

Meijer Support Call Transcript — MEI-21365

Ticket ID:	MEI-21365	Priority:	Low
Created:	2025-05-12 19:36:40	Status:	Closed
Store #:	272	Store:	Westpark Dr., Bowling Green
Category:	IT/Network Problems	Type:	Network Outage
Coordinates:	36.95463, -86.43767	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?

Daniel Miller, Grocery Manager at the Westpark Dr. store in Bowling Green. Hi, how's it going?

Oh, hi Daniel! I'm doin' well, thanks for callin'. How 'bout you? How's the store today?

It's been a bit chaotic, to be honest. We're havin' some technical issues.

PROBLEM DESCRIPTION

So, what seems to be the problem, Daniel? You're experiencin' a network outage, right?

Yeah, that's right. Our entire store network is down, and we can't process any transactions. We've tried restartin' the routers, but nothin's workin'. (background noise of store announcements) Sorry, bear with me for a sec... Okay, I'm back. As I was sayin', we've tried troubleshootin' on our end, but we can't seem to get it back up.

Can you tell me more about what you've tried so far? Have you checked the switches or the modem?

We've checked all that, and everythin' looks good on our end. I'm startin' to think it might be somethin' with the ISP. (pause) Oh, sorry, I think I just lost you for a sec... (static noise)

No, no, I'm still here, Daniel. You were sayin' somethin' about the ISP?

TROUBLESHOOTING/RESOLUTION

Okay, so I'm gonna go ahead and create a ticket for this issue. That'll be MEI-21365. I'm gonna mark it as a low priority for now, but we'll get someone out to take a look ASAP. In the meantime, can you try switchin' to our backup network to see if that gets you up and runnin'?

Yeah, we can try that. But what's the timeline lookin' like for gettin' this fixed?

We should have someone out to you within the next 24 hours. If it's an emergency, we can try to get someone out sooner, but I'll need to escalate it to our advanced tech team. For now, let's try that backup network and see if that gets you goin'.

CLOSING

Alright, Daniel, just to recap, we're gonna try switchin' to the backup network, and I'll have someone out to take a look at the issue within the next 24 hours. Your ticket number is MEI-21365, so you can reference that if you need to follow up. Is there anythin' else I can help you with today?

No, that's all. Thanks for your help, Agent Thompson. I appreciate it.

You're welcome, Daniel. Have a great day, and we'll get that network up and runnin' in no time!