

Meijer Support Call Transcript — MEI-11707

Ticket ID:	MEI-11707	Priority:	Low
Created:	2024-09-04 09:25:39	Status:	In progress
Store #:	66	Store:	Hillcrest Avenue, Springfield
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	39.942816050000005, -83.83020169657294	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Facilities Support, this is Agent Thompson. How can I help you today?

Jessica Williams: Hi, Agent Thompson. This is Jessica from the Hillcrest Avenue store in Springfield. How's your day going so far?

Agent Thompson: Oh, it's goin' great, thanks for askin', Jessica! What can I help you with at store 66?

Jessica Williams: Just a little issue we're havin' with one of our freezers.

PROBLEM DESCRIPTION

Jessica Williams: So, we've got a freezer malfunction in our dairy department. It's not keepin' temperature, and we're worried about spoilage. We've already moved the product to another unit, but we need to get this one fixed ASAP.

Agent Thompson: Okay, sorry to hear that, Jessica. Can you tell me more about what's happenin' with the freezer? Is it displayin' any error codes or just not coolin' at all?

Jessica Williams: (background noise) Oh, sorry about that, just a customer askin' a question... (back to the call)
Anyway, yeah, it's just not coolin' at all. We've checked the temperature settings, and everything looks good there.

Agent Thompson: Alright, got it. And just to confirm, you haven't contacted a vendor about this issue yet, correct?

Jessica Williams: That's right, we haven't contacted anyone yet. We wanted to reach out to Facilities Support first.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, I'm gonna go ahead and take a look at this. I've created ticket MEI-11707 for you. Based on what you've told me, it's possible that we might need to replace the compressor or check the refrigerant levels. I'm gonna recommend that we send a technician out to take a look.

Jessica Williams: Sounds good, thanks. How soon can we expect someone to arrive?

Agent Thompson: We'll get someone out there within the next 24 to 48 hours, dependin' on the technician's schedule. In the meantime, you can go ahead and keep the product moved to the other unit to prevent any further spoilage.

CLOSING

Agent Thompson: Just to summarize, Jessica, we've got ticket MEI-11707 open for the freezer malfunction at store 66. We'll get a technician out to take a look within the next 24 to 48 hours. If you have any further questions or concerns, don't hesitate to reach out.

Jessica Williams: Sounds great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Jessica. We'll get this taken care of for you. Have a great day!