

# Meijer Support Call Transcript — MEI-11495

Ticket ID:	MEI-11495	Priority:	Low
Created:	2024-09-24 03:12:24	Status:	In progress
Store #:	317	Store:	Tallmadge Rd, Kent
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.100239089753735, -81.38477263851979	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 Samantha Anderson, Produce Manager at the Tallmadge Rd store in Kent.

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

Caller: It's going alright, just a little busy with the morning rush. But I'm calling about an issue with one of our security cameras.

### \*\*PROBLEM DESCRIPTION\*\*

Caller: So, we've got a camera in the produce area that's not turning on. I've tried restarting it, but nothing's happening. It's a pretty important one, too, since it covers the high-shrink area.

Agent: Okay, can you tell me more about what's happening when you try to turn it on? Is it just a black screen or...?

Caller: (background noise of store announcements) Oh, sorry about that. Yeah, it's just a black screen. No error messages or anything.

Agent: Alright, got it. And have you checked the power cord, made sure it's plugged in and everything?

Caller: (pause) Yeah, I've checked all that. It's just not cooperating.

Agent: Okay, no vendor involved in this issue, correct?

Caller: That's right, no vendor. Just our in-house security system.

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent: Okay, Samantha, I'm going to go ahead and take a look at this issue. I see we've already got a ticket created, MEI-11495. I'm going to escalate this to our tech team to take a closer look.

Caller: Okay, sounds good.

Agent: In the meantime, can you try checking the camera's connection to the DVR? Maybe there's a loose wire or something.

Caller: Alright, I can do that.

Agent: And I'll go ahead and get our tech team to schedule a visit to take a look at the camera. We should be able to get someone out there within the next 24 to 48 hours.

**\*\*CLOSING\*\***

Agent: So, just to summarize, we're going to have our tech team take a look at the security camera and get it up and running as soon as possible. Your ticket number is MEI-11495, and I'll make sure to follow up with you tomorrow to check on the status.

Caller: Sounds great, thanks Karen.

Agent: You're welcome, Samantha. Have a great day, and we'll talk to you soon.

Caller: You too, thanks. Bye.

Agent: Bye.