

Meijer Support Call Transcript — MEI-20346

Ticket ID:	MEI-20346	Priority:	Low
Created:	2024-09-21 01:14:39	Status:	Closed
Store #:	315	Store:	Pigeon Rd, Bad Axe
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	43.8259855, -83.00500495004522	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?

Andrew Taylor, Front End Supervisor at the Pigeon Rd store in Bad Axe. Hi, how's it going?

Oh, hi Andrew! I'm doin' alright, thanks for askin'. How 'bout you? How's the store today?

It's been a busy morning, but we're hangin' in there.

PROBLEM DESCRIPTION

So, I'm callin' about our deli equipment. We've got a slicer that's not cooperatin' and we're gettin' slammed with lunch orders. It just stopped workin' altogether.

Okay, sorry to hear that, Andrew. Can you tell me more about what's happenin' with the slicer? Is it displayin' any error messages or just not turnin' on?

Well, it's just not turnin' on. We've tried unpluggin' it and pluggin' it back in, but nothin's happenin'. (background noise) Oh, sorry 'bout that, we've got a customer at the service desk. Anyway, like I was sayin', we've tried restartin' it, but it's still not workin'.

Have you checked the circuit breaker or the outlet to make sure it's gettin' power? And is this a new issue or has it been happenin' for a while?

It's a new issue, just started this mornin'. And yeah, we've checked the outlet, it's gettin' power. (pause) Sorry, what was that? (to someone in the background) Okay, I'll be right there. (back to the call) Sorry 'bout that.

TROUBLESHOOTING/RESOLUTION

Okay, Andrew, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-20346. I'm thinkin' we might need to get a technician out to take a look at that slicer. In the meantime, can you try usin' one of the other slicers to get through the lunch rush?

Yeah, that's what we're doin' right now, but it's slowin' us down quite a bit. How soon can we expect someone to come out and take a look?

I'd say we can get someone out there within the next 24 to 48 hours. I'll go ahead and prioritize this ticket as low, since it's not a critical issue, but I'll make sure to get it on the schedule for ya.

CLOSING

Alright, Andrew, just to summarize, I've created ticket MEI-20346 for your deli equipment issue. We'll get a technician out to take a look as soon as possible, likely within the next 24 to 48 hours. You should receive an update on the status of the ticket via email. If you have any other issues or concerns, don't hesitate to reach out. Thanks for callin' Facilities Support, and I hope the rest of your day goes smoothly!

Thanks, Agent Thompson, I appreciate it. Have a good one!