

## Walmart Technical Issue Ticket

### Customer Information:

- **Name:** Ali Khan
- **Contact Number:** 1234567890

### Issue Description:

- The customer reports that they are unable to add items to their cart and complete the checkout process on the Walmart website.
- When attempting to add items to the cart, they receive an "Error adding item to cart" message.
- When trying to complete the checkout process, the page keeps loading, and the checkout process does not progress.

### Ticket Details:

- **Date & Time Opened:** 10/17/2023 15:40
- **Priority Level:** Medium
- **Assigned Customer Service Representative:** Bilal M

### Status Updates:

- **Ticket Opened:** The ticket has been opened, and the technical team will investigate the reported issue.

### Additional Information:

- The issue occurs on both Google Chrome (laptop) and Safari (phone) browsers.
- Restarting the browser did not resolve the issue.
- The customer's confirmation has been obtained regarding the problem's nature.
- The technical team is now responsible for investigating and resolving the reported website issue. We will follow up with the customer once the issue has been resolved.