

Info: Let's get you some help! Please tell us what you need.

11:02, Dec 9

You: :eventwu:welcome-troubleshooting:Technical Support

11:02, Dec 9

GoDaddy Bot: Great! What are you working on? Here to help.

11:02, Dec 9

GoDaddy Bot: << Sent Rich Content >>

11:36, Dec 9

You: My Account

11:36, Dec 9

GoDaddy Bot: We would love to help. What exactly are you looking to do?

11:36, Dec 9

You: My Account

11:36, Dec 9

You: My Account

11:36, Dec 9

GoDaddy Bot: We need a bit more. What can we help with?

11:36, Dec 9

GoDaddy Bot: We would love to help. What exactly are you looking to do?

11:36, Dec 9

You: Account recovery

11:36, Dec 9

GoDaddy Bot: There's still hope! You'll need to go thru our account recovery process

11:36, Dec 9

GoDaddy Bot: Note: this is the only way to regain access to the account if you're unable to get into your account. You've hit a point where a human can not assist you further.

11:36, Dec 9

GoDaddy Bot: [Begin the account recovery process](#) and select the account recovery method you are looking to complete.

11:36, Dec 9

GoDaddy Bot: Fill out the necessary information as prompted. Once you submit, our team will review and will email you with any next steps.

11:36, Dec 9

GoDaddy Bot: Note: this is a legal process, so it may take 24-72 hours to hear back. For legal documentation purposes, this team only communicates through email (and no other outlets).

11:36, Dec 9

GoDaddy Bot: What else can we help you with today?

11:36, Dec 9

You: connect to an agent

11:36, Dec 9

GoDaddy Bot: Hang tight! We are just checking to ensure we've got the information we need to get you to the right person... No need to do anything else unless we have additional questions! 😊

11:37, Dec 9

GoDaddy Bot: OK, looks like we need a bit more info to get you to the right person. Sorry about that, next time though! 🙏 What best describes what you were looking to accomplish?

11:37, Dec 9

GoDaddy Bot: << Sent Rich Content >>

11:37, Dec 9

You: agent

11:37, Dec 9

GoDaddy Bot: You got me, I am. I know a bunch of things though, and what I don't, I rely on my human friends for.

11:37, Dec 9

You: connect me to an agent

11:37, Dec 9

GoDaddy Bot: Noticed you don't appear to be signed into your account, or your session may have timed out for security reasons.

Info: Conversation closed by you 11:37, Dec 9

12:26, Dec 9

You: connect to an agent

12:26, Dec 9

GoDaddy Bot: Hang tight! We are just checking to ensure we've got the information we need to get you to the right person... No need to do anything else unless we have additional questions! 😊

12:27, Dec 9

GoDaddy Bot: OK, looks like we need a bit more info to get you to the right person. Sorry about that, next time though! 🙏 What best describes what you were looking to accomplish?

12:27, Dec 9

GoDaddy Bot: << Sent Rich Content >>

12:27, Dec 9

You: connect to an agent

12:27, Dec 9

GoDaddy Bot: Noticed you don't appear to be signed into your account, or your session may have timed out for security reasons.

12:27, Dec 9

GoDaddy Bot: Let's get you [signed in to your account](#) to save time.

12:27, Dec 9

You: connect to an agent

12:27, Dec 9

GoDaddy Bot: We're working on getting you over to someone.

Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 1 minute

Info: Connecting you to the next available guide! We'll be with you as soon as we can.

12:27, Dec 9

GoDaddy Bot Guide: Just checking in, do you still need assistance from a GoDaddy Guide?

12:27, Dec 9

You: yes

12:28, Dec 9

GoDaddy Bot Guide: Thanks, We will connect you to the next available GoDaddy Guide.

Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 1 minute

Info: Connecting you to the next available guide! We'll be with you as soon as we can.

12:28, Dec 9

GoDaddy Bot Guide: Just checking in, do you still need assistance from a GoDaddy Guide?

12:28, Dec 9

You: yes

12:28, Dec 9

GoDaddy Bot Guide: Thanks, We will connect you to the next available GoDaddy Guide.

Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 1 minute

Info: Connecting you to the next available guide! We'll be with you as soon as we can.

12:28, Dec 9

GoDaddy Bot Guide: Just checking in, do you still need assistance from a GoDaddy Guide?

12:29, Dec 9

You: yes

12:29, Dec 9

GoDaddy Bot Guide: Thanks, We will connect you to the next available GoDaddy Guide.

Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 1 minute

Info: Connecting you to the next available guide! We'll be with you as soon as we can.

12:29, Dec 9

GoDaddy Bot Guide: Just checking in, do you still need assistance from a GoDaddy Guide?

12:29, Dec 9

You: yes

12:29, Dec 9

GoDaddy Bot Guide: Thanks, We will connect you to the next available GoDaddy Guide.

Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 1 minute

Info: Connecting you to the next available guide! We'll be with you as soon as we can.

12:30, Dec 9

GoDaddy Guide Bot: Just checking in, do you still need assistance from a GoDaddy Guide?

12:30, Dec 9

You: yes

12:30, Dec 9

GoDaddy Guide Bot: Thanks, We will connect you to the next available GoDaddy Guide.

Info: Thank you for messaging GoDaddy. We're experiencing higher than normal volume. Hang in there, your estimated wait time is 1 minute

Info: You are now connected with paul1037. Please allow a moment for them to read up on your conversation so far.

12:31, Dec 9

paul1037: Hi there, This is Paul. May I know your name and How may I assist you today?

12:33, Dec 9

You: Hello. I am unable to log into my account. I have opened a ticket with the recovery team 3 days ago. This is day 4. I need a status update from the recovery team. I reached out earlier and I was told I would be contacted soon and that my case had been escalated. The day is half over and still nothing.

12:35, Dec 9

paul1037: Hi there, This is Paul. May I know your name? You want to check the status of the ticket am i right?

12:36, Dec 9

You: My name is Jacob. Yes, ultimately I would like it resolved ASAP

12:38, Dec 9

paul1037: Could you please provide me with ticket number?

12:39, Dec 9

You: they don't give you one

12:40, Dec 9

paul1037: Let me provide that for you could you please validate the account?

12:40, Dec 9

paul1037: paul1037 has sent you a Secure Form: PIN and Customer Number

12:41, Dec 9

You: Where did you send it? You do realize I can't log into the account because I can't access the email on file with you guys

12:41, Dec 9

You: that is why I am working with the account recovery team, or at least they are supposed to be working on it.

12:43, Dec 9

paul1037: Could please provide the domain name which was on your account?

12:43, Dec 9

You: agoede.com

12:45, Dec 9

paul1037: Could you please share the email you filled in the regain access form?

12:45, Dec 9

You: rastetter.jacob@gmail.com

12:50, Dec 9

paul1037: Thank for sharing let me contact the advance team please stay connected.

13:01, Dec 9

paul1037: You will be contacted by them in next 46 hours.

13:01, Dec 9

paul1037: please let me know if you need any further assistance.

13:02, Dec 9

You: What happened to the last 80 hours I have been waiting?

13:02, Dec 9

You: You guys have exceeded your SLA. This is incredibly disappointing.

13:03, Dec 9

paul1037: They have escalated the issue and contact you as soon as they have any update.

13:04, Dec 9

paul1037: Please let me know if you need any further assistance?

13:06, Dec 9

You: No. Thank you.