

Meijer Support Call Transcript — MEI-9595

Ticket ID:	MEI-9595	Priority:	High
Created:	2024-05-08 16:50:13	Status:	Open
Store #:	285	Store:	New Margaret Ave, Terre Haute
Category:	Inventory Management	Type:	Stock Out
Coordinates:	39.442435399999994, -87.32994182237667	Location Type:	Store

Transcript

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

****OPENING****

Merchandising Support, this is Agent Thompson. How can I help you today?

Daniel Martin: Hi, Agent Thompson. This is Dan Martin, Department Manager at the New Margaret Ave store in Terre Haute.

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

Daniel Martin: It's goin' alright, just dealin' with a few issues. Nice day in Terre Haute, though.

****PROBLEM DESCRIPTION****

Daniel Martin: So, I'm callin' about a stock out issue we're havin' with Faygo products. We're completely out, and I'm gettin' killed by customers lookin' for 'em.

Agent Thompson: Okay, sorry to hear that, Dan. Can you tell me a little more about what's goin' on? How long have you been out of stock?

Daniel Martin: (background noise) Oh, sorry 'bout that. We've been out for a few days now. I've checked the warehouse, and we just don't have any comin' in. I've tried to get some from other stores, but nobody's got any to spare.

Agent Thompson: Alright, got it. And just to confirm, this is for all Faygo products, correct? Not just a specific item?

Daniel Martin: That's right. We're out of all Faygo soda, from the diet stuff to the regular. It's like we've been wiped out.

Agent Thompson: Okay, I understand. And have you talked to the vendor, Faygo, about this at all?

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Okay, Dan, I'm gonna go ahead and take a look at this. Since this is a high-priority issue, I'm gonna escalate it and see what we can do to get some product in ASAP. I've already created a ticket for you, MEI-9595.

Daniel Martin: Alright, sounds good. What's the timeline lookin' like for gettin' some product in?

Agent Thompson: Well, I'm gonna talk to our inventory team and see what we can do. Hopefully, we can get some product in within the next 24 to 48 hours. In the meantime, I can offer you some suggestions for workarounds, like offerin' a similar product or a raincheck for customers.

Daniel Martin: That sounds good. I appreciate the help, Agent Thompson.

****CLOSING****

Agent Thompson: Alright, Dan, just to summarize, I'm gonna work on gettin' some Faygo product in for you ASAP. Your ticket number is MEI-9595, and I'll make sure to follow up with you tomorrow to check on the status.

Daniel Martin: Sounds good, thanks for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Dan. Have a great day, and I'll talk to you soon.

Daniel Martin: You too, thanks again. Bye.