

# Meijer Support Call Transcript — MEI-13273

Ticket ID:	MEI-13273	Priority:	Low
Created:	2024-07-22 19:06:44	Status:	Resolved
Store #:	64	Store:	Ann Arbor-Saline Road, Ann Arbor
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	42.2393841, -83.76596993870852	Location Type:	Store

## Transcript

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

**\*\*OPENING\*\***

Agent: Thank you for calling Asset Protection, my name is Karen. How can I assist you today?

Joshua White: Hi Karen, this is Joshua White, Team Lead at the Ann Arbor-Saline Road store. How's your day going so far?

Karen: It's going well, thanks for asking, Joshua. What brings you to call us today?

Joshua White: Just a quick issue with one of our security cameras, but I'm hoping you can help me out.

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

Joshua White: So, we've got a camera in our pharmacy area that's not feeding video to the monitor. I've checked the connections, and everything looks good, but it's just not showing up.

Karen: Okay, which camera is it, Joshua? Is it one of the new ones we installed last quarter?

Joshua White: Yeah, it's one of those. Camera 12, I think. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Ah yeah, camera 12.

Karen: No problem, Joshua. Can you tell me more about what you've tried so far to troubleshoot the issue?

Joshua White: Well, like I said, I checked the connections, and I also restarted the system, but nothing seems to be working.

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

Karen: Okay, Joshua, I'm going to go ahead and create a ticket for this issue. That'll be MEI-13273. I'm going to mark it as a low priority since it's not affecting sales or customer safety.

Joshua White: Sounds good, thanks Karen.

Karen: In the meantime, can you try checking the camera's power source and making sure it's not just a loose connection?

Joshua White: Yeah, I can do that. (pause) You know, I think I might have found the problem. It looks like the power cord was loose.

Karen: Ah, great! Well, if that's the case, you should be good to go. I'll go ahead and update the ticket to reflect that it's been resolved.

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

Karen: Just to summarize, Joshua, we've created ticket MEI-13273 for the security camera issue at your store. You've checked the power source and found the problem to be a loose connection.

Joshua White: That's right, thanks Karen. I appreciate your help.

Karen: You're welcome, Joshua. If you have any other issues, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Joshua White: You too, thanks again!