

# Meijer Support Call Transcript — MEI-16965

Ticket ID:	MEI-16965	Priority:	High
Created:	2024-11-30 22:56:12	Status:	In progress
Store #:	131	Store:	E. Washington Street, Indianapolis
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	39.77418495, -85.96376194596259	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?

Andrew White: Hi Karen, this is Andrew White, Assistant Manager at the E. Washington Street store in Indianapolis. How's your day going?

Karen: Oh, it's goin' alright, thanks for askin', Andrew. What can I help you with today?

Andrew White: Just need some assistance with an issue we're havin' here.

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

Andrew White: So, we've got an employee issue that's requirin' some assistance. One of our team members is havin' some problems with their login credentials, and we can't seem to get 'em resolved.

Karen: Okay, sorry to hear that. Can you tell me more about what's happenin' with their login credentials? Are they gettin' an error message or...?

Andrew White: Yeah, they're gettin' a "credentials not recognized" error. We've tried resetin' their password, but nothin's seemin' to work. (background noise) Oh, sorry 'bout that, just a customer askin' a question. Anyway, we're not sure what's goin' on.

Karen: Alright, no worries. So, just to clarify, this is a Meijer team member, and they're havin' trouble loggin' in to our system?

Andrew White: That's right. We've checked their employee profile, and everythin' looks good on our end, but they just can't seem to get in.

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

Karen: Okay, Andrew, I'm gonna go ahead and take a look at this. Since this is a high-priority issue, I'm gonna escalate it to our IT team to get it resolved ASAP. I've already created a ticket for this, MEI-16965.

Andrew White: Great, thanks Karen. How long do you think it'll take to get this resolved?

Karen: Well, I'd say we should have a resolution within the next 24 hours. In the meantime, I can offer a temporary workaround. We can set up a new login for your team member, and that should get 'em up and runnin' until we can get the underlying issue fixed.

Andrew White: That sounds good, thanks. What's the next step, then?

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

Karen: Alright, Andrew, so I'm gonna go ahead and send this over to our IT team. You should hear back from us within the next 24 hours with a resolution. Your ticket number is MEI-16965, just so you have it for reference.

Andrew White: Great, thanks Karen. I appreciate your help.

Karen: No problem, Andrew. We'll get this taken care of for ya. If you have any other issues, don't hesitate to reach out. Have a great day!

Andrew White: You too, thanks again. Bye.