

Meijer Support Call Transcript — MEI-14741

Ticket ID:	MEI-14741	Priority:	High
Created:	2024-08-06 17:17:39	Status:	In progress
Store #:	36	Store:	Clyde Park Avenue SW, Wyoming
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	42.863694699999996, -85.68068230819995	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 Jessica Thompson, Shift Supervisor at the Clyde Park Avenue SW store in Wyoming.

Agent: Hi Jessica, nice to talk to you. How's everything going at the store today?

Caller: It's been a busy day, but we've got a situation that needs some attention.

PROBLEM DESCRIPTION

Caller: We've got a Fraud Alert that just popped up, and I'm not sure what to do with it. It says "requiring assistance" and I don't have any details on what that means.

Agent: Okay, can you tell me more about the alert? What time did it come in?

Caller: Let me check... (background noise) ...okay, it came in at 5:17 PM. We've been slammed with customers, so I just got to it now.

Agent: Alright, and have you noticed anything unusual in the store today? Any suspicious activity?

Caller: (interrupted by a page over the store intercom) ...sorry about that. Yeah, we've had some issues with shoplifting lately, but nothing that would trigger a Fraud Alert like this.

Agent: Okay, got it. And just to confirm, there's no vendor involved in this issue, correct?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and take a look at this. Since the priority is High, I want to make sure we get on top of this right away. Can you tell me if you've checked the store's CCTV cameras or reviewed any transaction logs?

Caller: Not yet, I was waiting to hear back from you guys first.

Agent: Alright, I'm going to create a ticket for this, which will be MEI-14741. I'm going to escalate this to our investigations team, and they'll be in touch with you within the next 2 hours to discuss further.

Agent: In the meantime, I recommend that you review those transaction logs and CCTV cameras to see if you can find any evidence of what might have triggered this alert.

CLOSING

Agent: Just to summarize, Jessica, we're going to investigate this Fraud Alert, and our team will be in touch with you within the next 2 hours. Your ticket number is MEI-14741, and I'll make sure to follow up with you tomorrow to check on the status.

Caller: Sounds good, thanks Karen.

Agent: You're welcome, Jessica. We appreciate your help in getting to the bottom of this. Have a great rest of your day, and we'll talk to you soon.

Caller: You too, thanks. Bye.