

Meijer Support Call Transcript — MEI-20986

Ticket ID:	MEI-20986	Priority:	Low
Created:	2024-12-19 11:37:07	Status:	Resolved
Store #:	279	Store:	Caberfae Hwy, Manistee
Category:	Operational Issues	Type:	Supply Request
Coordinates:	44.26682325, -86.2952875749472	Location Type:	Store

Transcript

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

OPENING

Agent: Store Operations, this is Karen. How can I help you today?

Caller: Hi Karen, this is Daniel Moore, Department Manager at the Caberfae Hwy store in Manistee.

Agent: Hi Daniel, nice to talk to you. How's everything going up in Manistee today?

Caller: Oh, you know, just trying to get through the holiday rush. We're slammed with customers.

PROBLEM DESCRIPTION

Caller: So, I'm calling about a supply request issue we're having. We're running low on some essential items, like paper towels and toilet paper, and I need some help getting them restocked ASAP.

Agent: Okay, can you tell me more about what's going on with the supply request? Are you using our normal vendor or is there someone else involved?

Caller: No, it's just our regular Meijer distribution. I've tried to put in a request through the system, but it's not going through. (background noise) Sorry, bear with me for a sec, I've got a customer asking me a question... (pause) Okay, sorry about that. Where was I? Oh yeah, the request.

Agent: No problem, Daniel. So, just to clarify, you're trying to put in a supply request for paper towels and toilet paper, and it's not going through the system?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, I think I see the issue. I'm going to go ahead and create a ticket for you, MEI-20986. I'll make sure to prioritize it as a low-priority issue, but I'll still get it taken care of for you today.

Caller: Great, thanks Karen. I appreciate it.

Agent: No problem, Daniel. In the meantime, I can offer you a workaround. You can try calling our distribution center directly to see if they can expedite the shipment. I can give you the contact info if you need it.

Caller: Yeah, that'd be great, thanks.

CLOSING

Agent: Alright, Daniel, so just to summarize, I've created ticket MEI-20986 for your supply request issue, and I'll get it taken care of today. You can also try calling our distribution center directly to see if they can expedite the shipment.

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

Agent: You're welcome, Daniel. If you have any other issues, don't hesitate to reach out. Have a great day, and happy holidays!

Caller: You too, thanks again!