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Requests   ▾

Zendesk help > My activities

There is a problem with your Talk account. Please contact our Customer Service team.

Ticket details   ▾

Zendesk
Wednesday at 21:18

(9:07:42 PM) 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
(9:07:43 PM) Web User alpha@algosignaltrader.com__zendesk__105...: There is a problem with your Talk account. Please contact our Customer Service team.
(9:07:44 PM) Z Bot: It sounds like you need help with your Talk connection.
(9:07:44 PM) Z Bot: Which of these best describes what you need help with?

CALL QUALITY ISSUES, CALL ROUTING, SOMETHING ELSE
(9:07:52 PM) Web User alpha@algosignaltrader.com__zendesk__105...: Something else
(9:07:53 PM) Z Bot: Are you looking for information on one of these other topics?

SELL VOICE ISSUES, ENABLE INTERNATIONAL CALLING, NO, CONNECT TO AGENT
(9:07:56 PM) Web User alpha@algosignaltrader.com__zendesk__105...: No, connect to agent
(9:08:00 PM) Z Bot: Help me route you to the best agent by answering these questions:
(9:08:00 PM) Z Bot:
(9:08:33 PM) Web User alpha@algosignaltrader.com__zendesk__105...: How is this impacting your business?: We can't sign in or use Zendesk
Which product do you need help with?: Voice (Talk)
Share additional details: There is a problem with your Talk account. Please contact our Customer Service team.
(9:08:37 PM) Z Bot: OK. I've sent this conversation to our team.

(9:08:37 PM) Z Bot: If you want to wait for an agent to join, most customers hear back in 15 minutes.

(9:08:37 PM) Z Bot: Otherwise, feel free to check back later or watch for an update sent to alpha@algosignaltrader.com.

(9:08:38 PM) Z Bot: Remember to share as many details as you can now so our team can provide the most helpful first reply.

(9:18:27 PM) Kristine Alvarez: Hello Tom,

Thank you for your patience. I would like to apologize for the delay. MY name is Kristine and I will be assisting you. I understand that you encounter an error on your end - "There is a problem with your Talk account. Please contact our Customer Service team." is this correct?

Zendesk
Wednesday at 21:29

(9:18:51 PM) Kristine Alvarez: If I may ask, were you trying to set up your Zendesk Talk account when you encountered this error message?

(9:20:29 PM) Kristine Alvarez: Would you kindly please confirm the subdomain of your account just to make sure I am looking at the correct account on my end?

(9:25:03 PM) Kristine Alvarez: Would you kindly please tell me more about the issue?

Zendesk
Wednesday at 21:42

(9:32:06 PM) Kristine Alvarez: If I may also ask, did you upgrade your plan recently?

(9:37:00 PM) Kristine Alvarez: I mean no rush, I haven't heard from you in a while I was wondering if you are still there?

Zendesk
Wednesday at 21:44

(9:42:35 PM) Kristine Alvarez: It seems that you are currently offline. When you have a moment, please review my responses and reply back with the additional information requested, and we can continue the conversation from there. I will be waiting for your response. Have a great day!

Tom Leeson

Yesterday at 06:26

Hi

i am here from 01AM EST to 12:00 midday EST

Domain Help desk

http://algotradingsystems.zendesk.com/

We need a chart widget for website

and talk which i believe will allow incoming phone numbers and outbound dialler.

I was under the impression to get chat and talk i had to upgrade to Team, So i did this.

Yes i believe i upgraded last night but the invoicing says february so i'm not sur what is happening there.

But it seems i'ver made a huge mess. Zendesk thinks the sub is from Feb not march and then instead of going monthly as i wanted i was charged annually... so i messed that up and we still got no talk 🙄

we got chat:

https://algotradingsystems.zendesk.com/chat/agent#home

Talk:

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

There is a problem with your Talk account. Please contact our Customer Service team.

activate.talk@zendesk.com

Zendesk

Yesterday at 06:42

(6:32:06 AM) Web User alpha@algosignaltrader.com___zendesk___105...: hi i have added a reply to the ticket

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Add to conversation

Mark as solved