

# Meijer Support Call Transcript — MEI-13452

Ticket ID:	MEI-13452	Priority:	High
Created:	2025-05-05 12:41:05	Status:	Resolved
Store #:	106	Store:	N. Main St., Englewood
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	39.85289018051547, -84.27214070576146	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 James Miller, Department Manager at the N. Main St. store in Englewood.

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

Caller: Oh, you know, just trying to get through the morning rush. We've got a bit of a situation I need some help with.

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

Caller: So, we've got an employee issue that's requiring some assistance. One of our team members is having some trouble with their login credentials and can't access the inventory management system.

Agent: Okay, can you tell me more about what's happening with their login credentials? Are they getting an error message or...?

Caller: (background noise of store announcements) Sorry, bear with me for a sec... Okay, so they're getting a "username or password incorrect" error. We've tried resetting the password, but it's not working.

Agent: Alright, got it. And has this employee been able to access the system before, or is this a new issue?

Caller: Yeah, they've been able to access it before, no problems. This just started this morning.

Agent: Okay, that's helpful to know. Can you tell me what time this started happening?

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

Agent: Okay, James, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-13452. I'm going to escalate this to our IT team to get it resolved as soon as possible.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, can you have the employee try to log in from a different terminal to see if it's a system-wide issue or just specific to their workstation?

Caller: Yeah, we can try that. What's the timeline looking like for getting this resolved?

Agent: We should have someone from IT looking at this within the next hour or so. I'll make sure to keep you updated on the status.

### \*\*CLOSING\*\*

Agent: Just to summarize, James, we've got a ticket open for the employee login issue at your store, and our IT team will be looking into it ASAP. Your ticket number is MEI-13452.

Caller: Got it, thanks Karen. I appreciate the help.

Agent: You're welcome, James. We'll get this resolved for you. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

Caller: You too, thanks again.