Meijer Support Call Transcript — MEI-13003

Ticket ID:	MEI-13003	Priority:	Medium
Created:	2024-08-11 07:14:34	Status:	Resolved
Store #:	102	Store:	Wilmington Pike, Kettering
Category:	IT/Network Problems	Type:	Network Outage
Coordinates:	39.685494, -84.1325998756411	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?

Joseph Moore: Hi, Agent Thompson. This is Joseph Moore, Shift Supervisor at the Wilmington Pike store in Kettering.

Agent Thompson: Hi, Joseph. Nice to talk to you. How's your day going so far?

Joseph Moore: It's going, just dealing with a network issue. We're having some trouble with our systems.

PROBLEM DESCRIPTION

Joseph Moore: So, our network just went down about 20 minutes ago. We can't process transactions or access our inventory management system. It's causing a bit of a backup at the checkout lanes.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about what happened leading up to the outage? Was there any maintenance or updates done recently?

Joseph Moore: (background noise) Not that I'm aware of. We did have some issues with our Wi-Fi earlier, but our team thought it was just a minor glitch. (pause) Oh, sorry about that. We've got a lot of customers trying to check out right now.

Agent Thompson: No worries, Joseph. I'm here to help. So, just to confirm, all of your systems are down, including your point-of-sale and inventory management?

Joseph Moore: That's correct. We're having to do everything manually, which is slowing us down.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-13003. I'm going to prioritize this as a medium priority, but I'll make sure our team gets on it ASAP.

Joseph Moore: Appreciate it. How long do you think it'll take to resolve?

Agent Thompson: We should have someone looking at this within the next hour or so. In the meantime, I recommend having your team use the manual processing procedures we have in place for situations like this.

Joseph Moore: Alright, that's what we're doing now. But hopefully, we can get back up and running soon.

CLOSING

Agent Thompson: Absolutely, Joseph. I'll make sure to follow up with you once our team has a resolution. Your ticket number is MEI-13003, just so you have it for reference.

Joseph Moore: Got it, thanks. I appreciate your help, Agent Thompson.

Agent Thompson: You're welcome, Joseph. We'll get you back up and running in no time. Have a great day, and I'll talk to you soon.

Joseph Moore: You too, thanks again. Bye.