

Meijer Support Call Transcript — MEI-2010

Ticket ID:	MEI-2010	Priority:	Medium
Created:	2024-05-13 12:40:49	Status:	Closed
Store #:	324	Store:	S. Pennsylvania Avenue, Lansing
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	42.66851875, -84.5408324731965	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?

Elizabeth Jackson: Hi Agent Thompson, this is Elizabeth from the S. Pennsylvania Avenue store in Lansing. How's your day going so far?

Agent Thompson: It's going well, thanks for asking, Elizabeth. What can I help you with today?

Elizabeth Jackson: Just dealing with a bit of a situation here. Our HVAC system is acting up and I'm not sure what's going on.

PROBLEM DESCRIPTION

Elizabeth Jackson: So, it's been getting really hot in the store, especially in the produce area. I've got customers complaining and my team is struggling to keep up. I've checked the thermostat, but it's not responding like it should.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about what you mean by "not responding"? Is it not turning on at all or just not cooling like it should?

Elizabeth Jackson: (background noise of store announcements) Sorry about this, just a minute... (pause) Okay, so it's turning on, but it's just blowing warm air. And our maintenance guy has already checked the filters, so that's not the issue.

Agent Thompson: Alright, got it. And have you noticed any error messages on the thermostat or any unusual noises coming from the unit?

Elizabeth Jackson: (interruption from a store employee) Hold on just a sec... (pause) Sorry about that. No, no error messages that I've seen, but I did hear a weird clunking noise coming from the unit earlier.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Elizabeth, I'm going to go ahead and create a ticket for this issue. That'll be MEI-2010. I'm going to prioritize this as medium, given the impact on your store. Can you tell me what time you first noticed the issue?

Elizabeth Jackson: It started around 10 am this morning.

Agent Thompson: Alright, I'm going to go ahead and get our HVAC team to take a look at this. In the meantime, can you try to isolate the area and use some fans to keep the customers cool?

Elizabeth Jackson: Yeah, we've already got some fans set up, but it's not a long-term solution.

Agent Thompson: Absolutely, I understand. I'm expecting our team to be out there within the next 24 to 48 hours to take a look at the system. I'll make sure to keep you updated on the status of the ticket.

CLOSING

Agent Thompson: Just to summarize, Elizabeth, I've created ticket MEI-2010 for the HVAC issue at your store. Our team will be out to take a look within the next 24 to 48 hours. If you have any further issues or concerns, don't hesitate to reach out.

Elizabeth Jackson: Sounds good, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Elizabeth. We appreciate your patience and cooperation. Have a great day and stay cool!

Elizabeth Jackson: (laughs) Will do, thanks!