

# Meijer Support Call Transcript — MEI-11172

Ticket ID:	MEI-11172	Priority:	Medium
Created:	2024-10-04 12:51:59	Status:	Open
Store #:	280	Store:	Vollmer Rd, Flossmoor
Category:	Equipment/Hardware Issues	Type:	HVAC Issue
Coordinates:	41.530542499999996, -87.71056418994411	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?

Emily Anderson: Hi, Agent Thompson. This is Emily, Team Lead at the Flossmoor store on Vollmer Road.

Agent Thompson: Hi Emily, nice to talk to you. How's everything going at the store today?

Emily Anderson: It's going, just dealing with a bit of a situation here. We've got an issue with our HVAC system.

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

Emily Anderson: So, our HVAC system is malfunctioning and it's getting pretty warm in the store. We've got customers complaining and our employees are getting uncomfortable.

Agent Thompson: I apologize for that, Emily. Can you tell me more about what's happening with the system? Is it not cooling at all or is it just not keeping up?

Emily Anderson: It's just not cooling like it should be. We've checked the thermostats and everything seems to be set right, but it's just not blowing cold air. (background noise of store announcements) Sorry, bear with me for a sec.

Agent Thompson: No problem, Emily. I'm here to help. Have you noticed any error messages or lights on the system?

Emily Anderson: No, nothing like that. It just seems to be running, but not doing its job.

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

Agent Thompson: Okay, Emily. I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-11172. I'm going to prioritize this as medium, given the impact on your store.

Emily Anderson: Sounds good, thank you.

Agent Thompson: In the meantime, I recommend checking the air filters to make sure they're clean and not blocking airflow. Also, try adjusting the thermostat to see if that makes a difference.

Emily Anderson: Alright, we can do that. How soon can we expect someone to come out and take a look?

Agent Thompson: I'm going to schedule a technician to come out within the next 24 to 48 hours. We'll get this resolved as soon as possible.

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

Agent Thompson: Just to summarize, Emily, I've created ticket MEI-11172 for the HVAC issue at your store. We'll have a technician out to take a look within the next 24 to 48 hours.

Emily Anderson: Great, thank you so much for your help, Agent Thompson.

Agent Thompson: You're welcome, Emily. If you have any further issues or concerns, don't hesitate to reach out. We'll get this taken care of for you.

Emily Anderson: Appreciate it. Have a good day.

Agent Thompson: You too, Emily. Bye for now.