

Meijer Support Call Transcript — MEI-13808

Ticket ID:	MEI-13808	Priority:	Medium
Created:	2025-05-31 16:07:01	Status:	In progress
Store #:	306	Store:	Schoenherr Rd, Warren
Category:	IT/Network Problems	Type:	Software Update
Coordinates:	42.480261299999995, -82.98901269498923	Location Type:	Store

Transcript

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

OPENING

IT Help Desk, this is Agent Thompson. How can I assist you today?

Jennifer Taylor: Hi, Agent Thompson. This is Jennifer, Store Manager at the Schoenherr Rd store in Warren. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Jennifer. What brings you to call us today?

Jennifer Taylor: Just a quick issue with our software update. I'm hoping you can help me out.

PROBLEM DESCRIPTION

Jennifer Taylor: So, we're trying to update our store's software, but it's not going through. We've tried restarting the system, but it's still not cooperating.

Agent Thompson: Okay, can you tell me more about the error message you're seeing? Is it giving you any specific codes or messages?

Jennifer Taylor: Let me check... (background noise) Okay, it says "update failed" and something about a connection issue.

Agent Thompson: Alright, that helps. Have you tried checking the network connection or talking to our network team about this issue?

Jennifer Taylor: Not yet, I was hoping to get some guidance from you first. We're getting ready for our weekly ad sale, so I want to make sure everything is running smoothly.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jennifer, I'm going to go ahead and take a look at this. Based on what you've told me, it's possible that there's a configuration issue with the update. I'm going to create a ticket for this, MEI-13808, and we'll get our team to take a closer look.

Jennifer Taylor: Sounds good, thank you.

Agent Thompson: In the meantime, I recommend trying to update the software again, and if it still doesn't work, we can try a manual update. I'll also send you an email with some troubleshooting steps to try.

Jennifer Taylor: Alright, that makes sense. How long do you think it'll take to resolve this issue?

Agent Thompson: We should be able to get this resolved within the next 24 hours. I'll make sure to prioritize this ticket since it's affecting your store's operations.

****CLOSING****

Agent Thompson: Just to summarize, Jennifer, we're going to troubleshoot the software update issue and try to resolve it as soon as possible. Your ticket number is MEI-13808, and I'll be following up with you to make sure everything gets resolved.

Jennifer Taylor: Sounds great, thank you for your help, Agent Thompson.

Agent Thompson: You're welcome, Jennifer. We appreciate your patience, and I'll talk to you soon. Have a great day, and good luck with your weekly ad sale!

Jennifer Taylor: Thanks, you too! Bye!