

Meijer Support Call Transcript — MEI-1322

Ticket ID:	MEI-1322	Priority:	Low
Created:	2024-07-10 07:41:38	Status:	Closed
Store #:	32	Store:	Ford Road, Canton
Category:	IT/Network Problems	Type:	Software Update
Coordinates:	42.31960915, -83.48454041487767	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?

Michelle Brown: Hi, Agent Thompson. This is Michelle Brown, Grocery Manager at the Ford Road store in Canton.

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

Michelle Brown: It's going alright, just a little frustrated with our software update issue.

PROBLEM DESCRIPTION

Michelle Brown: So, we're having some trouble with our software update. It's not installing correctly and we're getting an error message.

Agent Thompson: Okay, can you tell me more about the error message you're seeing? Is it a specific code or just a generic error?

Michelle Brown: Let me check... (background noise) Okay, it says "update failed, please try again later".

Agent Thompson: Alright, that's helpful. Have you tried restarting the system or checking for any conflicts with other programs?

Michelle Brown: Yeah, we've tried restarting, but nothing seems to be working. And we don't have any other programs running that should be causing a conflict.

Agent Thompson: Okay, got it. Can you confirm that you're running the latest version of our store management software?

Michelle Brown: (pause) Yeah, I think so... let me check... (background noise) Yeah, it says we're on version 3.2.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Alright, Michelle. Based on what you've told me, it sounds like we might have a compatibility issue with the new update. I'm going to go ahead and create a ticket for this issue, which will be MEI-1322.

Michelle Brown: Okay, sounds good.

Agent Thompson: In the meantime, I recommend trying to install the update again, but this time, try it in safe mode. If that doesn't work, we can try rolling back to the previous version.

Michelle Brown: Alright, that makes sense.

Agent Thompson: I'm going to go ahead and mark this ticket as low priority, since it's not affecting your ability to operate the store. We should be able to get this resolved within the next 24-48 hours.

CLOSING

Agent Thompson: Just to summarize, Michelle, we're going to try installing the update again in safe mode, and if that doesn't work, we'll explore other options. Your ticket number is MEI-1322, and we'll follow up with you within the next 24-48 hours.

Michelle Brown: Sounds good, thank you for your help, Agent Thompson.

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

Michelle Brown: You too, thanks again.