

Problem description: some keyboard keys not working

[Monday, September 30, 2013 10:37 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.

[Monday, September 30, 2013 10:37 AM] -- Automatically generated message:

The HP Support technician, Mohan M has been assigned to your case.

[Monday, September 30, 2013 10:37 AM] -- Automatically generated message:

For reference, your Case ID is 4646212260

[Monday, September 30, 2013 10:37 AM] -- Mohan M says:

Hello Kedar, thank you for contacting HP Active Chat Support, my name is Mohan M B, how are you?

[Monday, September 30, 2013 10:37 AM] -- Kedar Divekar says:

i had log the issue related to my HP laptop

[Monday, September 30, 2013 10:38 AM] -- Kedar Divekar says:

but no responce from HP from 28 days

[Monday, September 30, 2013 10:39 AM] -- Mohan M says:

Kedar, could you please provide me with the previous case id so that I can go through the case notes and will proceed accordingly.

[Monday, September 30, 2013 10:39 AM] -- Kedar Divekar says:

4709291955

[Monday, September 30, 2013 10:40 AM] -- Mohan M says:

Thank you for the information.

[Monday, September 30, 2013 10:40 AM] -- Mohan M says:

Kedar, please give me few minutes while I check for the case notes in the case id that you have provided.

[Monday, September 30, 2013 10:44 AM] -- Kedar Divekar says:

28 days passed away, but status update from HP

[Monday, September 30, 2013 10:44 AM] -- Kedar Divekar says:

phone no given by HP were not working or they are not picking up the phone

[Monday, September 30, 2013 10:48 AM] -- Kedar Divekar says:

any one there?

[Monday, September 30, 2013 10:48 AM] -- Mohan M says:

Kedar, thank you for being online.

[Monday, September 30, 2013 10:48 AM] -- Mohan M says:

Yes, I am with you.

[Monday, September 30, 2013 10:49 AM] -- Mohan M says:

While checking the case notes in the case id 4709291955 that you have provided, I see that the keyboard has been replaced on 9/11/2013 and the contact person mentioned is Varsha Palande.

[Monday, September 30, 2013 10:50 AM] -- Mohan M says:

So, please let me know the case number that you have provided is appropriate or not so that I can proceed further .

[Monday, September 30, 2013 10:51 AM] -- Kedar Divekar says:

no one is visited our home

[Monday, September 30, 2013 10:51 AM] -- Kedar Divekar says:

the case id is correct and the contacted person too

[Monday, September 30, 2013 10:52 AM] -- Mohan M says:

Alright.

[Monday, September 30, 2013 10:52 AM] -- Kedar Divekar says:

to which service center my case is assigned?

[Monday, September 30, 2013 10:53 AM] -- Mohan M says:
Kedar, in this case, I will discuss this issue with our Supervisor and will send follow up email within 24 hours with regards to this issue.

[Monday, September 30, 2013 10:53 AM] -- Mohan M says:
Could you please confirm your email address: kedard22@gmail.com?

[Monday, September 30, 2013 10:53 AM] -- Kedar Divekar says:
i am waiting from 28 days and now you are saying the i have to wait 1 another day?

[Monday, September 30, 2013 10:54 AM] -- Kedar Divekar says:
it is right

[Monday, September 30, 2013 10:54 AM] -- Kedar Divekar says:
to which service center my case is assigned?

[Monday, September 30, 2013 10:54 AM] -- Mohan M says:
Kedar, please give me 24 hours time so that I will discuss this case with the concerned team and also with our Supervisor and will update you on this case.

[Monday, September 30, 2013 10:54 AM] -- Kedar Divekar says:
please give me phone nos and email ids of that service center

[Monday, September 30, 2013 10:55 AM] -- Kedar Divekar says:
so that i can contact them immediately

[Monday, September 30, 2013 10:56 AM] -- Mohan M says:
Kedar, please find the service center details provided below.

Aforeserve.com Ltd.
Sagar Pallazio,Gala No.124, 125,
1st Floor, A.K. Road,Sakinaka' Junction,Sakinaka,
Andheri (E)
400072 Mumbai
ashish.c@aforeserve.co.in;
t11.ops.skn@aforeserve.co.in;
t12.ops.skn@aforeserve.co.in;
91 022 28560912
7498584684
7498584685/67441910/11/12/13/14

[Monday, September 30, 2013 10:58 AM] -- Kedar Divekar says:
please give me commitment that the issue get resolved within 1 day

[Monday, September 30, 2013 10:59 AM] -- Mohan M says:
Kedar, since I am from Technical Support Team, and I am technically trained to resolve the technical issues over the Chat, so I am not authorized to provide you with the exact time frame.

However, if you wish, I will go ahead and discuss this case with our Supervisor and will provide you with the update through the email.

[Monday, September 30, 2013 11:08 AM] -- Kedar Divekar says:
ok

[Monday, September 30, 2013 11:08 AM] -- Kedar Divekar says:
but tell me when any engineer will visit my home for solving the issue

[Monday, September 30, 2013 11:10 AM] -- Mohan M says:
Kedar, please give me 24 hours time so that I will discuss this case with our Supervisor and will send follow up email to your email address.

[Monday, September 30, 2013 11:11 AM] -- Kedar Divekar says:
ok.

[Monday, September 30, 2013 11:11 AM] -- Kedar Divekar says:
thank you.

[Monday, September 30, 2013 11:12 AM] -- Mohan M says:
You are welcome.

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