

Chat transcript

LiveChat <support@livechatinc.com>

dom 19/11/2017 22:41

A:angelo.pavia@hotmail.it <angelo.pavia@hotmail.it>;



Chat transcript

Tell us your name: apaveee

Support Agent 3

Sun, 11/19/17 10:17:29 pm Europe/Rome

Hey there, how can I help you?

apaveee

10:17:39 pm

hi

it wouldd be helpful to know when the casino will be working again

10:18:00 pm

Support Agent 3

10:19:33 pm

Excuse me, what do you mean by that?

apaveee

10:19:47 pm

when games will be up again

because it makes 2 hours that they don't

10:20:00 pm

Support Agent 3

10:20:24 pm

Sorry and try please again.

apaveee

10:20:38 pm

games are not running

your colleague

Support Agent 3

10:20:53 pm

Upload please a screenshot

apaveee

10:20:55 pm

told me you had a problem

no screenshot is needed
they don't run
black screen
is mine the only case here?
now?

10:21:03 pm

Support Agent 3
Please try to enter the games a bit later.

10:21:43 pm

apaveeee
ah ah ah
when ?

10:21:52 pm

i already reported again this as soon as possible, later etc way
i will do it
but i need to know when
i need to know if i am the only one having problems also
have i explained myself clearly?

10:22:22 pm

10:23:04 pm

Support Agent 3
There are technical errors at this moment. Sorry, but please try to enter the
games a bit later.

10:25:10 pm

apaveeee
ok
if you tell me when is later i am good with that
but this is very important
important
to know when
ok?

10:25:18 pm

10:26:06 pm

Support Agent 3
Sorry but it not depend on us. We dont have this information

10:27:04 pm

apaveeee
it depends on who then?

10:27:28 pm

Support Agent 3
Sorry but we dont have information about it

10:29:10 pm

apaveeee
you don't know who has to solve this problem?
ok listen
i do it even if i know it will be useless
but i need proof of this
so i ask you to refund my last deposit please
because we both know that you won't have someone working on this until

10:29:30 pm

10:30:17 pm

tomorrow
am i wrong?

Support Agent 3

10:33:35 pm

Please try to enter the games a bit later.

apaveeee

10:34:03 pm

do you understand that not answering to my question it's not very respectful?

Support Agent 3

10:36:03 pm

Upload please a screenshot
We need to see this error

apaveeee

10:36:24 pm

ok wait

Support Agent 3

10:36:29 pm

to help you

apaveeee

10:37:37 pm

[Senza titolo.jpeg](#)

please tell me

10:38:30 pm

Support Agent 3

10:39:24 pm

Please, try to clear cache/cookies, restart your browser/PC and try it again.
Besides, you need to have the latest version of Java and Flash installed. We
also advise to use Chrome browser. It would be nice, if you could send us the
error message that you get and make a screenshot of the problem and send it
to our e-mail.

apaveeee

10:39:38 pm

already done all that

please

say the truth

you need to wait until tomorrow isn't it?

Support Agent 3

10:41:06 pm

There are technical errors at this moment. Please try to enter the games a bit
later.

Duration: 24m 2s

Chat started on: <https://oshi.io/>

