

11:33, Feb 17

You: Hello

11:33, Feb 17

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

11:34, Feb 17

You: I'm an issue with the Backup Service

11:34, Feb 17

GoDaddy Bot: Let's get you a person.

11:34, Feb 17

GoDaddy Bot: Before we get started, are you currently a GoDaddy customer?

11:34, Feb 17

GoDaddy Bot: >

11:34, Feb 17

You: Yes

11:34, Feb 17

GoDaddy Bot: Great! Do you have your customer number and 4-digit PIN handy?

11:34, Feb 17

GoDaddy Bot: >

11:34, Feb 17

You: Yes

11:34, Feb 17

GoDaddy Bot: Great! Please have that handy, as the agent will ask you for it when you're connected.

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GoDaddy Guide: >

11:34, Feb 17

You: Tech Support

11:34, Feb 17

GoDaddy Guide: >

11:34, Feb 17

You: Hosting/WordPress

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GoDaddy Guide: >

11:34, Feb 17

You: Managed WordPress

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You: CPanel

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GoDaddy Guide: >

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GoDaddy Guide: >

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You: Tech Support

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GoDaddy Guide: >

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You: Hosting/WordPress

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GoDaddy Guide: >

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You: CPanel

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GoDaddy Guide: >

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You: Other Issue

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GoDaddy Guide: >

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GoDaddy Guide: We will connect you with one of our GoDaddy Guides as soon as possible. For a faster resolution, please tell us how we can help you today.

Info: Thank you for messaging GoDaddy. We are experiencing higher than normal volume. Hang in there, your estimated wait time is 24 minutes

11:47, Feb 17

Mounika Uppu: Hi, My name is Mounika Uppu. How may I help you today?

12:07, Feb 17

You: Hola

12:08, Feb 17

You: I need your help about backup service hired not work

12:08, Feb 17

Mounika Uppu: Do you want to take back up of any site?

12:09, Feb 17

You: the backup manual and automatic not work

12:10, Feb 17

Mounika Uppu: Before we proceed, I will send you two secure forms. Please enter your customer ID and 4 digit support PIN in the below forms.

12:10, Feb 17

Mounika Uppu: Mounika Uppu has sent you a Secure Form: PIN and Customer Number

12:10, Feb 17

You: Customer Number: 58877678 Pin: 1211

12:11, Feb 17

Mounika Uppu: Thank you. can you confirm site name?

12:12, Feb 17

You: compradirecta.do

12:12, Feb 17

You: compradirectard.com

12:13, Feb 17

Mounika Uppu: You can go to cpanel then from back up wizard you can take back up or you can create ftp account for both site and connect through filezilla and take back up

12:15, Feb 17

You: we have received email where indicating that an error not let doing backup

12:15, Feb 17

Mounika Uppu: Can you once try from ftp

12:15, Feb 17

Mounika Uppu: Please follow the steps in this article <https://www.godaddy.com/help/move-my-cpanel-website-with-ftp-and-filezilla-31870>

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You: [PNG]

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You: [PNG]

12:19, Feb 17

Mounika Uppu: https://myh.godaddy.com/?pl_id=1&prog_id=GoDaddy#/hosting/cpanel/account/ab7d5786-755c-11e6-b0f0-f04da2077796

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Mounika Uppu: Go to this link, click on cpanel admin then go to ftp accounts page create one ftp account then use those details to connect through filezilla

12:20, Feb 17

You: I got it

12:20, Feb 17

Mounika Uppu: Great

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12:22, Feb 17

You: ready

12:22, Feb 17

You: what else?

12:23, Feb 17

Mounika Uppu: Please use those details open filezilla and connect then drag files from remote site to local site

12:24, Feb 17

Mounika Uppu: Please refer the article which I sent

12:24, Feb 17

You: ok and after?

12:25, Feb 17

Mounika Uppu: Then back up will be stored in your desktop

12:25, Feb 17

You: and backup automatic?

12:26, Feb 17

You: that service hired for me ?

12:26, Feb 17

You: not wok?

12:26, Feb 17

Mounika Uppu: That will work I will fix that for you.

12:27, Feb 17

You: I need that urgently

12:29, Feb 17

Mounika Uppu: Please stay connected.

12:33, Feb 17

Mounika Uppu: Did you create any ftp details?

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Mounika Uppu: delete*

12:36, Feb 17

Mounika Uppu: the issue as been fixed, the back up is in progress

12:36, Feb 17

You: thanks

12:36, Feb 17

Mounika Uppu: You're welcome.

12:36, Feb 17

Mounika Uppu: It will take back up from now

12:37, Feb 17

You: Thanks

12:37, Feb 17

You: Good day