

# Meijer Support Call Transcript — MEI-20004

Ticket ID:	MEI-20004	Priority:	Low
Created:	2025-02-24 17:04:38	Status:	In progress
Store #:	328	Store:	Cassopolis Street, Elkhart
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.719835200000006, -85.96919617684316	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 Michael White, Shift Supervisor at the Cassopolis Street store in Elkhart. How's your day going?

Agent: Oh, it's going well, thanks for asking, Michael. What brings you to call us today?

Caller: Just a quick issue with one of our security cameras.

### \*\*PROBLEM DESCRIPTION\*\*

Caller: So, we've got a camera in the liquor department that's not feeding video to the monitor. I've checked the connections, and everything looks good, but it's just not showing up.

Agent: Okay, can you tell me which camera it is, Michael? Is it one of the new ones we installed last year?

Caller: Yeah, it's camera 12, I think. Let me just... (background noise) ...check the label real quick. (pause) Yeah, it's a 12.

Agent: Alright, got it. And you've checked the power and the cables, like you said?

Caller: That's right. I've also tried restarting the system, but nothing's changed.

Agent: Okay, have you noticed any other issues with the system, like any error messages or beeping?

### \*\*TROUBLESHOOTING/RESOLUTION\*\*

Agent: Okay, Michael, I'm going to go ahead and create a ticket for this issue. It'll be MEI-20004. I'm going to mark it as a low priority, since it's not affecting the entire system.

Caller: Sounds good.

Agent: In the meantime, can you try checking the camera's IP address and making sure it's not been changed or disconnected?

Caller: Yeah, I can do that. (background noise) ...Let me just grab my laptop real quick.

Agent: Okay, no rush. I'm going to go ahead and assign this ticket to our tech team, and they'll take a look at it as soon as possible. We should have someone out to take a look within the next 24 to 48 hours.

### \*\*CLOSING\*\*

Agent: Alright, Michael, just to summarize, we've got a ticket created for the security camera issue at your store, and our tech team will be in touch soon. The ticket number is MEI-20004, just in case you need to reference it.

Caller: Great, thanks Karen. I appreciate your help.

Agent: You're welcome, Michael. We'll get this taken care of for you. Have a great day, and thanks for shopping Meijer!