

Meijer Support Call Transcript — MEI-13093

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| Ticket ID: | MEI-13093 | Priority: | High |
| Created: | 2025-05-12 07:14:31 | Status: | Open |
| Store #: | 113 | Store: | East M21, Corunna |
| Category: | Loss Prevention | Type: | Security Camera |
| Coordinates: | 42.984893, -84.1142 | 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 Ashley Thompson, Produce Manager at the East M21 store in Corunna.

Agent: Hi Ashley, 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: Yeah, so we've got a camera in the produce area that's not turning on. I've tried restarting it, but nothing's happening. I'm getting a little concerned about the loss prevention aspect of it.

Agent: Okay, which camera is it specifically? Is it one of the ones we installed last year?

Caller: (background noise) Oh, sorry about that, just a customer asking a question. (back to the call) Yeah, it's one of the newer ones. I think it's camera 7.

Agent: Alright, camera 7. And you've tried restarting it, but it's still not coming on? Have you checked the power cord or anything like that?

Caller: (interrupted by a page over the store intercom) Sorry, just a minute... (back to the call) Yeah, I've checked the power cord, and it seems fine.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Ashley, I'm going to go ahead and create a ticket for this issue. It's going to be MEI-13093. I'm going to mark it as high priority since it's a security camera. Can you tell me more about what you've tried so far to troubleshoot the issue?

Caller: Like I said, I've tried restarting it, and I've checked the power cord. That's about it.

Agent: Alright, I'm going to go ahead and escalate this issue. I'm going to get our technical team to take a look at it ASAP. In the meantime, can you please make sure that area is being monitored by one of your team members?

Caller: Yeah, I can do that. How soon can we expect someone to come out and fix the camera?

Agent: I'm going to get someone out there within the next 24 hours. We'll get it fixed as soon as possible.

CLOSING

Agent: Just to summarize, Ashley, I've created ticket MEI-13093 for the security camera issue at your store. We're going to get someone out there to fix it within the next 24 hours. If you have any other issues or concerns, don't hesitate to reach out.

Caller: Sounds good, thanks Karen.

Agent: You're welcome, Ashley. We appreciate your help in keeping our stores safe and secure. Have a great day!

Caller: You too, thanks again.