

Meijer Support Call Transcript — MEI-23642

Ticket ID:	MEI-23642	Priority:	Medium
Created:	2024-11-29 17:10:58	Status:	In progress
Store #:	175	Store:	S. US Highway 131, Ste. A, Three Rivers
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.93027925, -85.65005394416141	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?

Andrew White: Hi Karen, this is Andrew White, Department Manager at store 175 in Three Rivers, on S. US Highway 131.

Karen: Hi Andrew, nice to talk to you. How's everything going at your store today?

Andrew White: It's going alright, just dealing with a few technical issues. Thanks for asking.

****PROBLEM DESCRIPTION****

Andrew White: So, I'm having some trouble with one of our security cameras. It's not feeding video to our monitor, and I'm not sure what's going on.

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

Andrew White: It's actually the one near the pharmacy, camera 12. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. As I was saying, it just stopped working this morning.

Karen: Alright, no problem. Can you tell me if you've tried restarting the system or checking the connections?

Andrew White: Yeah, we've tried restarting, but nothing's changed. And our team checked the connections, but they all seem to be secure.

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

****TROUBLESHOOTING/RESOLUTION****

Karen: Okay, Andrew, based on what you've told me, it's possible that we're looking at a hardware issue with the camera itself. I'm going to go ahead and reference the ticket you've already created, MEI-23642.

Andrew White: That's right, I created that ticket about 20 minutes ago.

Karen: Alright, so I'm going to go ahead and prioritize this for our tech team. We should be able to get someone out to take a look at the camera within the next 24 to 48 hours.

Andrew White: That sounds great, thanks Karen. Is there anything we can do in the meantime to get the camera up and running?

Karen: Well, if you have a spare camera, you could try swapping it out to see if that resolves the issue. But if not, we'll just have to wait for our tech team to arrive.

****CLOSING****

Karen: So, just to summarize, Andrew, we're going to have our tech team take a look at camera 12 at your store, and we'll get back to you within the next 24 to 48 hours. Your ticket number is MEI-23642, just for reference.

Andrew White: Sounds good, thanks Karen. I appreciate your help.

Karen: You're welcome, Andrew. We'll get this taken care of for you. If you have any other issues, don't hesitate to reach out. Have a great day!

Andrew White: You too, thanks again. Bye.