

Hanna Ryzhkova

Messages processed quantity by month: 139

Answers quantity by month: 31

Average answers time by month: 11

Slowest answer by month: [Slowest answer](#)

Fastest answer by month: [Fastest answer](#)

12/12/23

^

Messages processed quantity by shift: 73

Answers quantity by shift: 23

Average answers time by shift: 13

Slowest answer by shift: [Slowest answer](#)

Night shift (Social Media)

2023-12-12 07:47:52 - 2023-12-12 07:58:01

N

10 minutes processing

كلامك غير صحيح فلسطين غير معترف به كثير من مواقع يضطرون يختاروا إسرائيل وين العيب هذا <https://t.co/jGXBVmYuOD> كمثال <https://t.co/rX5eqU095i>

[Client message](#)

[Our reply](#)

recommendation ▼

This user described the issue and attached a screenshot to confirm that it's not possible to select Palestine as a country. Therefore, it should have been reported to Jira at once. When you are unsure about which page this issue is related to, please try checking it within your account first. If there's still any uncertainty, you could escalate it to the corresponding SL in "CS: Social Media Coverage & Escalations."

2023-12-12 07:46:02 - 2023-12-12 07:49:12

N

3 minutes processing

The best.. I am glad I chose namecheap

[Client message](#)

[Our reply](#)

checked ▼

2023-12-12 06:58:00 - 2023-12-12 07:00:49

N

2 minutes processing

And we most certainly will be taking legal action over this

[Client message](#)

[Our reply](#)

mistake ▼

In your reply, you assured the client that we would check their case and send an email. However, I failed to locate any public escalations regarding this case. Could you clarify whether you passed the details to the responsible team and, if so, specify which Flock room you used?

2023-12-12 05:56:54 - 2023-12-12 06:08:45

N

11 minutes processing

I've used Namecheap forEVER and not had any problems. I set all my clients up there, too. NOW, I do NOT use them for hosting, just as a registrar. I firmly believe in keeping your domains separate from your hosting, so when the host inevitably goes south, it's easy to move your site(s). People need to understand, however, that Namecheap, like most internet companies, is not in one location. There are offices, then there are the support people who are typically in E Europe (like Namecheap). There can be a disconnect between billing and support due to this. I've always had good support and response from the NC team(s), just be calm and persistent. Raging on FB is not really helping anyone.

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 05:51:26 - 2023-12-12 06:02:59

N

11 minutes processing

Actually unbeknownst to me Namecheap had not solved all the problems my email is still not working

[Client message](#)

[Our reply](#)

mistake ▾

Please refrain from requesting ticket IDs when they have already been provided earlier. You can find them in Direct Messages, and one ticket link is pinned as a note in the History tab.

2023-12-12 05:42:10 - 2023-12-12 05:49:15

N

7 minutes processing

الكوبون ينفع مع نقل دومين من جودادى لنيم شيب

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 05:38:07 - 2023-12-12 05:51:02

N

12 minutes processing

Namecheap locked us out of our account before our domains expired they are now in afternic for sale

[Client message](#)

[Our reply](#)

recommendation ▾

The reply is overall great. I just want to highlight that in Sprout Social, we use singular first-person pronouns (I, me, my, mine, and myself) similar to chat interactions. On the other hand, for more formal conversations, like tickets, ShopperApproved, and Trustpilot, we use plural pronouns.

2023-12-12 05:37:09 - 2023-12-12 05:44:06

N

6 minutes processing

is this your site Why did you charge me money?

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 05:28:34 - 2023-12-12 05:40:07

N

11 minutes processing

Namecheap.com lost my money

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 05:25:34 - 2023-12-12 05:28:07

N

2 minutes processing



[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 05:19:37 - 2023-12-12 05:26:21

N

6 minutes processing

Hello

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 04:55:45 - 2023-12-12 04:58:51

N

3 minutes processing

How to withdraw this balance in account

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 04:09:39 - 2023-12-12 04:24:44

N

15 minutes processing

give me renewal promo code, I applied HOLIDAYCOM for renewal but no discount

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 02:52:52 - 2023-12-12 03:12:00

N

19 minutes processing

@paulsanders87 I would look at namecheap auctions

[Client message](#)

[Our reply](#)

mistake ▾

We have a Jira card for gathering such requests, please add the case to <https://track.namecheap.net/browse/CF-33294>

2023-12-12 02:45:08 - 2023-12-12 02:56:31

N

11 minutes processing

@Namecheap 😞

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 02:41:39 - 2023-12-12 03:04:23

S

22 minutes processing

my account

[Client message](#)

[Our reply](#)

recommendation ▾

The "I would love to help you; however, such issues cannot be resolved via the social media" sentence was used twice within this conversation. Canned responses help us save time; still, it's worth rephrasing them to avoid sounding robotic. For example, in similar cases, you could say, "We are limited to providing only general information over social media. Your case requires proper investigation, so I cannot assist here."

2023-12-12 01:58:05 - 2023-12-12 02:05:36

N

7 minutes processing

@davidofug @Infinity3C @Namecheap Name cheap is Awesome!!! Easy to use and Cheap.

[Client message](#)

[Our reply](#)

checked ▾

2023-12-12 01:57:31 - 2023-12-12 02:51:49

N

54 minutes processing

Hello Netizens, I recently encounter a BIG GLITCH in Namecheap, Inc website. As a student I had a offer from GitHub Student Pack in which there was 1 free PositiveSSL for 1 year but when I purchased that I have got around 100 PositiveSSL for completely free. I have no idea what to do with that all Certificates as I don't have 100 servers to secure... #glitch #sslcertificate #ssl #serversecurity #github

[Client message](#)[Our reply](#)

checked ▾

Disregard, it was processed by another SMR.

2023-12-12 01:55:28 - 2023-12-12 02:11:42

S

16 minutes processing

CML-314-69767

[Client message](#)[Our reply](#)

checked ▾

2023-12-12 01:40:00 - 2023-12-12 02:31:11

N

51 minutes processing

@Namecheap A year ago, you defrauded me, and I had to charge-back the fraudulent charge. You "investigated" and found yourself not-a-criminal. You continued to FRAUDULENTLY PRETEND that you were the registrar of two domains. Now, you try to repeat this. Someone there is going to jail.

[Client message](#)[Our reply](#)

checked ▾

2023-12-12 01:32:15 - 2023-12-12 01:37:11

S

4 minutes processing

i want unlock

[Client message](#)[Our reply](#)

checked ▾

2023-12-12 01:29:49 - 2023-12-12 01:31:54

S

2 minutes processing

wait

[Client message](#)[Our reply](#)

mistake ▾

This client provided their username and domain name, so you should have checked their account and support history before providing any instructions. In case you are not sure how to do it, here are the steps:

- Log into <https://admin.spaceship.net/> by entering your inner directory credentials (please note that the username should be in the namesurname format).
- If it's empty there, click on "Add tool" and add "User List" and "Domain List." If you already have them open, skip this step.
- In "Domain List", enter vlbdigital.one in the "Domain Name" section and click on "Apply".
- Copy the User ID, in this case, their ID is rwresfjgn017c.
- Go to "User List", enter the User ID, and click Enter on your keyboard.
- Click on the hyperlinked full name.

Here you can see the lock next to the full name, the "High Risk: 'Product Abuse'" account status, and the "Unlock account" option instead of the "Lock account" one. Having this info, we can conclude that the account is locked, so the client cannot renew the domain even if they want to. As for the email address, it's located on the same tab.

2023-12-12 01:02:00 - 2023-12-12 01:21:59

N

19 minutes processing

@Namecheap This is your second try at stealing from me. The only "investigation" of this is going to be done by law enforcement.

[Client message](#)

[Our reply](#)

recommendation ▾

This user had contacted us frequently via Twitter before posting this particular tweet. On January 19th, the ticket BSW-880-92451 was mentioned in DMs. By knowing their ticket ID, we can easily locate the customer, check their transactions, and escalate the case right away, without asking the user to provide more details on the matter. Next time, please try performing an investigation on your end first.

12/17/23

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Messages processed quantity by shift: 66

Answers quantity by shift: 8

Average answers time by shift: 7

Slowest answer by shift: [Slowest answer](#)

Night shift (Social Media)

2023-12-17 05:18:17 - 2023-12-17 05:22:37

N

4 minutes processing

<https://t.co/eSN0tcoluF>

[Client message](#)

[Our reply](#)

checked ▾

Disregard, Den K replied to it.

2023-12-17 05:11:30 - 2023-12-17 05:14:02

N

2 minutes processing

<https://t.co/tLKQEpS0Xm>

[Client message](#)

[Our reply](#)

checked ▾

Disregard, Den K replied to it.

2023-12-17 04:28:09 - 2023-12-17 04:36:40

N

8 minutes processing

Plic

[Client message](#)

[Our reply](#)

checked ▼

2023-12-17 04:12:37 - 2023-12-17 04:16:40

N

4 minutes processing

Reasonable prices, good hosting plans and wonderful customer service. Happy to choose Namecheap

[Client message](#)

[Our reply](#)

checked ▼

2023-12-17 03:37:15 - 2023-12-17 03:45:18

N

8 minutes processing

.@Namecheap slide into my DMs for some important information. Your abuse number is disconnected. Failure will result in you being held responsible for what you're hosting, and a shared hosting site being DDoS'd.

[Client message](#)

[Our reply](#)

checked ▼

2023-12-17 01:50:57 - 2023-12-17 02:10:26

N

19 minutes processing

Tôi rất quan tâm vì nó rất hay. Thanhk!

[Client message](#)

[Our reply](#)

checked ▼

2023-12-17 01:23:20 - 2023-12-17 01:27:17

N

3 minutes processing

Xin chào

[Client message](#)

[Our reply](#)

checked ▾

2023-12-17 01:08:43 - 2023-12-17 01:20:57

N

12 minutes processing

Hey! This one is up now [https://csmonseyy\[.\]cc/login](https://csmonseyy[.]cc/login)

[Client message](#)

[Our reply](#)

checked ▾

Disregard, Den K replied to it.