Meijer Support Call Transcript — MEI-16195

Ticket ID:	MEI-16195	Priority:	High
Created:	2024-05-27 10:21:33	Status:	In progress
Store #:	207	Store:	E. College Ave., Normal
Category:	IT/Network Problems	Type:	POS Terminal Down
Coordinates:	40.512685399999995, -88.94644662115228	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?

Robert Martinez: Hi, Agent Thompson. This is Robert, Assistant Manager at the E. College Ave. store in Normal, Illinois. How's your day going so far?

Agent Thompson: Oh, it's going well, thanks for askin'. What can I help you with today, Robert?

Robert Martinez: Just dealing with some technical issues here. We're gettin' slammed with customers, so I appreciate your help.

PROBLEM DESCRIPTION

Robert Martinez: So, we've got a problem with Register 3. It's showin' a blue screen error, and our cashier is gettin' a little frustrated. We're using the NCR system, and I'm not sure what's goin' on.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the error message you're seein'? Is it a specific code or just a generic blue screen?

Robert Martinez: Let me check... (background noise) Okay, it says "Windows error" and some other stuff. I'm not really sure what it means.

Agent Thompson: Alright, that helps. Have you tried restartin' the terminal or checkin' the connections?

Robert Martinez: Yeah, we've tried restartin' it, but no luck. And our IT guy is out sick today, so I'm flyin' solo here.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Robert, I'm gonna go ahead and create a ticket for this issue. That'll be MEI-16195. I'm gonna mark it as high priority since you're experiencin' a disruption in service.

Robert Martinez: Appreciate that, thanks.

Agent Thompson: In the meantime, can you try switchin' the cashier to a different lane and see if that resolves the issue? We can also try remoting in to take a look at the system.

Robert Martinez: Yeah, that's a good idea. We can move her to Register 2 for now.

Agent Thompson: Alright, I'm gonna go ahead and escalate this issue to our advanced support team. We should have someone out to take a look at it within the next 2-3 hours.

CLOSING

Agent Thompson: Just to summarize, Robert, we've created ticket MEI-16195 for the issue with Register 3. We're gonna try to get someone out to take a look at it ASAP. In the meantime, you can try switchin' to a different lane.

Robert Martinez: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Robert. We'll get this resolved for you. If you have any other issues, don't hesitate to give us a call. Have a great day!

Robert Martinez: You too, thanks again.