

Meijer Support Call Transcript — MEI-9227

Ticket ID:	MEI-9227	Priority:	High
Created:	2024-09-12 08:05:39	Status:	In progress
Store #:	186	Store:	US52 (Sagamore Pky), West Lafayette
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	40.467414000000005, -86.96550535	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?

Joseph Brown: Hi Agent Thompson, this is Joseph Brown, Shift Supervisor at the US52 store in West Lafayette.

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

Joseph Brown: It's going, just dealing with a bit of a heat issue. Thanks for answering so quickly.

****PROBLEM DESCRIPTION****

Joseph Brown: So, we're having some problems with our HVAC system. It's not cooling the store properly, and it's getting pretty warm in here. We've got customers complaining, and our employees are getting uncomfortable.

Agent Thompson: I understand, Joseph. Can you tell me more about what's happening with the HVAC? Is it not turning on at all, or is it just not cooling like it should be?

Joseph Brown: It's turning on, but it's just not putting out any cold air. We've checked the thermostats, and they're all set right. (background noise) Oh, sorry about that, just a customer asking a question. Anyway, we've tried restarting the system, but nothing's changing.

Agent Thompson: Okay, got it. And you haven't had any issues with the system recently, like any maintenance or repairs?

Joseph Brown: No, nothing that I'm aware of. We did have a power outage last week, but I wouldn't think that would affect the HVAC.

****TROUBLESHOOTING/RESOLUTION****

Agent Thompson: Alright, Joseph, I'm going to go ahead and take a look at this. Given the priority of this issue, I'm going to escalate it and get someone out to you as soon as possible. In the meantime, can you try checking the air filters and making sure they're clean?

Joseph Brown: Yeah, we can do that. But like I said, we've already tried restarting the system.

Agent Thompson: Okay, well, let's create a ticket for this issue. I'm going to go ahead and assign it as MEI-9227. I'm expecting we'll have someone out to you within the next 24 hours to take a look at the system. We'll get this resolved for you as quickly as possible.

Joseph Brown: That sounds great, thank you. I appreciate the urgency.

****CLOSING****

Agent Thompson: Just to summarize, Joseph, we're going to have someone out to the store within the next 24 hours to take a look at the HVAC system. In the meantime, if you have any other issues or concerns, don't hesitate to reach out. Your ticket number is MEI-9227.

Joseph Brown: Got it, thanks again for your help, Agent Thompson.

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

Joseph Brown: (laughs) Will do, thanks.