

Meijer Support Call Transcript — MEI-20245

Ticket ID:	MEI-20245	Priority:	High
Created:	2024-12-28 13:12:21	Status:	In progress
Store #:	248	Store:	17 Mile Rd., N.E., Cedar Springs
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	43.2172281, -85.57917029023247	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 Michelle Lee, Shift Supervisor at the 17 Mile Rd. store in Cedar Springs. How's your day going so far?

Agent: It's going well, thanks for asking, Michelle. What can I help you with today?

Caller: Just dealing with a bit of a situation here, so I appreciate your help.

PROBLEM DESCRIPTION

Caller: We've got an employee issue that's requiring some assistance. One of our team members is having some problems with their login credentials, and we can't seem to get them sorted out.

Agent: Okay, can you tell me a bit more about what's happening with their login credentials? Are they getting an error message or...?

Caller: (background noise of store announcements) Sorry, bear with me for a sec... Okay, so they're trying to clock in, but their password isn't being recognized. We've tried resetting it, but it's not taking.

Agent: Alright, got it. And have you tried contacting our IT department to see if they can assist with the issue?

Caller: Not yet, I was hoping we could get some help from Asset Protection first. (pause) Oh, sorry, I've got a customer waiting... (briefly puts caller on hold)

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Michelle, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-20245. Given the priority is High, I want to make sure we get this resolved ASAP.

Caller: That sounds great, thank you.

Agent: In the meantime, can you try having the employee try to log in from a different terminal to see if it's a localized issue?

Caller: Yeah, we can try that. What's the expected timeline for getting this resolved?

Agent: I'm going to escalate this to our IT team, and we should have someone reach out to you within the next 2 hours to assist with the issue.

CLOSING

Agent: Just to summarize, Michelle, we've created ticket MEI-20245 for the employee login issue, and I've escalated it to our IT team. They should be in touch with you within the next 2 hours to assist.

Caller: Sounds good, thank you, Karen. I appreciate your help.

Agent: You're welcome, Michelle. If you have any further issues, don't hesitate to reach out. Have a great day, and happy New Year!

Caller: You too, thanks again!