

Meijer Support Call Transcript — MEI-5994

Ticket ID:	MEI-5994	Priority:	High
Created:	2024-10-07 07:58:31	Status:	Resolved
Store #:	114	Store:	N. Hamilton Road, Columbus
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	40.06084595, -82.86012131137991	Location Type:	Store

Transcript

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

OPENING

Agent: Asset Protection, this is Karen. How can I help you today?

Caller: Hi Karen, this is Matthew Rodriguez, Store Manager at the N. Hamilton Road store in Columbus.

Agent: Hi Matthew, nice to talk to you. How's everything going at your store today?

Caller: Oh, you know, just trying to get through the morning rush. We've got a bit of a situation on our hands, though.

PROBLEM DESCRIPTION

Caller: So, I've got an employee issue that's requiring some assistance. One of our team members is having some trouble with their login credentials for the POS system.

Agent: Okay, can you tell me more about what's happening with their login credentials?

Caller: (background noise of store announcements) Sorry about that, Karen. Okay, so they're getting an error message saying their password is invalid, but they're sure they're using the right one.

Agent: Alright, that's frustrating. Have you tried resetting their password or checking to see if their account is locked out?

Caller: Yeah, we've tried resetting it, but it's not working. And I've checked the account, it's not locked out.

Agent: Okay, got it. Can you tell me what kind of device they're using to log in?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Matthew, I think I see what might be going on here. I'm going to go ahead and create a ticket for this issue, which will be MEI-5994. I'm going to escalate this to our IT team to get it resolved as soon as possible.

Caller: That sounds great, thanks Karen. We need to get this resolved quickly, it's causing some delays at the checkout lanes.

Agent: Absolutely, I understand. I'm going to go ahead and transfer you to our IT team, they'll be able to assist you further. (hold music plays for 127 seconds)

Agent: Okay, Matthew, I'm back. Our IT team is going to remote in and take a look at the issue. They should be able to resolve it within the next hour or so.

CLOSING

Agent: Just to summarize, Matthew, we've created ticket MEI-5994 for the employee issue with the POS system login credentials. Our IT team will be in touch with you shortly to resolve the issue.

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

Agent: You're welcome, Matthew. If you have any further issues, don't hesitate to reach out. We'll follow up with you tomorrow to make sure everything is resolved.

Caller: Great, thanks again.