

Info: Thanks for contacting United. I see you're experiencing an error. Let me connect you with an agent for more assistance.

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9:01, Mar 11

You: Can I use money & Miles along with a travel credit?

Info: Welcome back!

9:01, Mar 11

United Chatbot: OK! Our current wait time is about 20-30 minutes. If you're on a computer, please don't close the browser window.

9:01, Mar 11

United Chatbot: << Sent Rich Content >>

9:01, Mar 11

You: No

9:01, Mar 11

United Chatbot: << Sent Rich Content >>

9:01, Mar 11

You: Back to Main Menu

9:01, Mar 11

United Chatbot: How can I help? Please type a short sentence, such as "How do I change my flight?" or "Reset password."

Info: Still with us? If you're finished with this conversation, please type 'all set'. If you need live assistance, just type 'agent'. To continue where you left off, reply to the message above.

Info: Since we haven't heard back from you, we will now close our conversation. Thanks for chatting with United. If you still need help or need us again in the future, just text "Hi" to start a new conversation.

Info: Conversation closed by the agent 9:32, Mar 11

11:02, Apr 6

Info: Thanks for contacting United. I see you're experiencing an error. Let me connect you with an agent for more assistance.

11:02, Apr 6

You: Hi there

Info: Welcome back!

11:02, Apr 6

United Chatbot: OK! Our current wait time is about 10-20 minutes. If you're on a computer, please don't close the browser window.

11:02, Apr 6

United Chatbot: << Sent Rich Content >>

11:02, Apr 6

You: Yes

11:02, Apr 6

United Chatbot: Thanks for waiting. Please provide your confirmation or reference number, full name and a sentence summarizing the assistance you need.

Info: You are now placed in queue. Thank you, in advance, for your patience.

11:03, Apr 6

You: Need to dissolve a pool

Info: Almost there! Once connected to Mark Angelo B., they'll review your details and respond in a few minutes. By providing personal information to a United representative, you agree to our Privacy Policy. Learn more at: <https://fly.united.com/NXE3NqX> Please note: Do not send a photo of your credit card in chat. If a credit card is needed, we will send a secure form to collect the details to ensure your information remains protected.

11:20, Apr 6

Mark Angelo B.: Hello. We appreciate your business. Could you provide me with your Cart ID or let me know how I can assist?

11:37, Apr 6

You: Hello, I need to dissolve our pool and put the miles back in to my account

Info: You are now placed in queue. Thank you, in advance, for your patience.

Info: Almost there! Once connected to Debbie N., they'll review your details and respond in a few minutes. By providing personal information to a United representative, you agree to our Privacy Policy. Learn more at: <https://fly.united.com/NXE3NqX> Please note: Do not send a photo of your credit card in chat. If a credit card is needed, we will send a secure form to collect the details to ensure your information remains protected.

11:38, Apr 6

Debbie N.: We're still connected and I continue to work on this. Are you still able to wait?

11:47, Apr 6

Debbie N.: Thank you for waiting. Regarding your concern in dissolving your pool and putting the miles back to your account, I'll connect you to our MileagePlus Desk for further assistance. Please stay online, okay?

Info: You are now placed in queue. Thank you, in advance, for your patience.

Info: Almost there! Once connected to Gilbert C, they'll review your details and respond in a few minutes. By providing personal information to a United representative, you agree to our Privacy Policy. Learn more at: <https://fly.united.com/NXE3NqX>

11:47, Apr 6

Gilbert C: Hi, thank you for contacting MileagePlus. Please allow me 1–2 minutes to review the information above so I can assist you better.

11:48, Apr 6

Gilbert C: I appreciate your patience. I can help you in dissolving your pool. May I have your MileagePlus number?

Info: Almost there! Once connected to Audrey T, they'll review your details and respond in a few minutes. By providing personal information to a United representative, you agree to our Privacy Policy. Learn more at: <https://fly.united.com/NXE3NqX>

11:56, Apr 6

Audrey T: Since I have not received a response from you, I will now proceed to close this conversation. Thank you for reaching out to us today. If you need further assistance, please feel free to contact us again. Wishing you a great day and stay safe!

Info: Conversation closed by the agent 11:56, Apr 6

11:56, Apr 6

Survey Bot: Before you go, we're always looking for ways to better assist our customers. Please answer the following three questions about your experience. If you'd like to skip the survey, please type "Skip" at any point. If at anytime you want to speak to an agent again, type 'agent'.

11:56, Apr 6

Survey Bot: How satisfied were you with today's overall messaging experience?

12:26, Apr 6

Survey Bot: Thank you for participating in our survey and choosing United. We hope this has been helpful. This conversation will now close. If you need us again, just type "Hi" to start a new conversation.

7:22, Apr 13

You: A little help please :-)

Info: Welcome back!

7:22, Apr 13

United Chatbot: Thanks! An agent will be with you shortly. If you're on a computer, please don't close the browser window.

7:22, Apr 13

United Chatbot: While you wait, please let us know how the virtual assistant could have provided you a better experience. Your feedback is greatly valued.

Info: You are now placed in queue. Thank you, in advance, for your patience.

Info: Almost there! Once connected to Ma. Concepcion A., they'll review your details and respond in a few minutes. By providing personal information to a United representative, you agree to our Privacy Policy.

Learn more at: <https://fly.united.com/NXE3NqX> Please note: Do not send a photo of your credit card in chat. If a credit card is needed, we will send a secure form to collect the details to ensure your information remains protected.

7:23, Apr 13

Ma. Concepcion A.: Hello. We appreciate your business. Could you provide me with your Cart ID or let me know how I can assist?

7:25, Apr 13

You: Big question first. We need to fly from MNL to TUL in early August. Usually use Premium Eco, but the difference between that and business is small, so biz it is. However, we both have a trip to Seattle next week and want to use the miles from that to offset the cost of the MNL trip. Can I pay to hold the current fare and still use miles to offset the purchase in a week or two when I get the new miles added?

7:27, Apr 13

Ma. Concepcion A.: Yes, you can hold the fare using the money and then apply the miles later. However, you will need to book the flight within the validity of the fare lock.

7:28, Apr 13

You: Sure, that makes sense. I just purchased a ticket I had on farelock, but was not given the opportunity to use miles and money, only money. Do I need to call UAL to make the purchase that way?

7:31, Apr 13

Ma. Concepcion A.: The miles and money option is not available as this is a limited option only and there is a restriction. To assist you with your booking and upgrade, you will need to chat with or contact a UA representative at 18008648331. May I have your confirmation number, name, and birthday for me to check?

7:33, Apr 13

You: I have not held the flights yet. Gonna do that this morning, but will not hold if I can not use miles to purchase.

7:34, Apr 13

You: Can I use miles and money to purchase a held itinerary if I call UAL?

7:36, Apr 13

Ma. Concepcion A.: Money + Miles Overview Money + Miles is a payment option for MileagePlus members that allows you to use a combination of miles and cash to purchase airline tickets on United, United Express, and select partner airlines. This option is particularly useful when you don't have enough miles for a full award flight or want to redeem miles across multiple trips. Key Features Eligibility: Available to all MileagePlus members with miles in their accounts. Booking Process: Sign in to your MileagePlus account on the website or app. Search for flights and switch the display to Money + Miles. Choose your flight and select the number of miles to redeem at checkout. Minimum and Maximum Miles: There are variable minimum and maximum mile requirements, which can be adjusted using a slider during the payment process.

7:38, Apr 13

You: You didn't answer the question. Thanks for your time

7:38, Apr 13

You: I'll call

Info: Conversation closed by you 7:38, Apr 13

7:38, Apr 13

Survey Bot: Before you go, we're always looking for ways to better assist our customers. Please answer the following three questions about your experience. If you'd like to skip the survey, please type "Skip" at any point. If at anytime you want to speak to an agent again, type 'agent'.

7:38, Apr 13

Survey Bot: How satisfied were you with today's overall messaging experience?

7:38, Apr 13

You: Unsatisfied

7:38, Apr 13

Survey Bot: Was the specific request you messaged us about resolved during this chat?

7:38, Apr 13

You: No

7:38, Apr 13

Survey Bot: How satisfied are you with the quality of service provided by Ma. Concepcion A., the last agent that you chatted with?

7:38, Apr 13

You: Unsatisfied

7:38, Apr 13

Survey Bot: Please provide any additional feedback you have about today's messaging experience.

7:39, Apr 13

You: I asked a very specific question and got a cut and paste answer that did NOT even come close to answering the question.

7:39, Apr 13

Survey Bot: Thank you for participating in our survey and choosing United. We hope this has been helpful. This conversation will now close. If you need us again, just type "Hi" to start a new conversation.