

Requested Message Transcript

1 mesaj

NetworkSolutions.com Transcripts <no-reply@transcripts.networksolutions.com>
Yanıtlama Adresi: no-reply@transcripts.networksolutions.com
Alici: Customer <selimerman@gmail.com>

26 Eylül 2025 10:13



Dear Customer,

Thank you for contacting networksolutions.com. We are committed to creating the best experience for you.

Find the requested transcript below. (All timestamps are in Coordinated Universal Time (UTC). Due to the limitations on the size of emails, any images shared during the chat are excluded from the transcript provided.)

Your case id is: I-22605336

Transcript Date:09/26/2025

[06:58:45] Virtual Assistant: Thank you for contacting *Network Solutions*. By continuing you agree to our privacy policy <https://newfold.com/privacy-center>

[06:58:50] Virtual Assistant: Do you require support with existing products or are you looking to renew/purchase services?

[06:58:55] Customer: Support for Existing Products

[06:58:56] Virtual Assistant: What service do you need help with?

[06:59:00] Customer: Domain Support

[06:59:00] Virtual Assistant: Please select the option below that best describes what you need help with.

[06:59:04] Customer: Other

[06:59:05] Virtual Assistant: May I please have your first and last name to provide to your agent?

[06:59:12] Customer: Selim Erman Duranay

[06:59:13] Virtual Assistant: What is the domain name associated to the account you are contacting us about today? If you do not have a domain name type "pass".

[06:59:19] Customer: kizilayavm.com

[06:59:20] Virtual Assistant: Thanks! For our team to quickly begin researching your request, please describe your issue in detail.

[07:00:31] Customer: I'm replying to your email regarding your support team's questions. I'm receiving the following message: How can I answer the question your support team asked in the email? Thank you for contacting Network Solutions, the email that you have sent to support@networksolutions.com is not monitored. To view your options for support please go to <https://www.networksolutions.com/knowledge>

[07:00:32] Virtual Assistant: Would you like a copy of this chat transcript once your conversation with an agent is complete?

[07:00:35] **Customer:** Yes

[07:00:35] **Virtual Assistant:** I see your email address is selimerman@gmail.com did you want to use that?

[07:00:38] **Customer:** Yes

[07:00:39] **Virtual Assistant:** Let me get you to someone who can help. Please note, once your agent has completed assisting you, we'd also like to invite you to take a brief survey on your experience today.

[07:00:48] **Agent:** Hi, Selim! I'm Pavan and I'll be assisting you today.

[07:00:54] **Customer:** Hi Pavan

[07:01:09] **Agent:** I understand your concern regarding the email that you received. I'll look into it right away.

[07:01:17] **Agent:** You can reply to that email.

[07:01:35] **Agent:** You would not have to create a new email but you would have to reply to the email.

[07:02:08] **Customer:** Has the reply I sent to the email reached the support team? Network Solutions Customer Support [E-396588]

[07:02:36] **Agent:** Checking

[07:02:46] **Agent:** That's right, the reply was received.

[07:02:59] **Agent:** The escalation ticket is being worked on by our backend team.

[07:03:22] **Agent:** Please allow for some more time for the backend team to fix your issue.

[07:03:29] **Agent:** They will be updating you via email.

[07:04:38] **Customer:** As I've discussed with you before, I'm working diligently to resolve this matter. Your friends have previously expressed interest in seeking assistance from a dedicated individual to expedite the process. I'd also like your support in handling this process. Thank you.

[07:07:21] **Agent:** I have updated the escalation ticket and asked them to look into this. They are investigating this currently, they will be updating you soon.

[07:07:39] **Customer:** ok, Thank you

[07:07:46] **Agent:** My pleasure!

[07:07:47] **Agent:** Do you have any other queries?

[07:07:54] **Customer:** No, thanks a lot

[07:08:01] **Agent:** My pleasure, have a great day!

[07:08:08] **Customer:** you to

[07:10:17] **Agent:** Thank you for getting in touch with Network Solutions. I'd like to make you aware that at the end of our interaction, there will be a short survey to rate how I did today (5 = Best. Please rate with only the numbers).

[07:10:25] **Agent:** Have a great day!

[07:10:30] **Customer:** 5

[07:10:31] **Virtual Assistant:** Please rate your experience by answering 3 short questions.

[07:10:32] **Virtual Assistant:** My representative was knowledgeable. Please rate 1-5; *5 being the best*.

[07:10:34] **Customer:** 5

[07:10:35] **Virtual Assistant:** My representative was courteous and willing to help. Please rate 1-5; *5 being the best*.

[07:10:37] **Customer:** 5

[07:10:38] **Virtual Assistant:** Did we resolve your issue today?

[07:10:42] **Customer:** No, multiple interactions, still not resolved

[07:10:43] **Virtual Assistant:** Please share what we did well and what we can improve upon, otherwise type PASS.

[07:10:47] **Customer:** PASS

[07:10:48] **Virtual Assistant:** Thank you for your valuable feedback! Goodbye.

[07:10:51] **Customer:** Click here to End Conversation

Kind Regards,
Customer Support



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