

Meijer Support Call Transcript — MEI-20638

Ticket ID:	MEI-20638	Priority:	Low
Created:	2024-09-05 12:51:49	Status:	In progress
Store #:	139	Store:	W. McGalliard Road (SR332), Muncie
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	40.2209902, -85.4587995	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?

Samantha Johnson: Hi Karen, this is Samantha Johnson, Produce Manager at the W. McGalliard Road store in Muncie. How's your day going?

Karen: It's going well, thanks for asking. What brings you to call us today, Samantha?

PROBLEM DESCRIPTION

Samantha Johnson: We're having some issues with one of our security cameras. It's not turning on, and we're not getting any feed from it. I've tried restarting the system, but nothing's working.

Karen: Okay, which camera is it specifically? Is it one of the ones in the produce area?

Samantha Johnson: Yeah, it's the one above the apple display. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, I'm back. Like I was saying, it's just not turning on.

Karen: Alright, no problem. Can you tell me when you first noticed the issue?

Samantha Johnson: It was yesterday evening, during closing. We didn't think much of it, but when we came in this morning, it still wasn't working.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, I'm going to go ahead and take a look at this. 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-20638. I'm going to go ahead and escalate this to our technical team to take a look.

Samantha Johnson: Sounds good, thanks.

Karen: In the meantime, I recommend that you keep an eye on the area and make sure that all other cameras are functioning properly. We should have someone out to take a look within the next 24 to 48 hours.

Samantha Johnson: That sounds great, thank you.

CLOSING

Karen: Just to summarize, we've created ticket MEI-20638 for the security camera issue at your store. We'll have someone out to take a look as soon as possible. If you have any other issues or concerns, don't hesitate to reach out.

Samantha Johnson: Sounds good, thanks for your help, Karen.

Karen: You're welcome, Samantha. Have a great day, and we'll talk to you soon.

Samantha Johnson: You too, thanks again.