

Google Workspace support

End chat

Google Workspace Support, Engle 6:16 AM

Thank you for contacting Google Workspace Support. My name is Engle and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

Google Workspace Support, Engle 6:16 AM

Hi, How are you doing today?

14/10/2024

Unable to pay or access any accounts ripple effecting housing, and bills

1

6:18 AM

hello I am so so sad and exhausted i did everytihng your speacilist team told me to and again they have let me down promised a call bac! 4 x and not happened and there is my child at risk i am facing eviction and court is not getting waht they are aksin of me

6:19 AM

I need a letter / confrimation email proving my attempts to get the issue rectified as I am fighting for mine and a childs likge

Google Workspace Support, Engle 6:20 AM

I'm sorry for the inconvenience Ben, but don't worry I will do my best to assist you

Google Workspace Support, Engle 6:20 AM

Let me check your account and help you accordingly.

Google Workspace Support, Engle 6:21 AM

Thank you for staying connected Ben.

2

6:22 AM

Stated threats and Urgency

and red banner saying my data will be deleted

6:22 AM

thats a threat

6:22 AM

i havnt done anything wrong

6:23 AM

have been trying to pay

6:22 AM

i havnt done anything wrong

6:23 AM

have been trying to pay

6:23 AM

have been paying

6:23 AM

Stated threats and Urgency

goole have promised to reimures against the mount owed the delted accoutns aht were inactive 14- i was only using 1

Google Workspace Support, Engle 6:23 AM

I have reviewed the case and I see that a request has been raised for the credits on the account and a dedicated team is working on it to fix it, Once done we will get back to you.

Google Workspace Support, Engle 6:24 AM

After reviewing your account I see that your last payment was on Jun 9 for £415.41.

7th October 2024

Promised calls back to get account access

3

6:25 AM

This is seriusu I have been told since last monday 7th October 2024 " a dedicated team" will call back

6:25 AM

the on tuesday and frday and yeday

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This is seriusu I have been told since last monday 7th October 2024 " a dedicated team" will call back

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i sent a complaint I have had no reply.

1 Contacted Google for 5th Time over the last week. Stated there action impeded rights and safety of childs best interest I was in fight for.

2 Stated Google unlawfully stated threats.

This has put risks and delays that has impeded me to having fair footing and to participating equally in the proceeds for the childs best interest stopping his vital needs, a voice being heard.

3 Promised 4x calls back in 24 hours

Handler 1: Vinnoh
Handler 2: Araniika

Google Workspace support

End chat

Google Workspace Support, Engle 7:12 AM

I have already raised a request to the internal team I kindly request you to allow me 1-2 minutes to check with the team.

7:15 AM

thats not what i asked can you tell me what your policy is for equality and disability acces?

Google Workspace Support, Engle 7:17 AM

Can you please elaborate what you mean by equality and disability access

1

7:18 AM

2

have you not heard of it?

Google Workspace Support, Engle 7:21 AM

No, unfortunately I haven't heard of that, if you please let me know what exactly your are looking to then I can research and help you accordingly.

Google Workspace Support, Engle 7:21 AM

Good news! the team has responded.

3

Google Workspace Support, Engle 7:22 AM

Oure request for the credit has been approved, your out standing has been cleared.

ACCOUNT CLEARED

7:24 AM

could you please confirm and tell me what that entails exactly- what the process is or was and what happened or happening just so I follow the process and what ever is needed to ensure prmsies are kept, I am sorry this has dragged out - and I understand this is your first time seeing the case

4

Google Workspace Support, Engle 7:28 AM

Ben, I understand you're looking for more information, but since I'm part of the billing support team, I don't have the expertise to help with that.

But here is the link that can help you for the information you need: <https://support.google.com/a/>

7:29 AM

Right but what have you been told. whats happened when will the account be activated I need confirmation

7:30 AM

the link you sent providess no infomation to my enquireies

Google Workspace Support, Engle 7:30 AM

Your account is active already.

5

Google Workspace Support, Engle 7:31 AM

You will find all the information relates to Google Workspace in the link provided.

- 1 Google Not making reasonable requests
- 2 Questions this violation
- 3 Google Finally adhere to my requests since in wait for 3 weeks
- 4 Confirmation letter request for the courts not provided
- 5 Account now active



Call duration: **115m 43s**

1



00:00 / 26:45



1 2 hour call Google Workspace to fix there error and reimburse £614 and unlock my account- GRANTED on 14th October 2024 8am

Complete transcription analysis of my interactions with Google workspace via chat and calls																			
Span from August 10th to October 9th .																			
I have clocked the minutes the dates the times durations the agent and highlighted investigate an investigation as to where one was led to believe that was taking place to which, on the 9th of October I was told this is not happening. Issue lasting up to 5 hours 23 minutes spent on the phone 3 hours 49 and so long. I have taken all the captions where "investigate" or "investigation" exists, put it in its own column with the dates and the agent and aggregated the data, so it's clearly unravelled, so it is evident where issue or violation or breached took place how it progressed or didn't and what the present outcome stands as the compensation, values of being calculated time, accrued and evaluations made to revolutionise and transform this into a fantastic opportunity for renewal growth partnership, seeking, not caught and compensation but renovation in partnership and regent of restorative Business relations																			
Account Sheet		Savita: Chat Started: Thursday, September 14th 16: 21			THEN AGAIN BY -->		Agent Manjunath S		Agent Jear:		Agent Camille ` Jhuna Anne M		Rakshitha		Rakshitha Chat Started: Monday 9th Ocotober 22:50:04				
CONTACT	DURATION	September 14, 2023 LED TO BELIEVE INVESTIGATION TAKING PLACE WHEN IT IS NOT. CONFIRMED:										TODAY 09 / 10 / 23							
		August 10, 2023,	August 16, 2023	August 24, 2023	September 14, 2023	September 21, 2023,	September 30, 2023,	October 04, 2023,	October 9th 2023	INVESTIGATE MENTIONED LED AND LED TO BELIEVE									
Initial support contact	2 hours, 33 minutes	2H 33M	00: 26 M :	00: 47 M	1H: 20M	00: 53M	1H: 23M	3H : 49M	5H : 21M	A	D	E	F	G	G				
First discussion	26 minutes	SAR 46381676	SAR 46453644	SAR 46582258	SAR 46934737	SAR 47040036	SAR 47213388	SAR 47271524	SAR TBC	September 14, 2023		September 21, 2023,	September 30, 2023,	October 04, 2023,	October 9th 2023				
Second exchange	47 minutes	Chat Started: Thursday, August 10, 2023, 19:58:15 (+0700) Chat Origin: C_WorkspaceSolutions_EN_Tier2	Chat Started: Wednesday, August 16, 2023, 04:36:44 (+0500) Chat Origin: C_WorkspaceBilling_EN	Chat Started: Thursday, August 24, 2023, 05:16:05 (+0000) Chat Origin: C_WorkspaceEmail_EN	Chat Started: Thursday, September 14, 2023, 16:21:53 (+0000) Chat Origin: C_WorkspaceSolutions_EN_Tier2	Chat Started: Thursday, September 21, 2023, 02:10:02 Chat Origin: C_WorkspaceAdminCon_EN	Chat Started: 22:43:28 (+0000) Chat Origin: C_WorkspaceAdminCon_EN	Chat Started: Wednesday 02:08:04 (+0000) Chat Origin: C_WorkspaceAdminCon_EN	Chat Started: Monday 9th October 22:50:04 Chat Origin: C_WorkspaceAdminCon_EN	1H: 20M		00: 53M	1H: 23M	3H : 49M	5H : 21M				
Third conversation	1 hour, 20 minutes	Agent Renee Rose A	Agent Don Don B	Agent Syed H	Agent Savita M	Agent Manjunath S	Agent Jear:	Agent Camille ` Jhuna Anne M	Rakshitha	(1h 10m 7s) Google Workspace Support, Savita: But, please allow us some time to investigate on the issue deeper and get back to you again. Is that okay Ben?		(30m 10s) Google Workspace Support, Korukonda: Could you please allow me 4-5 minutes to investigate your issue.	(9m 26s) Ben Mak: andi have had no update on teh investigation I was promised	(3h 37m 37s) Ben Mak: I asked for all the files you have on me. The communications between me your teams and teh investigations and steps take to solve this	and why is someone from your team telling me they are carrying out an investigation leading me to believe that's what's happening with clear				
Fourth interaction	53 minutes	(12s) Google Workspace Support. Renee Rose: Thank (23s) Google Workspace Support. Renee Rose: Hi. Ben. (35s) Ben Mak: Heye Renee, areat name! So cool! (54s) Google Workspace Support. Renee Rose: Oh (1m 5s) Ben Mak: I am good just need to chech owner shop as ai dont reconase the (2m 15s) Google Workspace Support. Renee Rose: I want to (2m 47s) Ben Mak: I wantmakelondon.com i found it (3m 32s) Google Workspace Support. Renee Rose: Let me (3m 51s) Ben Mak: and i need to be able to send emails (3m 53s) Google Workspace Support. Renee Rose: (5m 30s) Google Workspace Support. Renee Rose: Can you (6m 24s) Ben Mak: Customer attached imaae ano: https: (7m 23s) Google Workspace Support. Renee Rose: Thank (9m 6s) Google Workspace Support. Renee Rose: On the (10m 45s) Ben Mak: were does it sav active? (12m 51s) Google Workspace Support. Renee (15m 33s) Google Workspace Support. Renee (15m 39s) Google Workspace Support. Renee (16m 20s) Ben Mak: Customer attached imaae (17m 11s) Google Workspace Support. Renee is not on the screenshot however, we can see here that (17m 22s) Google Workspace Support. Renee (18m 24s) Ben Mak: I thought that I had them all (18m 56s) Ben Mak: and am unable to anily the dns rener (19m 3s) Google Workspace Support. Renee Rose: When I DNS records are set up. (19m 29s) Google Workspace Support. Renee (20m 35s) Ben Mak: where and how has that account (20m 56s) Google Workspace Support. Renee (21m 17s) Ben Mak: I mean Benmaklondon.com (21m 45s) Ben Mak: why is it not in oooole domain- as I (22m 32s) Ben Mak: and anannar.lvsr@cdaria.uk to oo (22m 41s) Google Workspace Support. Renee (23m 18s) Google Workspace Suooort. Renee (23m 24s) Ben Mak: But it was in the aooole domain for (23m 30s) Ben Mak: its vanished. (24m 39s) Google Workspace Support. Renee (24m 55s) Google Workspace Support. Renee (25m 7s) Ben Mak: yes there is, but its not me. bill oaver (27m 8s) Ben Mak: Customer attached imaae ano: https: (27m 11s) Google Workspace Support. Renee Technically, the Domain is under the name of the former The benmaklondon.com do have a different Go Daddv (27m 36s) Ben Mak: gogole domain (27m 40s) Ben Mak: why is not now	(9s) Google Workspace Support. Don Don: Thank (22s) Ben Mak: Hi don (23s) Google Workspace Support. Syed: Hi. How are (46s) Google Workspace Support. Don Don: Hello (58s) Ben Mak: I'm ok thanks I hope you're doing (1m 9s) Google Workspace Support. Don Don: Good to hear that! I (1m 38s) Google Workspacene Support. Don Don: (2m 17s) Ben Mak: SO I have been unable to set un (3m 17s) Google Workspace Support. Don Don: (3m 28s) Google Workspace Support. Don Don: (3m 39s) Ben Mak: youre amazing! thank you! (3m 49s) Google Workspace Support. Don Don: (4m 26s) Google Workspace Support. Don Don: (6m 6s) Ben Mak: yes (6m 25s) Google Workspace Support. Don Don: (7m 31s) Ben Mak: sure does it sav active? (7m 39s) Ben Mak: 07714303099 (8m 13s) Ben Mak: info@benmaklondon.com (8m 34s) Google Workspace Support. Don Don: (9m 9s) Google Workspace Support. Don Don: (9m 21s) Ben Mak: workenase is fine. (9m 33s) Google Workspace Support. Don Don: (10m 18s) Ben Mak: ok thanks you (10m 22s) Google Workspace Support. Don Don: (11m 3s) Ben Mak: ok. (11m 4s) Google Workspace Support. Don Don: (11m 28s) Ben Mak: where are the dns records? (11m 55s) Google Workspace Support. Don Don: (15m 8s) Ben Mak: it hasicallv eave there was (15m 31s) Google Workspace Support. Don Don: (16m 16s) Google Workspace Support. Don Don: (16m 46s) Ben Mak: I tried this and still nooone (17m 14s) Ben Mak: and the work i do is for data. / (18m 20s) Google Workspace Support. Don (19m 5s) Ben Mak: ok thanks! (19m 15s) Google Workspace Support. Don Don: (20m 24s) Google Workspace Support. Don Don: (21m 5s) Ben Mak: np (21m 14s) Google Workspace Support. Don Don: (21m 40s) Ben Mak: yes sure (21m 55s) Google Workspace Support. Don Don: (22m 8s) Google Workspace Support. Don Don: (26m 28s) Ben Mak: this one (30m 24s) Ben Mak: your collegue has called. (51m 1s) Google Workspace Support. Syed: Oh sure. No (51m 6s) Ben Mak: gogle said you need to submit more records (52m 8s) Google Workspace Support. Syed: Yes, you will need	(14s) Google Workspace Support. Syed: Thank you (31s) Google Workspace Support. Syed: Hi. How are (46s) Google Workspace Support. Syed: Before we (49s) Ben Mak: a little sad and stressed but I will be ok (1m 0s) Ben Mak: +447937902612 (1m 4s) Google Workspace Support. Syed: (1m 11s) Google Workspace Support. Syed: (1m 20s) Google Workspace Support. Syed: (2m 42s) Ben Mak: I need to have my (3m 33s) Ben Mak: mostly importantly. (4m 3s) Google Workspacene Support. Syed: (4m 12s) Ben Mak: of which (4m 56s) Google Workspacene Support. Syed: (5m 11s) Ben Mak: yes (5m 24s) Google Workspacene Support. Syed: (7m 30s) Ben Mak: np (7m 45s) Google Workspacene Support. Syed: I (8m 20s) Ben Mak: but when i try it says contact (10m 10s) Google Workspacene Support. Syed: I (10m 18s) Ben Mak: ok thanks you (10m 22s) Google Workspacene Support. Syed: https://meet.google.com/bkzkmk-eyi (15m 11s) Ben Mak: how do i do that (15m 42s) Ben Mak: could i ask is this the same for (15m 50s) Ben Mak: ben@benmaklondon.co.uk (16m 44s) Google Workspace Support. Syed: Yes, all the emails (17m 5s) Ben Mak: can you tell me when since this has been as i was not (17m 12s) Google Workspace Support. Syed: Once all the records (18m 16s) Google Workspace Support. Syed: Usually, when the (19m 17s) Google Workspace Support. Syed: Currently, I see that (22m 44s) Ben Mak: I dont have access to that account the commanv (23m 13s) Ben Mak: I have the messages to see it shouldnt have (25m 7s) Google Workspace Support. Syed: Yes, I set it. In this (26m 11s) Ben Mak: yes but I dont have access to 123s that is with the (28m 56s) Google Workspace Support. Syed: No problem. Let me (30m 40s) Google Workspace Support. Syed: Thank you for being (31m 13s) Google Workspace Support. Syed: In case you would (31m 58s) Google Workspace Support. Syed: In case you would. I understand that you are trying to migrate from one (33m 38s) Google Workspace Support. Syed: Not to rush you. Please follow the below steps to resolve the error: 1. Go to Accounts > Data Migration on the left 2. Click on "Set Data Migration Un". Note: - If 3. Click on the Migration source and select "Gmail" 4. Click on Start.	(1m 8s) Google Workspace Support. Syed: Thank you for (1m 14s) Google Workspace Support. Syed: Hello, how are you (1m 30s) Ben Mak: hello savita, i hope you are ok. how ar evou doing? (1m 40s) Google Workspace Support. Syed: Great to hear that. I (1m 43s) Google Workspace Support. Syed: Before we get started, could you please help me (2m 48s) Ben Mak: The issue and facine as I have an email account (3m 24s) Ben Mak: main domain is benmaklondon.com and the email (4m 12s) Google Workspace Support. Syed: I will surely check (4m 22s) Ben Mak: ben mak (4m 28s) Ben Mak: 0737902612 (5m 12s) Google Workspace Support. Syed: Thank you for (5m 25s) Google Workspace Support. Syed: Could you please (6m 13s) Ben Mak: since 19th august was there last email. (8m 20s) Google Workspace Support. Syed: Mox I know if the (8m 33s) Ben Mak: i used ben mak london (9m 24s) Ben Mak: i manage it in admin of ben mak london (9m 40s) Google Workspace Support. Syed: Yes, although the (10m 5s) Ben Mak: yes i own it (10m 46s) Google Workspace Support. Syed: I set it. Could you (11m 28s) Ben Mak: oh sorry (11m 35s) Ben Mak: benmaklondon.co.uk (10m 22s) Google Workspace Support. Syed: https://meet.google.com/bkzkmk-eyi (15m 11s) Ben Mak: how do i do that (15m 42s) Ben Mak: could i ask is this the same for (15m 50s) Ben Mak: ben@benmaklondon.co.uk (16m 44s) Google Workspace Support. Syed: Yes, all the emails (17m 5s) Ben Mak: can you tell me when since this has been as i was not (17m 12s) Google Workspace Support. Syed: Once all the records (18m 16s) Google Workspace Support. Syed: Usually, when the (19m 17s) Google Workspace Support. Syed: Currently, I see that (22m 44s) Ben Mak: I dont have access to that account the commanv (23m 13s) Ben Mak: I have the messages to see it shouldnt have (25m 7s) Google Workspace Support. Syed: Yes, I set it. In this (26m 11s) Ben Mak: yes but I dont have access to 123s that is with the (28m 56s) Google Workspace Support. Syed: No problem. Let me (30m 40s) Ben Mak: are no problem thanl you so much. (34m 40s) Google Workspace Support. Syed: Can we (35m 10s) Ben Mak: yes sure i would like the outcome of the (35m 26s) Google Workspace Support. Syed: Can you (35m 55s) Ben Mak: +44 7379702612. (36m 18s) Google Workspace Support. Syed: Thank you (36m 40s) Google Workspace Support. Ingrid: Ingrid@benmaklondon.com (44m 23s) Google Workspace Support. Syed: https:	(23s) Google Workspace Support, Manjunath: Thank you for (48s) Ben Mak: Hello manjunath Nice to hear from you how are you (56s) Google Workspace Support, Manjunath: Hi. How are you doing (1m 10s) Google Workspace Support, Manjunath: I am fine. (1m 39s) Ben Mak: Great, that good to hear, i was contacting as still waitine to hear back on the (2m 21s) Google Workspace Support, Manjunath: Oh. I am. (2m 32s) Google Workspace Support, Manjunath: Do you have (2m 56s) Ben Mak: no they were supposed to measure me and (4m 43s) Google Workspace Support, Manjunath: Max I know (7m 19s) Ben Mak: an incident of unauthorized access to private. Specifically, while no longer in a position of authority. Ms. Hesdott. This incident potentially puts our company in breach of UK data. We request your urgent assistance in securing any compromised. This is a time-sensitive issue given the potential for misuse of. This improper access has implications for our students, as I appreciate your time and cooperation. Do reach out with any (8m 56s) Google Workspace Support, Manjunath: Please hear (12m 41s) Ben Mak: ok (13m 40s) Google Workspace Support, Jear: What information are (13m 52s) Google Workspace Support, Jear: What is your phone (13m 59s) Google Workspace Support, Jear: Can I call you? (14m 0s) Ben Mak: and this should have been checked before allowine (14m 52s) Ben Mak: best texting atm (14m 55s) Ben Mak: call* (15m 9s) Ben Mak: I am short of time and already exhausted (15m 55s) Google Workspace Support, Jear: Thank you for letting (16m 37s) Ben Mak: I have access to the account (emails) (16m 40s) Google Workspace Support, Jear: Upon checking on the (17m 12s) Google Workspace Support, Jear: I already added this to (19m 19s) Ben Mak: I appreciate that but it has been uncomfortable and (19m 58s) Ben Mak: i have had 0 update. (20m 2s) Ben Mak: over 4 week period (20m 6s) Ben Mak: and i have called twice (21m 28s) Google Workspace Support, Jear: Let's not get sidetracked for the (22m 49s) Ben Mak: Thank you for your patience and for clarifvine the. The problem is not that someone accessed my email account, but rather. Specifically, I am the rightful owner of the domain allmost my business (30m 40s) Ben Mak: are no problem thanl you so much. (34m 40s) Google Workspace Support. Syed: Can we (35m 10s) Ben Mak: yes sure i would like the outcome of the (35m 26s) Google Workspace Support, Syed: Can you (35m 55s) Ben Mak: +44 7379702612. (36m 18s) Google Workspace Support, Syed: Thank you (36m 40s) Google Workspace Support. Ingrid: Ingrid@benmaklondon.com (44m 23s) Google Workspace Support. Syed: https:	(4m 15s) Google Workspace Support, Camille Jhuna Anne: (4m 42s) Ben Mak: good morning hose you are well (4m 55s) Ben Mak: Hello Ben. Hope you are doing well. Please be assured that I will do my best help you with your concern. Before we go ahead, please help me with your domain name and phone (11m 51s) Google Workspace Support, Camille Jhuna Anne: I (12m 8s) Google Workspace Support, Camille Jhuna Anne: (12m 11s) Ben Mak: yes, but the sad thing is this only. (12m 24s) Ben Mak: 073790702612 (14m 34s) Google Workspace Support, Camille Jhuna Anne: (16m 25s) Ben Mak: thankxx (19m 13s) Google Workspace Support, Camille Jhuna Anne: (19m 18s) Google Workspace Support, Camille Jhuna Anne: I (19m 19s) Ben Mak: np (19m 36s) Google Workspace Support, Camille Jhuna Anne: (19m 54s) Ben Mak: sure no problem. (33m 2s) Google Workspace Support, Camille Jhuna Anne: (33m 12s) Google Workspace Support, Camille Jhuna Anne: I (34m 40s) Google Workspace Support, Camille Jhuna Anne: I (35m 5s) Ben Mak: yes its been so distressine (35m 8s) Google Workspace Support, Camille Jhuna Anne: (35m 23s) Ben Mak: forced to call as i had trouble logi (36m 37s) Ben Mak: I have access to the account (emails) (39m 30s) Google Workspace Support, Camille Jhuna Anne: I (39m 58s) Ben Mak: and that is not of teh maxine around. (40m 0s) Ben Mak: yes 3. x (40m 7s) Ben Mak: if not 4 (41m 44s) Google Workspace Support, Camille Jhuna Anne: I (41m 52s) Google Workspace Support, Camille Jhuna Anne: (43m 27s) Ben Mak: I need to ensure I dont lose email access (46m 34s) Google Workspace Support, Camille Jhuna Anne: (46m 48s) Ben Mak: thankvous so much (58m 38s) Google Workspace Support, Camille Jhuna Anne: (58m 44s) Google Workspace Support, Camille Jhuna Anne: (59m 17s) Ben Mak: can talk atm sorry (1h 1m 39s) Google Workspacene Support. Camille: (1h 2m 57s) Ben Mak: sorry i dont have access to it because (1h 4m 46s) Ben Mak: had never set the domain world (1h 5m 46s) Google Workspacene Support. Camille: Hi Ben												
		Initial support contact	2 hours, 33 minutes	First discussion	26 minutes	Second exchange	47 minutes	Third conversation	1 hour, 20 minutes	Fourth interaction	53 minutes	Fifth consultation	1 hour, 23 minutes	Sixth representative hours	3 hours, 49 minutes	Seventh discussion	5 hours, 21 minutes	Total duration	15 hours, 16 minutes