

Meijer Support Call Transcript — MEI-16975

Ticket ID:	MEI-16975	Priority:	Low
Created:	2025-04-21 12:24:52	Status:	In progress
Store #:	148	Store:	Eastgate North Drive, Cincinnati
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	39.0984907, -84.2647031913941	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 Ashley Moore, Front End Supervisor at the Eastgate North Drive store in Cincinnati. How's your day going so far?

Agent: It's going well, thanks for asking, Ashley. What can I help you with 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 turning on. I've tried restarting the system, but nothing's happening. I'm not sure if it's a hardware issue or what.

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

Caller: Yeah, I think so. Let me check... (background noise) Okay, yeah, it's one of the new Axis cameras.

Agent: Alright, and you've tried restarting the system, but it's still not coming on? Have you checked the power cord or anything like that?

Caller: (interrupted by a page over the store intercom) Sorry about that, Karen. Yeah, I've checked the power cord, and it seems fine. I'm not sure what's going on with it.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Ashley, I'm going to go ahead and take a look at this issue. Since it's a security camera, I want to make sure we get it up and running as soon as possible. I've created a ticket for you, MEI-16975, and I'm going to go ahead and assign it to our technical team.

Caller: Great, thanks Karen. How long do you think it'll take to get someone out here to take a look at it?

Agent: Well, since the priority is listed as low, I'd say we're looking at a 24-48 hour turnaround time. However, I can try to expedite it if you'd like. Can you tell me a little bit more about the impact this is having on your store operations?

Caller: Honestly, it's not a huge deal right now, but I'd like to get it fixed before we get busy on the weekends.

CLOSING

Agent: Alright, Ashley, just to summarize, I've created ticket MEI-16975 for the security camera issue at your store. I'll go ahead and assign it to our technical team, and we'll get someone out to take a look at it within the next 24-48 hours.

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

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

Caller: You too, thanks again. Bye.