

# Meijer Support Call Transcript — MEI-5255

Ticket ID:	MEI-5255	Priority:	High
Created:	2024-05-25 14:59:14	Status:	Resolved
Store #:	206	Store:	S. Randall Rd., Algonquin
Category:	Loss Prevention	Type:	Break-in
Coordinates:	42.1705521, -88.3381136	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 Andrew Rodriguez, Department Manager at the S. Randall Rd. store in Algonquin.

Agent: Hi Andrew, nice to talk to you. How's everything going up in Algonquin today?

Caller: Oh, you know, just trying to get through the day. We've got a bit of a situation on our hands, though.

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

Caller: We had a break-in at our store last night, and I'm not sure what all was taken, but it looks like they got into our electronics department.

Agent: I'm so sorry to hear that, Andrew. Can you tell me more about what happened? Did you guys have any alarms go off or cameras catch anything?

Caller: Yeah, our alarms did go off, and we've got some footage, but I haven't had a chance to review it all yet. (background noise) Sorry, bear with me for a sec, I've got a customer asking me a question. (pause) Okay, sorry about that. Like I was saying, it looks like they got into our electronics department, and we're missing some high-end TVs and gaming systems.

Agent: Okay, got it. And do you have any idea how they got in or if there was any damage to the store?

Caller: From what I can tell, they broke a window in the back of the store, and it looks like they used some kind of pry bar to get into the electronics case.

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

Agent: Okay, Andrew, I'm going to go ahead and create a ticket for this, MEI-5255. I'm going to mark it as high priority since it's a break-in. We'll get someone out to you ASAP to help with the investigation and get your store secured.

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

Agent: I'd say within the next 2-3 hours, depending on traffic and whatnot. In the meantime, can you please make sure to review that footage and get a list of what's missing? That'll help our team when they get there.

Caller: Will do. And what about getting the window fixed and the case repaired?

Agent: We'll get that taken care of too, Andrew. I'll make sure to add that to the ticket.

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

Agent: Alright, Andrew, just to recap, we've got a ticket created, MEI-5255, and we'll have someone out to you within the next few hours to help with the investigation and get your store secured.

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

Agent: No problem, Andrew. We'll get this taken care of for you. If you have any other questions or concerns, don't hesitate to reach out. Have a good day, and I hope the rest of your day goes smoother.

Caller: You too, thanks again.