

# Meijer Support Call Transcript — MEI-13132

Ticket ID:	MEI-13132	Priority:	Low
Created:	2024-07-01 16:30:47	Status:	Open
Store #:	144	Store:	Columbus Lancaster Rd. NW, Lancaster
Category:	IT/Network Problems	Type:	Payment Processing
Coordinates:	39.75015325, -82.65500785412814	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?

Michael Smith: Hi, Agent Thompson. This is Michael Smith, Produce Manager at the Columbus Lancaster Rd. NW store in Lancaster, Ohio.

Agent Thompson: Hi Michael, nice to talk to you. How's your day going so far?

Michael Smith: It's going alright, just dealing with some technical issues. Thanks for answering.

### \*\*PROBLEM DESCRIPTION\*\*

Michael Smith: So, we're having some problems with our payment processing. Our lanes are just not processing transactions like they should be. We've tried restarting the systems, but nothing seems to be working.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about what's happening when you try to process a transaction? Are you getting any error messages?

Michael Smith: (background noise of store activity) Yeah, it just says "unable to connect to payment server". We've tried a few different lanes, but it's the same issue across the board.

Agent Thompson: Alright, that helps. Have you noticed this issue with any specific type of payment, like credit cards or mobile payments?

Michael Smith: (interrupted by a coworker in the background) Sorry, what was that? Oh, no, it's all types of payments. We're just not able to process anything.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent Thompson: Okay, Michael. I'm going to go ahead and take a look at this issue. I've created a ticket for you, MEI-13132. I'm going to do some troubleshooting on my end to see if I can identify the problem.

Michael Smith: Alright, sounds good. How long do you think it'll take to resolve?

Agent Thompson: Well, since this is a low-priority issue, I'd say we're looking at a resolution time of a few hours. I'll work on getting this fixed as soon as possible, but in the meantime, you may want to consider using our manual payment processing workaround.

Michael Smith: Okay, that sounds like a plan. We can do that.

### \*\*CLOSING\*\*

Agent Thompson: Alright, Michael. Just to summarize, I've created ticket MEI-13132 for the payment processing issue at your store. I'll be working on resolving this as soon as possible, and I'll follow up with you if I need any more information.

Michael Smith: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Michael. If you have any other issues, don't hesitate to reach out. Have a great day, and I'll talk to you soon.

Michael Smith: You too, thanks again.