

14:55, Apr 25

Info: Welcome! We are excited to offer you messaging, allowing you to respond to us in your own time.  
Click here to get started.

14:55, Apr 25

You: Hello

Info: Welcome back! We are excited to offer you messaging, allowing you to respond to us in your own time.

Info: Thank you for chatting with GoDaddy. We're experiencing higher than normal volumes. Hang in there.  
Your estimated wait time is 1 minute.

14:55, Apr 25

You: Email is not going to AOL domain

14:58, Apr 25

Arshiya A: Greetings of the day.Hi there.Hope you are doing well. How may I help you with?

14:58, Apr 25

You: Hello

14:58, Apr 25

You: thanks for your response

14:59, Apr 25

You: we have nearly 15 domains with you

14:59, Apr 25

You: we have them with you for long time

14:59, Apr 25

Arshiya A: Yes please elobarate your issue ?

15:00, Apr 25

You: <a href="mailto:Syeda@soleilbank.com" target="\_blank" rel="noopener">Syeda@soleilbank.com</a>  
(this is one of our domain and when we send an email to AOL domain email its not going through

15:00, Apr 25

You: need your support on fixing it

15:00, Apr 25

Arshiya A: I will definitely assist you with the issue.Do not worry I will take the ownership of your issue .  
While assisting you I may ask you few questions to understand the issue in a better way

15:00, Apr 25

Arshiya A: Before we proceed, request you to validate me into your account please provide the validation details in the below secure form.

15:00, Apr 25

Arshiya A: Arshiya A has sent you a Secure Form: PIN and Customer Number

15:02, Apr 25

You: give me a minute

15:02, Apr 25

You: please

15:02, Apr 25

Arshiya A: The following Secure Form has been submitted: PIN and Customer Number

15:02, Apr 25

Arshiya A: Sure take your own time and Let me know if you face any issues I would be the happiest person to help you?

15:02, Apr 25

You: updated

15:02, Apr 25

Arshiya A: Let me check from my end for yiou

15:03, Apr 25

You: yes please

15:04, Apr 25

You: [JPEG]

15:06, Apr 25

Arshiya A: Thank you so much for staying connected. We appreciate your time and patience. As I have reviewed your account I can see that you have updated one extra record here in your domain DNS which you can check here <https://digwebinterface.com/?hostnames=soleilbank.com&type=TXT&ns=resolver&userresolver=9.9.9.10&nameservers=>

15:06, Apr 25

Arshiya A: you need to delete the extra record so that your emails will work again without any issues

15:07, Apr 25

You: which record exactly please

15:07, Apr 25

You: can you please do it for us

15:08, Apr 25

You: [PNG]

15:08, Apr 25

You: I can see this screen shot

15:08, Apr 25

Arshiya A: Let me explain you which is added for extra you need to login to bluehost your nameservers provider and delete the record

15:11, Apr 25

Arshiya A: you should delete both these records "v=spf1 include:bluehost.com ?all" v=spf1 include:spf.protection.outlook.com -all" and please add these record in below way, name: @ type: txt value: v=spf1 include:secureserver.net -all please add and let me know?

15:12, Apr 25

You: you mean under the godaddy DNS records

15:13, Apr 25

Arshiya A: Yes you need to add those records under your domain DNS at bluehost

15:15, Apr 25

You: [PNG] I am not able to see anything under the godaddy DNS record

15:19, Apr 25

Arshiya A: I already mentioned you that you need to contact bluehost where your nameservers are updated there

15:19, Apr 25

You: ok sure

15:20, Apr 25

You: once it's updated will it work

15:20, Apr 25

You: or you should do something after that

15:20, Apr 25

Arshiya A: you can update the records at the nameservers provider only so please contact there and delete and update the correct record and let me know if you face any issues?

15:20, Apr 25

You: I have the bluehost access with my colleague who is USA

15:20, Apr 25

Arshiya A: Yes please delete two of them then you can add which I provided you your emails work for that without any issues :-)

15:20, Apr 25

You: he will wake up in couple of hours

15:23, Apr 25

Arshiya A: Sure please take your own time and let me know if you face any issues I would be the happiest person to help you.

15:27, Apr 25

You: sure thanks

15:28, Apr 25

You: will you be available here for couple of hours

15:28, Apr 25

You: once we update the records will it works

15:28, Apr 25

You: or we need to do something after that

15:30, Apr 25

Arshiya A: Yes it will work only if you update the record please don't worry and trust me your e mails will work if you update the record here . you can also mail me at [arshiya0202@godaddy.com](mailto:arshiya0202@godaddy.com) if the issue is not resolved

15:31, Apr 25

You: ok thank you Mam

15:31, Apr 25

You: thanks for your kind support

15:31, Apr 25

You: will get back to you via email after updating the records

15:32, Apr 25

Arshiya A: Just to Explain , You have reached us regarding emails. We assisted with the emails on chat. Is there anything else where I can assist you apart from this issue?

15:32, Apr 25

Arshiya A: It was nice talking to you. You were so calm and patient during the conversation. Appreciate your time and patience. Hope I answered all your concerns.

15:32, Apr 25

You: sure will back to you via email

15:33, Apr 25

Arshiya A: Glad I was able to assist you with Emails. There is a short survey coming up, and we would love to hear your feedback about our interaction today. 0 being the least and 10 being the highest. We appreciate your business with GoDaddy and wish you a great day ahead.

Info: Conversation closed by the agent 15:33, Apr 25

15:33, Apr 25

Survey: Please provide your feedback on this 4 question survey.

15:33, Apr 25

Survey: How likely are you to recommend us to a friend, 10 being the best. (0-10)

15:33, Apr 25

You: 10

15:33, Apr 25

Survey: Were we able to resolve the reason for your chat? (Yes/No)

15:33, Apr 25

You: Yes

15:33, Apr 25

Survey: Please rate your satisfaction with your GoDaddy Guide, 10 being the best. (0-10)

15:33, Apr 25

You: 10

15:33, Apr 25

Survey: Please rate your satisfaction with your product experience, 10 being the best. (0-10)

15:33, Apr 25

You: 10

15:33, Apr 25

Survey: Thank you for chatting with us.