

Meijer Support Call Transcript — MEI-19628

Ticket ID:	MEI-19628	Priority:	Medium
Created:	2024-05-27 15:08:06	Status:	In progress
Store #:	296	Store:	W Broadway, McCordsville
Category:	Equipment/Hardware Issues	Type:	Deli Equipment
Coordinates:	39.8873233, -85.93546848842213	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?

David Moore: Hi, Agent Thompson. This is David Moore, Grocery Manager at the W Broadway store in McCordsville.

Agent Thompson: Hi, David! Nice to talk to you. How's everything going at the store today?

David Moore: Oh, you know, just trying to get through the day. We're slammed with customers, but I'm having some issues with our deli equipment.

PROBLEM DESCRIPTION

David Moore: Yeah, our deli slicer is on the fritz. It's a Hobart, and it's just not turning on. We've tried unplugging it and plugging it back in, but nothing's working.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about what's happening when you try to turn it on? Is it making any noises or lights coming on?

David Moore: (background noise of store announcements) No, nothing. It's just dead. And we're getting pretty busy with the lunch rush, so I'm getting a little worried.

Agent Thompson: I understand. Have you checked the circuit breaker or made sure it's properly plugged in?

David Moore: (interrupted by a coworker in the background) Yeah, we've checked all that. I'm pretty sure it's the slicer itself.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, David. I'm going to go ahead and create a ticket for this issue. That'll be MEI-19628. I'm going to prioritize it as medium, since it's not a critical failure, but I know you need it up and running for your customers.

David Moore: Sounds good, thanks.

Agent Thompson: In the meantime, can you try using the backup slicer we have in storage? That should get you through the lunch rush.

David Moore: Yeah, that's a good idea. I'll get someone to grab that for me.

Agent Thompson: Great. I'm going to go ahead and assign a technician to come out and take a look at the Hobart slicer. You can expect someone to be out there within the next 24 to 48 hours.

CLOSING

Agent Thompson: Just to summarize, David, I've created ticket MEI-19628 for your deli slicer issue. You're going to use the backup slicer for now, and we'll have a technician out to take a look at the Hobart within the next 24 to 48 hours.

David Moore: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, David. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I hope the rest of your shift goes smoothly!

David Moore: You too, thanks again!