

Meijer Support Call Transcript — MEI-13208

Ticket ID:	MEI-13208	Priority:	Low
Created:	2024-08-26 19:08:28	Status:	Resolved
Store #:	61	Store:	Towne Blvd., Franklin
Category:	Equipment/Hardware Issues	Type:	Checkout Scale
Coordinates:	39.4992565, -84.33156592365378	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?

Jessica Johnson: Hi, Agent Thompson. This is Jessica, the Store Manager at the Towne Blvd. store in Franklin.

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

Jessica Johnson: Oh, you know, just trying to get through the afternoon rush. We've got a bit of an issue with one of our checkout scales.

PROBLEM DESCRIPTION

Jessica Johnson: So, our checkout scale at lane 3 is on the fritz. It's not weighing items correctly, and we're getting some errors on the screen. I've tried restarting it, but nothing seems to be working.

Agent Thompson: Okay, sorry to hear that. Can you tell me more about the error messages you're seeing? Are they giving you any specific codes or messages?

Jessica Johnson: Let me check... (background noise) Okay, it says "weight not detected" and "scale calibration required".

Agent Thompson: Alright, that helps. Have you noticed any issues with the scale's calibration or maintenance recently?

Jessica Johnson: (interrupted by a page over the store intercom) Sorry about that, just a minute... (back to the call) Where was I? Oh yeah, maintenance. We had it calibrated last month, but I'm not sure if that's related to the issue.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, Jessica. I'm going to go ahead and create a ticket for this issue. That'll be MEI-13208. I'm going to mark it as a low priority since it's not affecting the entire store, but I'll still get someone out to take a look at it ASAP.

Jessica Johnson: Sounds good, thanks. How soon can we expect someone to come out and fix it?

Agent Thompson: I'd say within the next 24 to 48 hours, depending on our technician's schedule. In the meantime, you can try using a different lane or manually entering the weights if possible.

Jessica Johnson: Alright, that works. We can make do with that for now.

CLOSING

Agent Thompson: Just to summarize, I've created ticket MEI-13208 for the issue with your checkout scale at lane 3. We'll have someone out to take a look at it within the next 24 to 48 hours.

Jessica Johnson: Great, thanks for your help, Agent Thompson. I appreciate it.

Agent Thompson: You're welcome, Jessica. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and I'll talk to you soon!

Jessica Johnson: You too, thanks again!