

# Meijer Support Call Transcript — MEI-24004

Ticket ID:	MEI-24004	Priority:	Low
Created:	2025-01-16 14:11:01	Status:	In progress
Store #:	165	Store:	W. Lincoln Hwy, Ste. A, Merrillville
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.47176, -87.382871	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?

Michael Martinez: Hi Karen, this is Michael Martinez, Grocery Manager at the W. Lincoln Hwy store in Merrillville.

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

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

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

Michael Martinez: So, we've got a security camera that's not functioning properly. It's the one covering the dairy section, and we're getting a "no signal" error on the monitor.

Karen: Okay, can you tell me more about what's happening with that camera? Is it just a black screen or...?

Michael Martinez: Yeah, it's just a black screen. We've tried restarting the system, but nothing's changed. (background noise of store announcements) Sorry, bear with me for a sec.

Karen: No problem, Michael. So, you've restarted the system and still no signal. Have you checked the camera's power source or the connections?

Michael Martinez: Yeah, we've checked all that. It's just this one camera that's not working. We're not sure what's going on.

Karen: Alright, got it. And just to confirm, there's no vendor involved in this issue, correct?

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

Karen: Okay, Michael, I'm going to go ahead and take a look at this issue. Based on what you've told me, it's possible that the camera just needs to be replaced. I'm going to reference the ticket I'm creating, MEI-24004.

Michael Martinez: Okay, sounds good.

Karen: I'm going to prioritize this as a low-priority issue, but I'll still get someone out to take a look at it within the next 3-5 business days.

Michael Martinez: That sounds great, thanks Karen.

Karen: You're welcome, Michael. In the meantime, if you notice anything else unusual with the camera or the system, just give me a call.

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

Karen: So, just to summarize, I've created ticket MEI-24004 for the security camera issue at your store. Someone will be out to take a look at it within the next 3-5 business days.

Michael Martinez: Alright, sounds good. Thanks for your help, Karen.

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

Michael Martinez: You too, thanks again.