

Meijer Support Call Transcript — MEI-1777

Ticket ID:	MEI-1777	Priority:	Medium
Created:	2024-09-04 06:15:40	Status:	Closed
Store #:	224	Store:	Geier Drive, Cincinnati
Category:	Operational Issues	Type:	Schedule Conflict
Coordinates:	39.1615956, -84.42779529334013	Location Type:	Store

Transcript

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

****OPENING****

Agent: Thank you for calling Store Operations, my name is Karen. How can I assist you today?

Caller: Hi Karen, this is Elizabeth Miller, Team Lead at the Geier Drive store in Cincinnati. How's your day going so far?

Agent: It's going well, thanks for asking, Elizabeth. What brings you to call us today?

Caller: Just a quick issue I need some help with, thanks for taking my call.

****PROBLEM DESCRIPTION****

Caller: So, we've got a scheduling conflict that's causing 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 deli department.

Agent: Okay, I understand. Can you tell me more about the conflict? How many team members are affected and what's the timeframe we're looking at?

Caller: (background noise of store announcements) Sorry about that, Karen. Okay, so we've got three team members scheduled to work the 2 pm to 10 pm shift, but our deli lead called in sick, so we're scrambling to cover that department.

Agent: Alright, got it. And have you tried reaching out to any of the team members to see if they can switch shifts or cover the deli department?

Caller: Yeah, we've tried, but nobody's available on such short notice. We're getting slammed with customers right now, so it's getting a bit chaotic.

****TROUBLESHOOTING/RESOLUTION****

Agent: Okay, Elizabeth, I'm going to go ahead and create a ticket for this issue, which will be MEI-1777. I'm going to prioritize this as a medium priority, given the impact on your store operations.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, can you try to adjust the schedules manually to see if you can free up some coverage for the deli department? I can also offer some guidance on how to use our scheduling tool to find available team members.

Caller: That would be great, thanks. I appreciate the help.

Agent: You're welcome, Elizabeth. I'm going to go ahead and send you an email with some troubleshooting steps and a timeline for when you can expect a follow-up from our team. We should be able to get this resolved within the next 24 hours.

****CLOSING****

Agent: Just to summarize, Elizabeth, I've created ticket MEI-1777 for your scheduling conflict issue. I've provided some initial troubleshooting steps, and we'll follow up with you within the next 24 hours to ensure the issue is resolved.

Caller: Sounds great, thanks Karen. I appreciate your help.

Agent: You're welcome, Elizabeth. If you have any further issues or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again!