

4:58:35 PM donna Austin Initial Question/Comment: 1_184

4:58:40 PM System You are now being connected to an agent. Thank you for using Dell Chat

4:58:40 PM System Connected with Mansa_R

4:58:53 PM Mansa_R Welcome to Dell US Small Business Chat. My name is Mansa and I will be your Small Business Technology Advisor. I can be reached at Mansa_Rao@Dell.com or via phone at 1-800-999-3355 ext. 4163188.

4:58:55 PM Mansa_R There are a few instances where chats get disconnected (we don't disconnect you on purpose),just in case this happens Can I have your contact number to get back to you.

4:59:04 PM donna Austin Hi Donna!

4:59:24 PM donna Austin Hi Mansa,

4:59:24 PM donna Austin I placed an order earlier today 2007108240220

5:03:39 PM donna Austin Discover Card Placed a hold on the account for Security Issues. An amount of \$237 and so cents needs to be resubmitted from your Dell Business office...to clear the matter up. I have been on the phone with Dell and Discover Since at least 3:15 Central time. Discover told me the \$237 ~ amount was only processed once.....If there are any issues with it not going thru again please have someone call me @ 817.371.2675 and also text me. Discover assures me that Dell billings will go through when submitted or resubmitted in the case of the \$237.

5:04:16 PM Mansa_R donna, I see that there is a rep assigned to you account, let me transfer your chat to her so that she can help you further

5:04:50 PM Mansa_R please stay connected

5:05:21 PM donna Austin Thank you.....I also left a voice mail with her supervisor. But since this has been extremely difficult to resolve.....I am at the chat again.

5:06:00 PM System **You are being transferred to another Agent. Please stand by...**

5:06:00 PM System Mansa_R has left this session!

5:06:00 PM System You are now being connected to an agent. Thank you for using Dell Chat

5:06:00 PM System Connected with Raksha_Agnihotri

5:06:15 PM Raksha_Agnihotri Welcome to Dell US Small Business Chat. My name is Raksha and I will be your Small Business Tech Advisor. I can be reached at Raksha_agnihotri@dell.com and phone 1800-847-4096 ext : 4161594. How can I help you today?

5:06:30 PM Raksha_Agnihotri Hello Donna,

5:08:58 PM donna Austin I just tried calling you and the message said your dept. is close?

5:09:45 PM Raksha_Agnihotri I will reach you on your number,please be connected.

5:10:50 PM Raksha_Agnihotri Donna we tried reaching you on your number and have reached the voicemail.

5:11:14 PM donna Austin please try again

5:12:35 PM Raksha_Agnihotri I can be reached at Raksha_agnihotri@dell.com and phone 1800-847-4096 ext : 4161594