



Requests ▼

[Zendesk help](#) > [My activities](#)

upgraded specifically for voice and chat and neither work.

Ticket details ▼

This request has been rated as:

Bad, I'm unsatisfied

With the following comment:

we were forced to upgrade to get talk and voice we selected a monthly upgrade but we make a mistake going back and forth reading and comparing plans and it went back on to annual as we upgraded we did not know we had made a mistake until surprise bill we were not expecting arrived we got none of the services delivered no talk no text we then got told tough luck by Zendesk people and are stuck on the wrong sub and cannot change seats for agents or use the growth plan Absolutely gutted, feel ripped off and abandoned

[Change my rating](#)

Zendesk

Yesterday at 10:22

(9:41:51 AM) Z Bot: Hi, I'm Z Bot, your digital assistant. What would you like to do?

ASK A QUESTION, MANAGE SUBSCRIPTION, REPORT AN ISSUE, LEARN HOW TO USE ZENDESK

(9:42:13 AM) Web User [alpha@algosignaltrader.com__zendesk__105...](#): Ask a question

(9:42:14 AM) Z Bot: OK. In a few words, describe what you need help with.

(9:42:39 AM) Web User [alpha@algosignaltrader.com__zendesk__105...](#): Messaging does not appear on website

(9:42:40 AM) Z Bot: It sounds like you need help with the widget not displaying properly on your

website.

(9:42:40 AM) Z Bot: Which of these best describes your issue?

WIDGET MISSING ENTIRELY, LIVE CHAT UNAVAILABLE, OTHER WIDGET FEATURE MISSING, SOMETHING ELSE

(9:42:50 AM) Web User alpha@algosignaltrader.com__zendesk__105...: Widget missing entirely

(9:42:51 AM) Z Bot: OK. I can help fix issues with your widget missing from your website.

(9:42:51 AM) Z Bot: First, let's identify the source of the problem: open a private or incognito window in your browser and navigate to the webpage where live chat should be appearing to customers.

(9:42:51 AM) Z Bot: Let me know when you're there.

I'M THERE

(9:43:05 AM) Web User alpha@algosignaltrader.com__zendesk__105...: I'm there

(9:43:06 AM) Z Bot: OK. Are you still having trouble with your widget? If so, what is wrong?

NOTHING, IT'S FIXED, NO WIDGET APPEARS, WIDGET APPEARS WITHOUT LIVE CHAT, SOMETHING ELSE IS WRONG

(9:43:12 AM) Web User alpha@algosignaltrader.com__zendesk__105...: No widget appears

(9:43:13 AM) Z Bot: Are you using the Web Widget or Web Widget (Classic)?

If you're not sure, take a look at this article:

(9:43:14 AM) Z Bot: Which widget do I have? https://support.zendesk.com/hc/en-us/articles/4408825493914-Which-Zendesk-widget-do-I-have-with-my-account-and-website-?utm_source=ZBot

(9:43:14 AM) Z Bot: Let me know.

WEB WIDGET, WEB WIDGET (CLASSIC), I'M NOT SURE

(9:43:31 AM) Web User alpha@algosignaltrader.com__zendesk__105...: Web Widget

(9:43:36 AM) Z Bot: OK.

(9:43:36 AM) Z Bot: Help me route you to the best agent by answering these questions:

(9:43:36 AM) Z Bot:

(9:45:06 AM) Web User alpha@algosignaltrader.com__zendesk__105...: How is this impacting your business?: A major feature is broken

Which product do you need help with?: Live chat and messaging (Chat)

Share additional details: upgraded specifically for voice and chat and neither work.

(9:45:10 AM) Z Bot: OK. I've sent this conversation to our team.

(9:45:11 AM) Z Bot: If you want to wait for an agent to join, most customers hear back in 15 minutes.

(9:45:12 AM) Z Bot: Otherwise, feel free to check back later or watch for an update sent to

alpha@algosignaltrader.com.

(9:45:12 AM) Z Bot: Remember to share as many details as you can now so our team can provide the most helpful first reply.

(9:47:54 AM) Ahn L.: Hi! Thanks for reaching out to Zendesk, my name is Ahn, please give me a moment to review your message.

(9:51:39 AM) Web User alpha@algosignaltrader.com__zendesk__105...: helo

(9:51:46 AM) Ahn L.: Sorry for the trouble, Tom.

(9:51:53 AM) Web User alpha@algosignaltrader.com__zendesk__105...: i am being a pain im sorry

(9:51:59 AM) Web User alpha@algosignaltrader.com__zendesk__105...: i ahve sent about 5 support tickers in

(9:52:17 AM) Web User alpha@algosignaltrader.com__zendesk__105...: 3 duplicates by mistake trying to get contact for billing

(9:52:20 AM) Ahn L.: Is the widget directly pasted on your own website or do you have it accessed via a Help Center?

(9:52:23 AM) Web User alpha@algosignaltrader.com__zendesk__105...: anyway this one is web chat widget

(9:52:30 AM) Web User alpha@algosignaltrader.com__zendesk__105...: i have folloed the instructions

(9:52:32 AM) Web User alpha@algosignaltrader.com__zendesk__105...: its installed

(9:52:45 AM) Web User alpha@algosignaltrader.com__zendesk__105...: i have issues with Zendesk Voice/Talk

(9:53:06 AM) Web User alpha@algosignaltrader.com__zendesk__105...: i have recenbly upgraded yesterday to team and nothing workds

(9:53:14 AM) Ahn L.: Could you tell me more about the issue with Talk?

(9:53:30 AM) Web User alpha@algosignaltrader.com__zendesk__105...: There is a problem with your Talk account. Please contact our Customer Service team.

(9:53:48 AM) Web User alpha@algosignaltrader.com__zendesk__105...: conact zendesk.. etc
activate.talk@zendesk.com

(9:53:56 AM) Web User alpha@algosignaltrader.com__zendesk__105...: i upgraded to get talk

(9:54:05 AM) Web User alpha@algosignaltrader.com__zendesk__105...: mistakenly did annual instead of monthlhy

(9:54:15 AM) Web User alpha@algosignaltrader.com__zendesk__105...: and cant get the billing dept

(9:54:21 AM) Web User alpha@algosignaltrader.com__zendesk__105...: so not a happy bunny haha

(9:54:38 AM) Web User alpha@algosignaltrader.com__zendesk__105...:

https://algotradingsystems.zendesk.com/admin/channels/talk_and_email/talk

(9:54:46 AM) Web User alpha@algosignaltrader.com__zendesk__105...: apparentl not activated

(9:55:22 AM) Web User alpha@algosignaltrader.com__zendesk__105...:

https://algotradingsystems.zendesk.com/admin/channels/messaging_and_social/text

(9:55:23 AM) Web User alpha@algosignaltrader.com__zendesk__105...: same here

(9:56:24 AM) Ahn L.: I see.

(9:56:35 AM) Ahn L.: Let me check on this for you. Give me a few minutes.

(9:56:44 AM) Web User alpha@algosignaltrader.com__zendesk__105...: ok ty i will be here :-)

(9:59:22 AM) Ahn L.: I'd need your help in enabling the account assumption for further checking. If you'd like to do this, please follow these instructions to access your settings, <https://support.zendesk.com/hc/en-us/articles/115001753608-Granting-Zendesk-temporary-access-to-your-account>. It would be very helpful if you were able to set access to at least "one week" if this ticket needs more time to be assisted.

(10:00:25 AM) Web User alpha@algosignaltrader.com__zendesk__105...: You are allowing Zendesk Support to assume into your account

This will expire on Apr 30, 2023, 10:00 AM CDT

(10:02:33 AM) Web User alpha@algosignaltrader.com__zendesk__105...: ok done

(10:03:12 AM) Web User alpha@algosignaltrader.com__zendesk__105...: as a side note: can we get help on the wrong subscription period too or do we have to wait for billing to email?

(10:12:21 AM) Ahn L.: Right, so the billing side has to be handled by the finance team. I'll give them a heads up on it.

(10:12:27 AM) Ahn L.: Be right back.

(10:12:29 AM) Web User alpha@algosignaltrader.com__zendesk__105...: ok ty

(10:12:32 AM) Web User alpha@algosignaltrader.com__zendesk__105...: great

Zendesk

Yesterday at 11:08

(10:53:15 AM) Ahn L.: Thanks for your patience, Tom. Working this out with the team now. I'll update you soon.

(10:55:38 AM) Web User alpha@algosignaltrader.com__zendesk__105...: ok i will be leaving in 1 hour and back tomorrow im 12 hours ahead

(10:56:20 AM) Ahn L.: If I'll be late, can I send you an email for the update?

(10:56:30 AM) Web User alpha@algosignaltrader.com__zendesk__105...: sure no problem

(10:56:42 AM) Web User alpha@algosignaltrader.com__zendesk__105...: even if they have to do a clean install and we lost it all i dont mind

(10:57:27 AM) Web User alpha@algosignaltrader.com__zendesk__105...: whatever is needed is fine

(10:58:10 AM) Ahn L.: Thank you for sharing all of the details related to this support request. I will need some time to investigate this so I can provide a complete response. I would like to confirm that I have taken ownership of this ticket 11382795, and I will reply as soon as possible via email to

alpha@algosignaltrader.com where we can continue working together.

(10:58:19 AM) Ahn L.: Appreciate your patience, Tom!

(10:58:27 AM) Web User alpha@algosignaltrader.com__zendesk__105...: ok ty

(10:58:35 AM) Ahn L.: Thanks as well. :)

Zendesk

Yesterday at 11:51

(11:50:12 AM) Ahn L.: Hi, Tom! We appreciate your patience in waiting.

(11:51:07 AM) Ahn L.: I was advised that the finance team will reach out to you regarding your Talk activation and your billing concern shortly. Kindly wait for their update. Appreciate your time. I'll mark this as temporarily solved for now but please don't hesitate to respond if you need further help so this gets reopened right away. Thank you and have a great day ahead!

Add to conversation

Mark as solved

Zendesk 989 Market St., San Francisco, CA 94103

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