

Meijer Support Call Transcript — MEI-13879

Ticket ID:	MEI-13879	Priority:	Low
Created:	2024-10-21 20:18:57	Status:	In progress
Store #:	169	Store:	N. Weber Road, Bolingbrook
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	41.7008719, -88.1269951	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?

Caller: Hi Karen, this is Jessica Miller, Assistant Manager at the N. Weber Road store in Bolingbrook. How's your day going?

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

Caller: Just a quick issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Caller: We've had a suspected theft incident in our electronics department. One of our team members noticed that a few high-end gaming consoles were missing from the shelf.

Agent: I see. Can you tell me more about what happened? Was there any surveillance footage that caught the incident?

Caller: (background noise) Oh, sorry about that, Karen. We're in the middle of a inventory count right now. (pause) Anyway, yes, we do have footage, but it's not very clear. It looks like it happened during a busy period yesterday evening.

Agent: Okay, got it. And have you reviewed the footage with your team to see if anyone recognizes the individual?

Caller: Not yet, we're still in the process of reviewing it. But I did want to get a ticket started with you all to document the incident.

Agent: Absolutely, that's a good idea. Can you confirm that there are no vendors involved in this incident?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and review the details of this incident. I've created ticket MEI-13879 to track this issue. Based on what you've told me, it sounds like we'll need to review the surveillance footage and conduct an investigation.

Caller: That sounds great, thank you.

Agent: I'll make sure to assign this ticket to one of our investigators and we'll get started on it right away. We'll also review our internal procedures to see if there's anything we can do to prevent this type of incident in the future.

Agent: In terms of timeline, I'd expect us to have an update for you within the next 24-48 hours.

CLOSING

Agent: Just to summarize, Jessica, we've created ticket MEI-13879 to investigate the suspected theft incident in your electronics department. We'll be in touch with you within the next 24-48 hours with an update.

Caller: Sounds great, thank you, Karen.

Agent: You're welcome, Jessica. If you have any further questions or concerns, don't hesitate to reach out. Have a great day and thank you for shopping Meijer!

Caller: You too, thanks again. Bye!