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mistake on upgrade annual billing should be montlhy

Ticket details ▾

Zendesk

Yesterday at 07:08

(6:53:55 AM) Z Bot: Hi, I'm Z Bot, your digital assistant. What would you like to do?

ASK A QUESTION, MANAGE SUBSCRIPTION, REPORT AN ISSUE, LEARN HOW TO USE ZENDESK

(6:54:03 AM) Web User [alpha@algosignaltrader.com__zendesk__105...](#): Manage subscription

(6:54:04 AM) Z Bot: Sure. Choose one of these options or describe what you need help with.

ADD OR REMOVE AGENTS, ADJUST SUBSCRIPTION, TRIAL A HIGHER PLAN, MANAGE BILLING,
CONNECT TO SALES

(6:54:06 AM) Web User [alpha@algosignaltrader.com__zendesk__105...](#): Manage billing

(6:54:07 AM) Z Bot: OK. Choose an option or provide additional details.

UPDATE PAYMENT METHOD, INVOICE QUESTIONS, SOMETHING ELSE

(6:54:26 AM) Web User [alpha@algosignaltrader.com__zendesk__105...](#): Something else

(6:54:27 AM) Z Bot: OK. Briefly tell me how I can help.

(6:54:38 AM) Web User [alpha@algosignaltrader.com__zendesk__105...](#): wrong subscription billing period

(6:54:41 AM) Z Bot: Let me see what I can find.

(6:54:41 AM) Z Bot: Here you go, these resources might help.

(6:54:42 AM) Z Bot: Can I change my account subscription to monthly or annual billing periods?

[https://support.zendesk.com/hc/en-us/articles/4408882827674-Can-I-change-my-account-subscription-to-monthly-or-annual-billing-periods-?](https://support.zendesk.com/hc/en-us/articles/4408882827674-Can-I-change-my-account-subscription-to-monthly-or-annual-billing-periods-?auth_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNlcj9pZCI6bnVsbCwidGlja2V0X2lkjpuZDVsLCJkZWZsZWNOaW9uX2lkjo1NTQxNTg1MTg0Nzk0LCJhcnRyY2xlcyI6WzQ0MDg0ODI4Mjc2NzQsNDQwODgzNDMzNTM4Niw0NDA4ODQzNDEyMjUwXS)

https://support.zendesk.com/hc/en-us/articles/4408882827674-Can-I-change-my-account-subscription-to-monthly-or-annual-billing-periods-?auth_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNlcj9pZCI6bnVsbCwidGlja2V0X2lkjpuZDVsLCJkZWZsZWNOaW9uX2lkjo1NTQxNTg1MTg0Nzk0LCJhcnRyY2xlcyI6WzQ0MDg0ODI4Mjc2NzQsNDQwODgzNDMzNTM4Niw0NDA4ODQzNDEyMjUwXS

widG9rZW4iOm51bGwslmV4cCl6MTY4Mjc2OTI4MX0._1MlanUz9yzspKiygl2iCsHU9MajRRsnBYPC NBB0DAs&utm_source=Answerbot

How do I find my subscription renewal date? <https://support.zendesk.com/hc/en-us/articles/4408834335386-How-do-I-find-my-subscription-renewal-date-?>

auth_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNlcl9pZCI6bnVsbCwidGlja2V0X2lkjpdWxsLCJkZWZsZWN0aW9uX2lkjo1NTQxNTg1MTg0Nzk0LCJhcnRpY2xlcyl6WzQ0MDg4ODI4Mjc2NzQsNDQwODgzNDMzNTM4Niw0NDA4ODQzNDEyMjUwXS widG9rZW4iOm51bGwslmV4cCl6MTY4Mjc2OTI4MX0._1MlanUz9yzspKiygl2iCsHU9MajRRsnBYPC NBB0DAs&utm_source=Answerbot

I made a mistake when selecting options in my subscription. How do I fix it?

<https://support.zendesk.com/hc/en-us/articles/4408843412250-I-made-a-mistake-when-selecting-options-in-my-subscription-How-do-I-fix-it-?>

auth_token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJhY2NvdW50X2lkjoxMDU1NzY1NywidXNlcl9pZCI6bnVsbCwidGlja2V0X2lkjpdWxsLCJkZWZsZWN0aW9uX2lkjo1NTQxNTg1MTg0Nzk0LCJhcnRpY2xlcyl6WzQ0MDg4ODI4Mjc2NzQsNDQwODgzNDMzNTM4Niw0NDA4ODQzNDEyMjUwXS widG9rZW4iOm51bGwslmV4cCl6MTY4Mjc2OTI4MX0._1MlanUz9yzspKiygl2iCsHU9MajRRsnBYPC NBB0DAs&utm_source=Answerbot

(6:54:42 AM) Z Bot: Did you find what you needed?

YES, NO, I STILL NEED HELP

(6:54:52 AM) Web User alpha@algosignaltrader.com__zendesk__105...: No, I still need help

(6:54:53 AM) Z Bot: Do you want to connect with our sales team, product support team, or another team? You can also ask another question.

CONNECT TO SALES, CONNECT TO PRODUCT SUPPORT, CONNECT TO ANOTHER TEAM, ASK ANOTHER QUESTION

(6:56:27 AM) Web User alpha@algosignaltrader.com__zendesk__105...: Connect to another team

(6:56:29 AM) Z Bot: Help me route you to the best team by answering these questions:

(6:56:29 AM) Z Bot:

(6:57:08 AM) Web User alpha@algosignaltrader.com__zendesk__105...: Which of these do you need help with?: Billing, payments, or refunds

Share additional details about your issue: mistake on upgrade annual billing should be montlhy

(6:57:11 AM) Z Bot: OK. I've routed this conversation to our team.

(6:57:11 AM) Z Bot: You can now close this window or navigate away. When an agent responds, you'll be notified here and by email at alpha@algosignaltrader.com

(6:57:11 AM) Z Bot: Enjoy the rest of your day.

(6:58:16 AM) Web User alpha@algosignaltrader.com__zendesk__105...: this is the most terrible support system i cant believe this is zendesk... i should be able to creat a ticket here:

<https://support.zendesk.com/hc/en-us/requests>

going in circles for hours and no one replied from the prior day

Tom Leeson

Yesterday at 08:47

Well sorry to say, Seems there are several duplicates now as i tried to make sense out going in circles trying to get a human agent in finance.. to deal with my problem

 [zende-desk-wrong-sub.png](#)

100 KB · [Download](#)

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