## Support Interaction1:

## 

## ChatBot via messaging

## Dec 17 06:27 am

## Hi there! I'm ChatBot, E-Connect's virtual assistant.🤖 To get started, you can choose from the options below or type in your question. Please note, since I'm new here, there might be some requests which I don't understand. PAYMENTS, DOCUMENTS, FIND APPOINMENTS, CANCELLATIONS, JOB CARDS, CUSTOMER CANCELLED

## Brett via messaging

## Dec 17 06:32 am

## Cancellations

## ChatBot via messaging

## Dec 17 06:32 am

## Understood. Please provide some details below so I can connect you with someone from our team.

E-Connect

Brett via messaging

Dec 17 06:33 am

## Name: Brett Reason for Contact: Cancellations Shortly describe your question: Canceled

## ChatBot via messaging

## Dec 17 06:33 am

## Thank you. Let me connect you with the next available customer support agent.

## Joy Gullaba via messaging

## Dec 17 06:37 am

## Hi! Thank you for reaching out to us, Brett. This is Joy from E-Connect. I'll be more than happy to assist you with your concern regarding the cancellation.

## Could you please provide more details so that I can assist you further, Brett?

## Brett via messaging

## Dec 17 06:39 am

## My phone had died and wasn’t able to notify being late to work. I immediately canceled me appointment that left me to be deactivated

## Brett via messaging

## Dec 17 06:40 am

## I was scheduled a 6 AM appointment today.

## Joy Gullaba via messaging

## Dec 17 06:41 am

## Oh! I'm sorry to hear that your account got deactivated, but let me check your account first for 2 minutes. Thank you.

## Brett via messaging

## Dec 17 06:42 am

## Thank you. I don’t agree with attendance policy

## Joy Gullaba via messaging

## Dec 17 06:44 am

## Your very much welcome, and Thank you for patiently waiting, Brett.

## Joy Gullaba via messaging

## Dec 17 06:44 am

## You di you already filled out a dispute form?

## Brett via messaging

## Dec 17 06:45 am

## No I did not. I’m not sure how to go about it

## Joy Gullaba via messaging

## Dec 17 06:46 am

## Because when I check your account, you had canceled your 6 AM appointment today, that is why your account got deactivvated.

## Brett via messaging

## Dec 17 06:48 am

## Yes I accidentally canceled the appointment

## Joy Gullaba via messaging

## Dec 17 06:48 am

## Please complete the dispute form based on the cancellation that resulted in your point deduction or suspension. Our Terms Team will review your dispute and follow-up with you within 72 hours to inform you of their decision. The dispute form is available on the E-Connect mobile app.

## Joy Gullaba via messaging

## Dec 17 06:49 am

## Is there anything else I could assist you with, Brett?

## Brett via messaging

## Dec 17 06:49 am

## I never been late to a customer, i accidentally canceled my appointment

## Brett via messaging

## Dec 17 06:51 am

## How long is this deactivation on my account. I had picked up appointments rest of the month

## Brett via messaging

## Dec 17 06:52 am

## I’m upset

## Joy Gullaba via messaging

## Dec 17 06:55 am

## Actually, if your account was deactivated, you may only reactivate it after a year. I'm sorry to hear that the deactivation has disturbed you. The Terms team will determine whether to restore your account to enrolled status or keep it in deactivated status.

## Joy Gullaba via messaging

## Dec 17 06:55 am

## Is there anything else I could assist you with, Brett?

## Joy Gullaba via messaging

## Dec 17 06:57 am

## Are we still connected, Brett?

## Brett via messaging

## Dec 17 06:57 am

## Hi. Yes I’m upset to hear that

## Joy Gullaba via messaging

## Dec 17 06:59 am

## I understand where your coming from since you will not be able to work for the appointment because of the deactivation, but no worries, Brett. Once the Terms Team see that the cancellation reason is valid then they will reactivate your account.

## Joy Gullaba via messaging

## Dec 17 06:59 am

## Is there anything else I could assist you with, Brett?

## Brett via messaging

## Dec 17 07:00 am

## No but thank you

## Joy Gullaba via messaging

## Dec 17 07:01 am

## Your very much welcome, Brett. I hope they would reactivate your account so you can start picking up appointments. If there is nothing else I can help you with, I will now be ending this session which will give you the option to rate your experience with me today. Feel free to reach out to us again in the future if you have any other questions or concerns.

**Support Interaction 2: Dispute**

## Brett

Dec 17 07:04 am

Hi.  
I was having unseen issues with my transportation this morning. I was running late to my morning appointment. I immediately canceled my appointment last minute without thinking. I immediately tried to reach via phone call customer support. I have never been late to an appointment and this customer has been my been favorite, and they use my services often. I’m upset with attendance policy that lead me to deactivation for a year. Things in life happen that are beyond my control and I work hard through E-Connect.

## Denise

Dec 17 09:40 am

Dear Brett,

We're sorry to hear about your transportation issue. While we understand that this must be stressful and unexpected events could happen, the cancellation still negatively affects customers, that rely on our services.

Upon carefully checking, your account already incurred 3 suspensions which led to deactivation. Please note that we always let you know the number of points that will be deducted before you commit to canceling your appointment. Unfortunately, your dispute regarding the 6 AM 2022-12-17 Locksmith Appointment Cancellation has been rejected. Your account status and Attendance Score are up to date.

Regards,

Denise

E-Connect

## Brett

Dec 17 10:30 am

**To:**E-Connect

I honestly didn’t have a choice, I live two hours away from the customer. I’m never late to a appointment and wasn’t sure if could still go after my partner got home after work. I’m not happy with this suspension for a year. I immediately reach out via chat.

## Denise

Dec 17 10:55 am

Dear Brett,

While we understand where you’re coming from, the appointment was canceled 26 minutes after it started, which deducted 100 points from your score; the earlier you cancel the appointment, the fewer points will be deducted from your score, and will prevent the suspension of your account.

And that being said, your dispute regarding the 6 AM 2022-12-17 Locksmith Appointment Cancellation remains rejected. Your account will remain deactivated and will be automatically reinstated after the 12-month deactivation period.

Regards,

Denise