

Meijer Support Call Transcript — MEI-9510

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| Ticket ID: | MEI-9510 | Priority: | High |
| Created: | 2024-10-02 10:54:13 | Status: | Closed |
| Store #: | 129 | Store: | Pike Plaza Road, Indianapolis |
| Category: | Operational Issues | Type: | Supply Request |
| Coordinates: | 39.8261794, -86.25178842353782 | 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?

James Garcia: Hi Karen, this is James Garcia, Store Manager at the Pike Plaza Road location in Indianapolis. How's your day going so far?

Karen: It's going well, thanks for asking, James. What can I help you with today?

PROBLEM DESCRIPTION

James Garcia: We're having some issues with our supply request. We're running low on some essential items, like paper products and cleaning supplies. I've tried to place an order, but it's not going through.

Karen: I'm sorry to hear that, James. Can you tell me more about the error you're getting when you try to place the order? Is it giving you a specific error message?

James Garcia: (background noise of store announcements) Ah, sorry about that. Yeah, it just says "unable to process request" or something like that. We really need to get these items restocked ASAP.

Karen: Okay, got it. And just to confirm, you've tried placing the order through our usual system, correct?

James Garcia: That's right. I've also tried calling the distribution center, but they're not answering.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, James, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-9510. I'm going to escalate this as a high-priority issue since you're running low on essential items.

James Garcia: Appreciate that, Karen. We really need to get this resolved quickly.

Karen: Absolutely, James. I'm going to go ahead and contact our distribution center to see what's going on with your order. In the meantime, I can offer you a workaround to get some emergency supplies delivered to your store. Would that work for you?

James Garcia: Yeah, that would be great. How soon can we expect those supplies to arrive?

Karen: I'd say within the next 24 hours, depending on the distribution center's schedule. I'll make sure to follow up with you tomorrow to confirm.

CLOSING

Karen: Just to summarize, James, I've created ticket MEI-9510 for your supply request issue, and I'm going to work on getting those emergency supplies delivered to your store ASAP.

James Garcia: Sounds good, Karen. Thanks for your help.

Karen: You're welcome, James. Your ticket number is MEI-9510, and I'll be in touch tomorrow to follow up. Have a great day, and thanks for shopping Meijer!