

Meijer Support Call Transcript — MEI-7778

Ticket ID:	MEI-7778	Priority:	Low
Created:	2024-12-16 13:04:24	Status:	In progress
Store #:	314	Store:	East Dupont Road, Fort Wayne
Category:	Loss Prevention	Type:	Break-in
Coordinates:	41.1759894, -85.08948584160174	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 Ashley Anderson, Front End Supervisor at the East Dupont Road store in Fort Wayne.

Agent: Hi Ashley, nice to talk to you. How's your day going so far?

Caller: It's been a bit of a challenge, unfortunately. We've had a break-in and I need some assistance.

****PROBLEM DESCRIPTION****

Caller: Yeah, so we had a break-in at our store last night. It looks like they smashed one of our front doors and made off with some merchandise.

Agent: I'm so sorry to hear that, Ashley. Can you tell me more about what happened? What time did you discover the break-in?

Caller: We opened up this morning at 6 am and that's when we noticed the damage. It looks like they hit our electronics section pretty hard.

Agent: Okay, got it. And do you have any idea what time the break-in might have occurred?

Caller: (background noise) Sorry, Karen, can you hold on just a sec? (pause) Okay, sorry about that. Our security team is reviewing the footage now, but it looks like it happened around 2 am.

Agent: Alright, that helps. And just to confirm, there aren't any vendors involved in this incident, correct?

Caller: That's right, no vendors were involved.

****TROUBLESHOOTING/RESOLUTION****

Agent: Okay, Ashley, I'm going to go ahead and review the details of this incident. I see that we've already created a ticket for this, MEI-7778. I'm going to prioritize this as a low-priority issue, but I still want to make sure we get someone out to your store to assess the damage and provide support.

Caller: That sounds great, thank you.

Agent: In the meantime, I recommend that you and your team take some photos of the damage and document any missing merchandise. We'll also need to review your security footage to see if we can identify any suspects.

Agent: I'm expecting that we'll be able to get someone out to your store within the next 24-48 hours to assist with the investigation and provide support.

****CLOSING****

Agent: Just to summarize, Ashley, we've got a ticket open for the break-in at your store, MEI-7778. I'll make sure to follow up with you within the next 24 hours to check on the status of the investigation.

Caller: Sounds good, thank you Karen.

Agent: You're welcome, Ashley. If you have any other questions or concerns, don't hesitate to reach out. Have a great day and I'll talk to you soon.

Caller: You too, thanks again.