

Meijer Support Call Transcript — MEI-5804

Ticket ID:	MEI-5804	Priority:	Medium
Created:	2024-10-14 14:08:10	Status:	Resolved
Store #:	120	Store:	North Portage Road, South Bend
Category:	Operational Issues	Type:	Supply Request
Coordinates:	41.723538, -86.285764	Location Type:	Store

Transcript

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

OPENING

Agent: Thank you for calling Store Operations, my name is Karen. How can I assist you today?

Caller: Hi Karen, this is Jessica Thomas, Shift Supervisor at the North Portage Road store in South Bend.

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

Caller: It's going alright, just a little busy with the lunch rush. How about you?

PROBLEM DESCRIPTION

Caller: So, I'm calling about a supply request issue we're having. We're running low on some essential items, like paper towels and toilet paper, and I need some help getting them restocked.

Agent: Okay, can you tell me more about what's going on? Are you having trouble with the inventory management system or...?

Caller: (background noise) Oh, sorry about that, I'm on the sales floor right now. Anyway, yeah, it's just a matter of getting the supplies ordered and delivered. We've been having some issues with our stock levels lately.

Agent: Alright, got it. And just to confirm, you've checked the inventory levels in our system and you're showing that we're out of stock on those items?

Caller: That's right. And I've also checked with our receiving team, and they haven't received any shipments recently.

Agent: Okay, I see. Well, let me just check on that real quick. (pause) Okay, yeah, I see that we do have some stock available in the warehouse.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, so it looks like I'm going to go ahead and create a ticket for this issue, which will be MEI-5804. I'm going to prioritize it as medium, since it's not a critical issue, but we do want to get those supplies to you as soon as possible.

Caller: Sounds good, thanks.

Agent: So, I'm going to go ahead and put in a request for those supplies to be shipped out to you today. You should receive them by tomorrow morning at the latest.

Agent: In the meantime, if you need any temporary solutions, I can offer to have some supplies transferred from another store. But it looks like we should be able to get everything resolved with the shipment.

CLOSING

Agent: Just to summarize, Jessica, I've created ticket MEI-5804 for your supply request issue, and we're going to get those supplies shipped out to you today. You should receive them by tomorrow morning.

Caller: Great, thanks so much for your help, Karen.

Agent: You're welcome, Jessica. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again!