

# Meijer Support Call Transcript — MEI-8579

Ticket ID:	MEI-8579	Priority:	Low
Created:	2024-05-09 12:38:39	Status:	In progress
Store #:	68	Store:	Warren Road, Westland
Category:	Equipment/Hardware Issues	Type:	Freezer Malfunction
Coordinates:	42.332587849999996, -83.40571950160891	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 Davis: Hi, Agent Thompson. I'm the Grocery Manager at the Warren Road store in Westland.

Agent Thompson: Ah, hi Jessica! Nice to talk to you. How's everything going at the store today?

Jessica Davis: It's going, just dealing with a little issue. We've got a freezer malfunction that's causing some problems.

**\*\*PROBLEM DESCRIPTION\*\***

Jessica Davis: So, our freezer in the dairy department is on the fritz. It's not keeping the right temperature, and we're worried about spoilage. We've tried adjusting the settings, but nothing seems to be working.

Agent Thompson: Okay, I see. Can you tell me what kind of error messages you're getting on the display?

Jessica Davis: Let me check... (background noise) Okay, it says "Temperature Alert" and it's flashing.

Agent Thompson: Alright, that helps. Have you noticed any other issues with the freezer, like unusual noises or leaks?

Jessica Davis: (interrupted by background noise) Oh, sorry about that. Yeah, we have noticed some ice buildup on the coils.

Agent Thompson: Okay, got it. And just to confirm, you haven't had any vendors in to work on the freezer recently?

Jessica Davis: No, not recently. We've been trying to troubleshoot it ourselves.

**\*\*TROUBLESHOOTING/RESOLUTION\*\***

Agent Thompson: Okay, Jessica. Based on what you've told me, it sounds like we might need to get a technician out to take a look at the freezer. I'm going to go ahead and reference ticket MEI-8579, which was created earlier today.

Jessica Davis: Okay, sounds good.

Agent Thompson: In the meantime, I recommend that you try to relocate any sensitive products to a different freezer to prevent spoilage. We should be able to get someone out to you within the next 24 to 48 hours.

Jessica Davis: Alright, that sounds like a plan.

**\*\*CLOSING\*\***

Agent Thompson: Just to summarize, we're going to get a technician out to take a look at the freezer, and in the meantime, you'll relocate any sensitive products. Your ticket number is MEI-8579, and we'll follow up with you within the

next 24 to 48 hours.

Jessica Davis: Sounds good, thank you for your help, Agent Thompson.

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

Jessica Davis: You too, thanks again.