

Meijer Support Call Transcript — MEI-4753

Ticket ID:	MEI-4753	Priority:	Low
Created:	2024-12-28 12:14:13	Status:	Resolved
Store #:	192	Store:	McFarland Rd, Rockford
Category:	IT/Network Problems	Type:	Software Update
Coordinates:	42.29274635, -88.9761256883312	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?

Sarah Martinez: Hi Agent Thompson, this is Sarah from the McFarland Rd store in Rockford. How's your day going?

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

Sarah Martinez: Just a quick issue with our software update, hope you can help me out.

PROBLEM DESCRIPTION

Sarah Martinez: So, we're trying to update our point-of-sale system, but it's not going through. We've tried restarting the terminals, but nothing's working.

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

Sarah Martinez: 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 your store's network admin?

Sarah Martinez: Yeah, we've checked the connection, and it seems fine. We don't have a network admin on site right now, though.

Agent Thompson: Okay, got it. Can you confirm which version of the software you're trying to update to?

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Sarah, I think I see the issue. It looks like the update might be timing out due to a server issue. I'm going to go ahead and create a ticket for you, MEI-4753.

Sarah Martinez: Sounds good, thanks.

Agent Thompson: In the meantime, I recommend trying to update the system again during our off-peak hours, like early morning or late evening. If that doesn't work, we can try a manual update.

Sarah Martinez: Alright, that makes sense. How long do you think it'll take to resolve the issue?

Agent Thompson: We should be able to get it fixed within the next 24 hours. I'll make sure to prioritize the ticket and get our team on it ASAP.

****CLOSING****

Agent Thompson: Just to summarize, Sarah, we're going to try updating the system again during off-peak hours, and if that doesn't work, we'll do a manual update. Your ticket number is MEI-4753, and we'll follow up with you within 24 hours.

Sarah Martinez: Sounds great, thanks for your help, Agent Thompson.

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

Sarah Martinez: You too, thanks again. Bye.

Agent Thompson: Bye, Sarah.