

Meijer Support Call Transcript — MEI-7508

Ticket ID:	MEI-7508	Priority:	Medium
Created:	2025-05-26 13:02:01	Status:	In progress
Store #:	295	Store:	N Morton St, Franklin
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	39.5054483, -86.07334715626357	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?

Michelle Martin: Hi, Agent Thompson. This is Michelle, Store Manager at the N Morton St store in Franklin.

Agent Thompson: Hi Michelle, nice to talk to you. How's everything going at the store today?

Michelle Martin: Oh, you know, just trying to get through the day. We've got a bit of an issue with one of our freezers.

PROBLEM DESCRIPTION

Michelle Martin: Yeah, so our dairy freezer in the grocery department is malfunctioning. The temperature is fluctuating and we're getting some alarms on the control panel.

Agent Thompson: Okay, can you tell me more about the alarms you're seeing? Are they error codes or just general warnings?

Michelle Martin: Let me check... (background noise) Okay, it says "High Temp" and "Defrost Mode" is flashing.

Agent Thompson: Alright, that doesn't sound good. Have you tried restarting the system or checking the drain lines for any blockages?

Michelle Martin: Not yet, we just noticed the issue about an hour ago. We're getting slammed with customers right now, so I haven't had a chance to dig in too deep.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, no problem. I'm going to go ahead and create a ticket for this issue. That'll be MEI-7508. I'm going to prioritize it as medium, since it's not a critical failure, but we still want to get it resolved ASAP.

Michelle Martin: Sounds good, thanks.

Agent Thompson: In the meantime, can you try to isolate the affected products and move them to a different freezer to prevent any spoilage?

Michelle Martin: Yeah, we can do that. How soon can we expect someone to come out and take a look?

Agent Thompson: I'm going to schedule a technician to come out within the next 24-48 hours. We'll get this resolved as soon as possible.

CLOSING

Agent Thompson: Just to summarize, I've created ticket MEI-7508 for the freezer malfunction at your store. We'll have a technician out to take a look within the next 24-48 hours.

Michelle Martin: Great, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. If you have any further issues or concerns, don't hesitate to reach out. We'll get this resolved and get your store back up and running smoothly.

Michelle Martin: Appreciate it. Have a good day!