

Meijer Support Call Transcript — MEI-14699

Ticket ID:	MEI-14699	Priority:	Medium
Created:	2024-06-28 16:50:57	Status:	In progress
Store #:	136	Store:	Scatterfield Road, Anderson
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	40.048942100000005, -85.6486258452526	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?

Jennifer Rodriguez: Hi, Agent Thompson. This is Jennifer, Front End Supervisor at the Scatterfield Road store in Anderson.

Agent Thompson: Hi Jennifer, nice to talk to you. How's your day going so far?

Jennifer Rodriguez: It's going, just dealing with a few issues. We've got a freezer malfunction that's causing some problems.

****PROBLEM DESCRIPTION****

Jennifer Rodriguez: So, our freezer in the dairy department is not cooling properly. We've got temperatures rising, and I'm worried about spoilage. We've tried restarting it, but nothing's working.

Agent Thompson: Okay, sorry to hear that. Can you tell me what kind of error messages you're seeing on the display?

Jennifer Rodriguez: Let me check... (background noise) Okay, it says "Error 34" and "High Temp Alert".

Agent Thompson: Alright, that helps. Have you noticed any issues with the compressor or fans?

Jennifer Rodriguez: (interrupted by background noise) Oh, sorry about that. Yeah, the fans seem to be running, but I'm not sure about the compressor.

Agent Thompson: No worries, I understand. So, just to confirm, you've tried restarting the freezer, and you're not seeing any improvement?

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, Jennifer, I'm going to go ahead and create a ticket for this issue. I've got MEI-14699 created. I'm going to prioritize this as medium, given the potential for spoilage.

Jennifer Rodriguez: Okay, sounds good. What's the next step?

Agent Thompson: I'm going to recommend that you try to relocate any sensitive products to a different freezer to prevent spoilage. In the meantime, I'll get our maintenance team scheduled to take a look at the freezer ASAP.

Jennifer Rodriguez: Alright, that makes sense. How soon can we expect someone to arrive?

Agent Thompson: I'm estimating within the next 24 to 48 hours, depending on our maintenance team's schedule. I'll make sure to keep you updated on the status.

****CLOSING****

Agent Thompson: Just to summarize, Jennifer, we've got ticket MEI-14699 created for the freezer malfunction. I've recommended relocating sensitive products, and our maintenance team will be out to take a look soon.

Jennifer Rodriguez: Sounds good, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. If you have any further issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Jennifer Rodriguez: You too, thanks again.