

## Chat started on 17 Mar 2023, 04:58 PM (GMT+0)

(04:58:08) \*\*\* GEORGE ROSS joined the chat \*\*\*

(04:58:08) **GEORGE ROSS**  
Customer Journey

Customer: Join a Meeting

Bot: Click your specific issue below, and I'll help you find a solution.

Customer: Scheduling a Meeting

Bot: Let's schedule a meeting together!

Customer: I Need More Help

Bot: What type of device are you using to schedule your meeting?

Customer: Zoom Web Portal

Bot: Watch this video to guide you through scheduling a meeting with the Zoom web portal.

Customer: I Need More Help

Bot: I have a great article that will guide you through scheduling a meeting using the Zoom web portal.

Customer: Go to Article

Bot: Let me know if that was helpful.

Customer: I Need More Help

Bot: Hmm, it doesn't look like you are signed in.

Please sign in, then click try again.

Customer: I need help signing in

Bot: Let's get you signed in to Zoom! Select the button below to get started and sign in.

Customer: Sign In to Zoom

Bot: What type of Zoom account do you have?

Customer: Personal or Organization Email

Bot: Enter your email and password and select sign in.

Customer: Can't Access my Account

Bot: I can help you login to your account.

Customer: Next

Bot: Open a web browser and click the link below:

Customer: Go to Forgot Password Link

Bot: OK, now:

Enter your email address and verify the reCAPTCHA.

Click Send.

Customer: Next

Bot: You will receive an email with a link to reset your password.

Customer: Next

Bot: Click Save. You have now reset your password and should be logged into the Zoom web portal.

Customer: I Need More Help

Bot: Hmm, it doesn't look like you are signed in.

Please sign in, then click try again.

Customer: I need help signing in

Bot: Let's get you signed in to Zoom! Select the button below to get started and sign in.

Customer: Sign In to Zoom

Bot: What type of Zoom account do you have?

Customer: Apple

Bot: Have you signed in using your Apple account before?

Customer: Yes

Bot: Below the email and password portion of the webpage, select the Apple icon.

Customer: I Still Need Help

Bot: I'm sorry to hear that you are having issues accessing your account.

Customer: Chat with an Account Management Agent

Bot: In order to direct you to the proper support agent, please select which Zoom Product you are reaching out about:

Customer: Account Management

Bot: Please choose the topic that best describes your issue:  
Customer: Not receiving verification email  
\*\*\* Henry G. joined the chat \*\*\*

(04:58:40) **Henry G.**  
(04:58:44) Thank you for contacting Zoom Billing! This is Henry. How may I help you today?

(04:58:51) **Henry G.**  
To avoid disconnection of the chat, please don't leave the chat window and go on idle.  
If you need to do something in your account, kindly open another window or tab.  
Thank you.

(04:59:49) **GEORGE ROSS**  
I can't access my account because i keep being asked for a verification code that never arrives and I've to use basic even though I have a pro account

(05:00:31) **Henry G.**  
I understand that you're having issues accessing your account and receiving the verification email. Rest assured that I am here to assist you.

(05:00:40) **Henry G.**  
May I have your Zoom account number and email to pull up your account?

(05:01:01) **GEORGE ROSS**  
459-787-0987

(05:01:09) **GEORGE ROSS**  
dodross04@yahoo.com

(05:01:28) **Henry G.**  
Thanks for your email.

(05:01:45) **Henry G.**  
Is the 459-787-0987 your phone number?

(05:02:12) **GEORGE ROSS**  
no thats my zoom personal meeting ID number

(05:02:26) **Henry G.**  
I see. For verification, can you provide the billing address associated with your account?

(05:02:57) **GEORGE ROSS**  
Aberdeen Mail Centre, Wellington Circle, Aberdeen, AB12 3TT

(05:03:34) **Henry G.**  
Thanks for the billing address.

(05:03:56) **Henry G.**  
With regard to the verification email, have you checked the spam and junk folder of your email?

(05:04:21) **Henry G.**  
You may check this link for reference: <https://support.zoom.us/hc/en-us/articles/360032808951-Not-receiving-emails-from-Zoom>

(05:04:38) **GEORGE ROSS**  
I've checked that, I've contacted zoom previously and added a filter to accept the zoom email

(05:05:30) **Henry G.**  
I understand. To assist you further, please contact our support team using this link: <https://support.zoom.us/hc/en-us/requests/new>

(05:06:00) **Henry G.**  
Once you submitted a ticket, kindly wait for their email response within 24-48 hours.

(05:07:25) **GEORGE ROSS**  
They give the same advice, add filter and give a ticket number. Done this 3 times. It's now at the embarrassing stage that holding a meeting means after 40 mins I need to start over. i need assistance now to be honest or look for another video meeting provider

(05:08:05) **Henry G.**  
Apologies for the inconvenience.

(05:08:27) **Henry G.**  
Upon checking, the pro service on your account is active.

(05:08:39) **GEORGE ROSS**  
This has become a major inconvenience

(05:09:01) **GEORGE ROSS**  
I know it's active, I've paid until 6/23

(05:09:24) **Henry G.**  
As much as I wanted to assist, however, only our technical team can assist you with regard to your issues of not receiving the verification email.

(05:10:40) **GEORGE ROSS**  
The issue as I've stated is, I don't receive the email and although adding filter as suggested, it doesn't work

(05:11:06) **GEORGE ROSS**  
Is there a live chat link with the tech team?

(05:12:09) **Henry G.**  
I totally understand that. For your reference about chat with our technical team, please check this link: <https://support.zoom.us/hc/en-us/articles/201362003-Contact-Zoom-Support>

(05:12:18) **GEORGE ROSS**  
So I'm just going to go in circles and pay for a service I can't use

(05:13:36) **GEORGE ROSS**  
I'm back where I started and no doubt will end up with Chatbot. This service isn't customer friendly

(05:13:56) **Henry G.**  
Apologies. Kindly contact our support team to assist you further with regard to your concern.

(05:15:05) **GEORGE ROSS**  
So no help in reality. Which box do I need to enter for assistance

(05:15:45) **Henry G.**  
Technical support.

(05:15:51) **GEORGE ROSS**  
iT says on support page Welcome George Ross you are on a basic plan

(05:16:49) **Henry G.**  
Kindly fill up the form to submit a ticket.

(05:17:42) **GEORGE ROSS**  
Can you email me a copy of this chat so I can add as a file

(05:18:00) **Henry G.**  
Sure. May I have your best contact email?

(05:18:15) **GEORGE ROSS**  
dodross04@ yahoo.com

(05:18:44) **Henry G.**  
Noted on your email.

(05:18:53) **Henry G.**  
Is there anything else I can assist you with?

(05:18:59) **GEORGE ROSS**  
no

(05:19:08) **\*\*\* GEORGE ROSS left the chat \*\*\***