

Meijer Support Call Transcript — MEI-21362

Ticket ID:	MEI-21362	Priority:	Low
Created:	2025-03-04 20:52:17	Status:	Resolved
Store #:	138	Store:	Maysville Road, Fort Wayne
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.13376515, -85.01269375257803	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?

Ashley Taylor: Hi Karen, this is Ashley Taylor, Assistant Manager at the Maysville Road store in Fort Wayne. How's your day going?

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

Ashley Taylor: Just a quick issue with one of our security cameras, hope you can help me out.

PROBLEM DESCRIPTION

Ashley Taylor: 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, Ashley? Is it one of the new ones we installed last year?

Ashley Taylor: Yeah, it's one of those. Let me check the number real quick... (background noise) Okay, it's camera 12.

Karen: Alright, got it. And you've checked the power and the cables, like you said?

Ashley Taylor: (interrupted by background noise) Yeah, everything looks good. We've had some issues with the Wi-Fi in that area, but I don't think that's related.

Karen: Okay, that's helpful to know. Can you tell me more about what you've tried so far to troubleshoot the issue?

TROUBLESHOOTING/RESOLUTION

Karen: Okay, Ashley, based on what you've told me, it sounds like we might have a hardware issue. I'm going to go ahead and create a ticket for this, MEI-21362.

Ashley Taylor: Sounds good, thanks.

Karen: I'm going to prioritize this as a low-priority issue, since it's not affecting sales or customer safety. We should be able to get someone out to take a look within the next 3-5 business days.

Ashley Taylor: That sounds great, thanks for your help, Karen.

Karen: You're welcome, Ashley. In the meantime, if you notice anything else unusual, just give us a call.

CLOSING

Karen: Just to summarize, Ashley, we've created ticket MEI-21362 for the security camera issue at your store. We'll have someone out to take a look within the next 3-5 business days.

Ashley Taylor: Sounds good, thanks again, Karen.

Karen: You're welcome, Ashley. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

Ashley Taylor: You too, thanks!