

Problem description: some keyboard keys not working

[Tuesday, October 01, 2013 9:14 AM] -- Automatically generated message:
Thank you for using HP's Instant Active Chat Support. Our Chat Support is provided free during your warranty period. Your request has been received by our Technical Support Center, and has been queued. Support for HP Notebooks, Desktops, and Printers are available 24 hours a day, 7 days a week. You will receive a response to your support request in 2 minutes or less.

Starting Jan 1st 2010, HP has stopped free support for all out of warranty Consumer Notebooks and from Feb 1st 2010 free support for all out of warranty Commercial Notebooks has been stopped as well. Alternatively, you have the option to seek self-help support from our website at www.hp.com/go/bsc or you can bring your notebook to Service Center for chargeable support.

[Tuesday, October 01, 2013 9:14 AM] -- Automatically generated message:
The HP Support technician, Mohan M has been assigned to your case.

[Tuesday, October 01, 2013 9:14 AM] -- Kedar Divekar says:
hi

[Tuesday, October 01, 2013 9:14 AM] -- Automatically generated message:
For reference, your Case ID is 4646225620

[Tuesday, October 01, 2013 9:14 AM] -- Mohan M says:
Hello Kedar, thank you for contacting HP Active Chat Support, my name is Mohan M B, how are you?

[Tuesday, October 01, 2013 9:14 AM] -- Kedar Divekar says:
you had told me that you require 24 hrs for the issue i had logged.

[Tuesday, October 01, 2013 9:15 AM] -- Kedar Divekar says:
but no response from your side

[Tuesday, October 01, 2013 9:15 AM] -- Kedar Divekar says:
not a single email or call

[Tuesday, October 01, 2013 9:15 AM] -- Mohan M says:
Kedar, you would be receiving the mail within in couple of hours.

[Tuesday, October 01, 2013 9:15 AM] -- Kedar Divekar says:
now you are saying couple of hours

[Tuesday, October 01, 2013 9:16 AM] -- Kedar Divekar says:
29 days i am waiting

[Tuesday, October 01, 2013 9:17 AM] -- Automatically generated message:
HP Instant Support Professional Edition.pdf has been sent to your support specialist.

[Tuesday, October 01, 2013 9:18 AM] -- Kedar Divekar says:
in our last chat you told me that you will contact me related to the issue in 24 hrs.

[Tuesday, October 01, 2013 9:18 AM] -- Kedar Divekar says:
any one there?

[Tuesday, October 01, 2013 9:19 AM] -- Mohan M says:
Yes, I am with you.

[Tuesday, October 01, 2013 9:19 AM] -- Mohan M says:
Please give me few minutes while I provide you with the information.

[Tuesday, October 01, 2013 9:23 AM] -- Mohan M says:
Kedar, thank you for being online.

[Tuesday, October 01, 2013 9:23 AM] -- Mohan M says:
Kedar, the onsite Engineer would be visiting your place within couple of business days with regards to this issue.

[Tuesday, October 01, 2013 9:24 AM] -- Kedar Divekar says:
why couple of days? why not today?

[Tuesday, October 01, 2013 9:24 AM] -- Kedar Divekar says:
what is the name of the engineer assigned to me?

[Tuesday, October 01, 2013 9:25 AM] -- Kedar Divekar says:
what is the service center name.

[Tuesday, October 01, 2013 9:25 AM] -- Kedar Divekar says:
?

[Tuesday, October 01, 2013 9:25 AM] -- Mohan M says:
Kedar, I have discussed this case with our Supervisor and have arranged for the service once again. So, it would take 1 to 2 business days for the onsite Engineer to visit your place.

[Tuesday, October 01, 2013 9:25 AM] -- Kedar Divekar says:
yesterday, you have provided me number of phone nos.

[Tuesday, October 01, 2013 9:25 AM] -- Kedar Divekar says:
but not a single one was working

[Tuesday, October 01, 2013 9:25 AM] -- Mohan M says:
Kedar, we would be dispatching the case to the concerned team and they will assign the case to the service center. So, I do not have the service center information.

[Tuesday, October 01, 2013 9:26 AM] -- Kedar Divekar says:
yesterday you had said that Andheri sevice center is assigned to me.

[Tuesday, October 01, 2013 9:26 AM] -- Kedar Divekar says:
now you are saying that no service center is assigned.

[Tuesday, October 01, 2013 9:28 AM] -- Kedar Divekar says:
is this the way to teat the customer?

[Tuesday, October 01, 2013 9:29 AM] -- Kedar Divekar says:
please give me one number which will receive my call. and will give satisfactory answer to me.

[Tuesday, October 01, 2013 9:30 AM] -- Mohan M says:
Kedar, you could contact the service center at 02228593722/721/6724.

[Tuesday, October 01, 2013 9:31 AM] -- Mohan M says:
Kedar, we have elevated this case to the next level and this issue would be taken care at the earliest.

[Tuesday, October 01, 2013 9:31 AM] -- Kedar Divekar says:
they are not picking up the phone.

[Tuesday, October 01, 2013 9:32 AM] -- Mohan M says:
Kedar, please call the above number after 10 o clock and check.

[Tuesday, October 01, 2013 9:32 AM] -- Kedar Divekar says:
i am getting this answer from monday morning.

[Tuesday, October 01, 2013 9:32 AM] -- Mohan M says:
Kedar, the case has been elevated to the concerned team and make sure that this issue would be taken care at the earliest.

[Tuesday, October 01, 2013 9:34 AM] -- Kedar Divekar says:
the same thing you had told me last day. but not a single call from your side related to status of the case.

[Tuesday, October 01, 2013 9:35 AM] -- Kedar Divekar says:
you can refer the attached documenet .

[Tuesday, October 01, 2013 9:35 AM] -- Mohan M says:
Kedar, I have gone through the previous chat session. We have elevated this case to the concerned team and you would be contacted within couple of business days.

[Tuesday, October 01, 2013 9:36 AM] -- Kedar Divekar says:
1 day is passed away

[Tuesday, October 01, 2013 9:36 AM] -- Kedar Divekar says:
tomorrow again you will say same thing.

[Tuesday, October 01, 2013 9:37 AM] -- Mohan M says:
Kedar, please wait for couple of business days and revert to us in case if you do not receive any call from the concerned team.

[Tuesday, October 01, 2013 9:40 AM] -- Kedar Divekar says:
suppose i did not receive the call in 2 days then what should i do?

[Tuesday, October 01, 2013 9:42 AM] -- Kedar Divekar says:
is any one there?

[Tuesday, October 01, 2013 9:42 AM] -- Mohan M says:
Kedar, please revert to us after couple of business days in case if you do not receive any call from the concerned team.

[Tuesday, October 01, 2013 9:43 AM] -- Kedar Divekar says:
and after that you will again say "We have elevated this case to the concerned team and you would be contacted

within couple of business days." Right?

[Tuesday, October 01, 2013 9:44 AM] -- Mohan M says:

Kedar, please revert to us after couple of business days and we will do our best to get this issue fixed at the earliest.

[Tuesday, October 01, 2013 9:48 AM] -- Kedar Divekar says:

ok. i am keeping faith on you. i will wait for 2 days from today. but tell me what you will do after 2 days if issue not get resolved? i want answer of this question.

[Tuesday, October 01, 2013 9:49 AM] -- Kedar Divekar says:

?

[Tuesday, October 01, 2013 9:49 AM] -- Kedar Divekar says:

?

[Tuesday, October 01, 2013 9:49 AM] -- Kedar Divekar says:

?

[Tuesday, October 01, 2013 9:50 AM] -- Mohan M says:

Kedar, this issue should be taken care within couple of business days.

[Tuesday, October 01, 2013 9:51 AM] -- Kedar Divekar says:

same answer again and again..... nothing other than that.

[Tuesday, October 01, 2013 9:51 AM] -- Kedar Divekar says:

very worst response from HP.

[Tuesday, October 01, 2013 9:52 AM] -- Kedar Divekar says:

I will never recommend any of my relative or colleague to buy HP laptop or any HP products.

[Tuesday, October 01, 2013 9:53 AM] -- Mohan M says:

Kedar, we certainly appreciate your feedback about our company's products and services. This message you sent has been forwarded to the proper individuals for further review. We value your comments.

[Tuesday, October 01, 2013 10:10 AM] -- Mohan M says:

Kedar, it has been a while since your last response. For the moment, I shall place this chat session on hold.

If you would like to resume this chat session, you may enter the Active Chat Support web-site using this URL:

<http://h50203.www5.hp.com/hpisweb/customer/HPInstantSupport.aspx>.

Please click on 'View your other Active Chat Issues' and then, click the Chat ID listed.

You may also refer to the Case ID 4646225620 to start a new chat session after 72 hrs.

Thank you for contacting HP, have a good day.

Mohan M B

Technical Support Engineer

Hewlett Packard Company

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