

Meijer Support Call Transcript — MEI-3970

Ticket ID:	MEI-3970	Priority:	Medium
Created:	2024-10-25 19:26:21	Status:	Closed
Store #:	123	Store:	Fort Street, Southgate
Category:	Loss Prevention	Type:	Break-in
Coordinates:	42.19131975000005, -83.18472202534213	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?

Caller: Hi Karen, this is Matthew Thompson, Department Manager at the Fort Street store in Southgate.

Agent: Hi Matthew, nice to talk to you. How's everything going at the store today?

Caller: Not great, unfortunately. We've got a bit of a situation on our hands.

PROBLEM DESCRIPTION

Caller: We had a break-in last night, and I'm not sure what all was taken, but it looks like they got into our pharmacy area.

Agent: Okay, sorry to hear that, Matthew. Can you tell me more about what you've found so far? Was there any damage to the store?

Caller: (background noise) Yeah, it looks like they smashed a window to get in... (pause) Sorry, can you hold on just a sec? (brief hold) Okay, sorry about that. Like I was saying, they smashed a window and made their way to the pharmacy.

Agent: Alright, got it. And do you have any idea what time this might have happened?

Caller: Our security team is reviewing the footage now, but it looks like it was sometime between 2 and 4 am.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Matthew, I'm going to go ahead and create a ticket for this incident. This will be ticket MEI-3970. I'm going to prioritize this as medium, given the nature of the incident.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, I recommend that you review your store's security protocols and make sure that all employees are aware of the situation. We'll also need to get a full inventory of what was taken, if possible.

Caller: Absolutely, we're on it.

Agent: I'm going to estimate that we'll have someone out to assess the damage within the next 24 to 48 hours. We'll also work with our loss prevention team to review the footage and see if we can identify any suspects.

CLOSING

Agent: Just to summarize, Matthew, we've created ticket MEI-3970 for the break-in at your store, and we'll have someone out to assess the damage soon. If you have any further questions or concerns, don't hesitate to reach out.

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

Agent: You're welcome, Matthew. We'll be in touch soon. Have a good day, and let's get this resolved for you.

Caller: You too, thanks. Bye.