13

Bhimashanker: Any Thing Else I Can Help You With ?

20:06, Jun 13

You: as of now nothing

20:07, Jun 13

Bhimashanker: A small favor here :) It means the world to us if you can take survey after this chat, please do rate me your feedback is very valuable to us :)

20:07, Jun 13

You: thanks for the information

20:07, Jun 13

Bhimashanker: Thank you for reaching out to us, hope I was helpful ! We value your feedback. Please click the Close button at top right to answer a few questions about your experience with us today.0 being the least and 10 being the highest.

20:07, Jun 13

Bhimashanker: shall I close the chat and provide the feedback survey for me ?

20:07, Jun 13

Info: The transcript of this chat will be emailed to manoja@equinoxitsol.com when we're done.

20:07, Jun 13

You: yes

20:07, Jun 13

Bhimashanker: Cheers! If we are all good, Thank you for reaching us out and have a best day ever! Thanks for chatting!

20:07, Jun 13

Info: Thanks for chatting!