

Meijer Support Call Transcript — MEI-18270

Ticket ID:	MEI-18270	Priority:	Medium
Created:	2024-07-08 06:16:44	Status:	Closed
Store #:	269	Store:	N. Vermilion St., Danville
Category:	Operational Issues	Type:	Schedule Conflict
Coordinates:	40.18768799999999, -87.62630608582663	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Agent: Store Operations, this is Karen. How can I help you today?

Andrew Davis: Hi Karen, this is Andrew Davis, Team Lead at the N. Vermilion St. store in Danville. How's your day going so far?

Karen: Oh, it's going well, thanks for askin'. What can I do for you, Andrew?

Andrew Davis: Just dealing with a bit of a scheduling headache here, so I'm hopin' you can lend a hand.

PROBLEM DESCRIPTION

Andrew Davis: So, we've got a schedule conflict that's causin' some issues with our staffing levels. We've got a few team members who are scheduled to work the same shift, but we're short on coverage for the dairy department.

Karen: Okay, I see. Can you tell me more about what's happenin' with the schedule? Is this a new issue or has it been goin' on for a while?

Andrew Davis: It's a new issue, just popped up today. I think it might've been a miscommunication with the scheduler. (background noise) Oh, sorry about that, just one of our team members needin' some help with a price check.

Karen: No worries, Andrew. So, just to clarify, you've got a conflict with multiple team members scheduled for the same shift, and you're short on coverage for dairy. Is that right?

Andrew Davis: That's right. And it's gonna cause some problems if we don't get it sorted out soon.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Andrew, I'm gonna go ahead and take a look at this. Since this is a medium-priority issue, I'm gonna create a ticket for you, MEI-18270. I'll go ahead and review the schedule and see what we can do to get this resolved.

Andrew Davis: Sounds good, thanks Karen.

Karen: In the meantime, can you try adjustin' the schedule manually to see if you can free up some coverage for dairy? And if that doesn't work, we can look into bringin' in some extra help.

Andrew Davis: Yeah, I can try that. What's the timeline lookin' like for gettin' this resolved?

Karen: I'd say we should be able to get this sorted out within the next 24 hours. I'll make sure to follow up with you by tomorrow morning to check on the status.

CLOSING

Karen: Alright, Andrew, just to summarize, I've created ticket MEI-18270 for the schedule conflict, and we're gonna work on gettin' it resolved within the next 24 hours. You can try adjustin' the schedule in the meantime, and I'll follow up with you tomorrow.

Andrew Davis: Sounds good, thanks Karen. I appreciate your help.

Karen: No problem, Andrew. You have a great day, and I'll talk to you soon. Ticket number again is MEI-18270, just in case you need to reference it.

Andrew Davis: Got it, thanks again. Bye.