

# Meijer Support Call Transcript — MEI-13458

Ticket ID:	MEI-13458	Priority:	Low
Created:	2025-03-28 19:24:00	Status:	Resolved
Store #:	204	Store:	Heartland Blvd., Camby
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	39.637776200000005, -86.33562501539461	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?

Joseph Johnson: Hi Karen, this is Joseph Johnson, Team Lead at the Heartland Blvd. store in Camby.

Karen: Oh, hi Joseph! How's everything going out there in Indiana?

Joseph Johnson: It's going alright, just a few issues with our security cameras. How about you?

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

Joseph Johnson: So, we've got a security camera that's on the fritz. It's the one covering the pharmacy area, and it's just showing a black screen.

Karen: Okay, which camera is it? Is it one of the new ones we installed last year?

Joseph Johnson: Yeah, it's one of those. I think it's camera 12. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, camera 12.

Karen: No problem, Joseph. Can you tell me more about what's happening with the camera? Is it just not turning on or...?

Joseph Johnson: It's just not showing any feed. We've tried restarting it, but nothing's working.

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

Karen: Alright, Joseph. I'm going to go ahead and create a ticket for this issue. That'll be MEI-13458. I'm going to mark it as a low priority since it's not affecting any critical systems.

Joseph Johnson: Sounds good.

Karen: In the meantime, can you try checking the connections and making sure everything is secure? Sometimes those cameras can be a little finicky.

Joseph Johnson: Yeah, we've already tried that. But I can have my team double-check.

Karen: Okay, great. I'm going to go ahead and assign this ticket to our tech team. They should be able to take a look at it within the next 24 to 48 hours.

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

Karen: So, just to summarize, Joseph, we've got a ticket created for the security camera issue at your store. The ticket number is MEI-13458. We'll have our tech team take a look at it as soon as possible.

Joseph Johnson: Alright, sounds good. Thanks for your help, Karen.

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

Joseph Johnson: You too, thanks!