

Meijer Support Call Transcript — MEI-22719

Ticket ID:	MEI-22719	Priority:	High
Created:	2024-12-16 15:44:09	Status:	Open
Store #:	199	Store:	Marketplace Dr. S.E., Caledonia
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	42.846294099999994, -85.61959819098489	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 Moore, Department Manager at the Marketplace Dr. S.E. store in Caledonia. 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 need some help with, thanks for taking my call.

PROBLEM DESCRIPTION

Caller: We've got a security camera that's on the fritz in our store, and I'm not sure what's going on with it. It's just not turning on.

Agent: Okay, which camera is it, Jessica? Is it one of the ones in the parking lot or inside the store?

Caller: It's actually the one near the pharmacy, you know, the one that covers the whole front end. (background noise)
Oh, sorry about that, we've got a bit of a rush on right now.

Agent: No worries, I'm used to it. Can you tell me more about what's happening with the camera? Is it just not powering on or is there an error message?

Caller: Yeah, it's just not turning on at all. We've tried restarting it, but nothing's working. And we don't have a vendor involved, it's just our in-house system.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and create a ticket for this issue. It'll be MEI-22719. Given the priority is High, I want to make sure we get someone out to take a look at this ASAP.

Caller: That sounds great, thanks Karen. How soon can we expect someone to come out?

Agent: I'm going to go ahead and escalate this to our technical team, and they'll get in touch with you within the next 2 hours to schedule a time to come out and take a look. In the meantime, can you try checking the power source and making sure all the connections are secure?

Caller: Yeah, we can do that. And just to confirm, you'll have someone out here today or tomorrow?

Agent: We'll do our best to get someone out there today, but if not, it'll be first thing tomorrow morning. I'll make sure to note that on the ticket.

CLOSING

Agent: Just to summarize, Jessica, we've created ticket MEI-22719 for the security camera issue at your store. Our technical team will be in touch within the next 2 hours to schedule a time to come out and take a look.

Caller: Sounds great, thanks Karen. I appreciate your help.

Agent: You're welcome, Jessica. If you have any other issues or concerns, don't hesitate to reach out. We'll get this taken care of for you.

Caller: Will do, thanks again.