

Meijer Support Call Transcript — MEI-14271

Ticket ID:	MEI-14271	Priority:	Low
Created:	2024-08-13 15:18:19	Status:	Open
Store #:	237	Store:	Mound Rd., Warren
Category:	Loss Prevention	Type:	Suspicious Activity
Coordinates:	42.509842899999995, -83.04942798886103	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 David Martinez, Assistant Manager at the Mound Rd. store in Warren.

Agent: Hi David, nice to talk to you. How's everything going up at the Mound Rd. store?

Caller: Oh, you know, just trying to stay on top of things. We've got a bit of a situation I'd like some help with.

PROBLEM DESCRIPTION

Caller: So, we've had some suspicious activity in our electronics department. One of our team members reported seeing someone messing with the security cameras.

Agent: Okay, can you tell me more about what happened? Was it during business hours or after hours?

Caller: It was during the evening shift, around 8 pm. We've got it on tape, but the footage is a bit grainy.

Agent: Alright, and have you reviewed the footage to see if you can make out any distinguishing features of the individual?

Caller: Yeah, we've taken a look, but like I said, it's pretty grainy. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the footage.

Agent: No problem, David. So, you're saying the footage isn't clear enough to make out any features. Have you noticed any other suspicious activity in the store?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, David, I'm going to go ahead and create a ticket for this issue. It'll be MEI-14271. I'm going to categorize it as a low-priority issue, but I still want to get someone out to take a look at those cameras.

Caller: Sounds good, thanks Karen.

Agent: I'm going to go ahead and assign this to one of our loss prevention specialists. They'll be in touch with you within the next 24-48 hours to discuss further.

Agent: In the meantime, I recommend keeping a close eye on that electronics department and making sure all team members are aware of the situation.

CLOSING

Agent: Just to summarize, David, I've created ticket MEI-14271 for the suspicious activity in your electronics department. Someone will be in touch with you soon to discuss further.

Caller: Alright, sounds good. Thanks for your help, Karen.

Agent: You're welcome, David. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

Caller: You too, thanks again.