

Meijer Support Call Transcript — MEI-22497

Ticket ID:	MEI-22497	Priority:	Low
Created:	2024-10-14 19:16:12	Status:	In progress
Store #:	220	Store:	Charlestown Rd., New Albany
Category:	Equipment/Hardware Issues	Type:	Bakery Oven
Coordinates:	38.3494259, -85.79296888471718	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?

David White: Hi Agent Thompson, this is David White, Department Manager at the Charlestown Rd. store in New Albany.

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

David White: Oh, you know, just trying to get through the day. We've got a bit of an issue with our bakery oven.

PROBLEM DESCRIPTION

David White: Yeah, our bakery oven is on the fritz. It's not heating up properly, and we're getting some error messages on the display. We've tried restarting it, but nothing seems to be working.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the error messages you're seeing? Are they giving you any specific codes or anything?

David White: Let me check... (background noise) Okay, it says "E-03" on the display. And it's just not getting up to temperature.

Agent Thompson: Alright, got it. And have you noticed any other issues with the oven, like any unusual noises or smells?

David White: (interrupted by background noise) Oh, sorry about that. Yeah, it's just been making a weird clicking noise when it's trying to heat up.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, David, I'm going to go ahead and take a look at this issue. I'm creating a ticket for you, MEI-22497. I think we might need to get someone out to take a look at the oven. In the meantime, have you tried checking the oven's electrical connections to make sure everything is secure?

David White: Yeah, we've checked all the connections, and everything looks good.

Agent Thompson: Alright, well, I'm going to go ahead and schedule a technician to come out and take a look at the oven. We should be able to get someone out there within the next 24 to 48 hours.

David White: Okay, that sounds great. What's the best way to keep track of the status of the ticket?

Agent Thompson: You can just give me a call back, or you can check the status online. I'll make sure to keep you updated on any progress we make.

****CLOSING****

Agent Thompson: Just to summarize, David, I've created ticket MEI-22497 for your bakery oven issue, and we'll have a technician out to take a look at it within the next 24 to 48 hours.

David White: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, David. If you have any other issues or concerns, don't hesitate to give us a call. We'll get your oven up and running in no time.

David White: Appreciate it. Have a good day.

Agent Thompson: You too, David. Bye for now.