

You are now connected to Venkatesh from Amazon.in

Venkatesh: Hello, my name is Venkatesh. I'll certainly try to help regarding your concern.

Good Noon, Akshit.

Could you please your concern?

Me: ?

Do you still want to know my concern?

I am contacting your team since last 10 days to check the delivery of my ordered product and you are still asking for my concern..

I want you to just share the escalation matrix with me.. and nothing else..

Venkatesh: I understand that you haven't received the package yet. I'm so sorry to hear this. Just to confirmation May I know are you referring this item-"BlueStone BIS Hallmarked 5 grams 24k (995) Yellow Gold Precious Coin "?

Me: Yes..

"I want you to just share the escalation matrix with me.. and nothing else.. "

Venkatesh: Thanks for your confirmation.

May I place your chat on hold for two minutes while I check this for you?

Me: yes..

Venkatesh: I'm sorry to keep you waiting. I'll just be a moment longer.

Me: ?

Venkatesh: Thanks for waiting.

In this chat we have option to transfer this chat to our supervisor.

Me: i am asking you to share the escalation matrix but not to connect me to them.. the email-id in your escalation matrix...

Venkatesh: In chat transferring the chat to our supervisor is the highest point of escalation. cs-reply@amazon.in

Me: is that your only reach-out point? your supervisor?

Venkatesh: This is the email address which you can send .

Me: fuck the email-id.d.

connect me to your supervisor..

transfer the chat to him..

Venkatesh: I can tell you are upset, and I can assure you that I am here to help and I will do everything possible to resolve this. Please refrain from using such language.

Me: Venkatesh i do not want to use any generic email ids anymore..

i am asking you to share the escalation matrix but you do not have that even.... isnt disappointing..

Venkatesh: Sure, please be on hold while transfer this chat to my supervisor.

Me: ?

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A Customer Service Associate will be with you in a moment.

You are now connected to Siva from Amazon.in

Me: Are you supervisor to Ventakesh?

Siva: Hi, my name is Siva. I am from leadership team.

Me: Share your escalation matrix...

"I want you to just share the escalation matrix with me.. and nothing else.. "

Siva: Please wait let me check the chat conversation.

Me: The issue is already been raised around 10 times now..

Everytime all your executives say that the issue is been escalated to the concerned team but of no use..

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Siva: Thanks for waiting.

Me: ?

Siva: I have checked and see that issue was already escalated to our transport team. As per our update we have received from them that package will be deliver as soon as possible. So, I request you to wait 24 hours..

Me: i am not asking for the same transcript response...

Please share the escalation matrix of your customer care.

I have a lot of communications with same response since last 10 days..

Siva: Here the email ID [cs-reply@amazon.in](mailto:cs-reply@amazon.in)

Me: Siva, do you know the meaning of escalation matrix?

Siva: I do understand your concern. This is email for escalation [cs-reply@amazon.in](mailto:cs-reply@amazon.in)

Me: It is not an escalation email id..

<http://help.apnacomplex.com/knowledge-b...>(see full link)

This is for your knowledge..

Siva: This is email for escalation [cs-reply@amazon.in](mailto:cs-reply@amazon.in). We are providing to customer.

Me: why are you guys so sceptical in sharing the escalation matrix..

okay.. let me ask it another way..

to whom you reports?

just share his email-id or transfer this chat to him..

To your manager in amazon..

Siva: I am really sorry. From my end. I have escalated the issue to our courier team to deliver the product. So, I request you to wait 24 hours. The package will be deliver.

Me: Let me repeat my words:

"why are you guys so sceptical in sharing the escalation matrix..

okay.. let me ask it another way..

to whom you reports?

just share his email-id or transfer this chat to him..

To your manager in amazon.. "

I am saving all these chats and please mark my words if i will reach out to your management, i will ensure strict action against your team...

You guys are just making fun of the customer.

Siva: I can really understand the way you feel, but I kindly request you to give us a last chance to help you with this issue as we don't want our valued customers to get disappointed regarding the courier issue.

Me: i am repeatedly asking for escalation matrix and you are coming up with the same transcript response..

Enough is enough...

Please do not involve yourself personally into the matter..

i have already written to Jeff for the same and i will share all these chat transcripts with him... he should be aware about the kind-of CC amazon has in India..

Siva: Sorry you feel in that.

We are not able to provide any Matrix.