

Meijer Support Call Transcript — MEI-16670

Ticket ID:	MEI-16670	Priority:	Medium
Created:	2025-06-28 11:36:33	Status:	Resolved
Store #:	215	Store:	E. Boughton Rd., Bolingbrook
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.721292950000006, -88.03579462225267	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 David Thompson, Store Manager at the E. Boughton Rd. store in Bolingbrook.

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

Caller: Oh, you know, just the usual chaos on a Friday morning. (background noise of store announcements) Anyway, I'm calling about an issue with one of our security cameras.

PROBLEM DESCRIPTION

Caller: So, we've got a camera in the liquor department that's not feeding video to the monitor. I've tried restarting the system, but nothing's changing.

Agent: Okay, which camera is it specifically? Is it one of the new ones we installed last quarter?

Caller: Yeah, it's one of those. Camera 12, I think. (pause) Hold on a sec, let me check. (background noise of papers shuffling)

Agent: Take your time, David. Can you tell me more about what you've tried so far to troubleshoot the issue?

Caller: Well, like I said, I restarted the system, and I also checked the connections to make sure everything's secure.

TROUBLESHOOTING/RESOLUTION

Agent: Alright, I'm going to go ahead and create a ticket for this issue. That'll be MEI-16670. I'm going to prioritize it as medium, since it's not a critical failure, but we still want to get it resolved ASAP.

Caller: Sounds good, thanks Karen.

Agent: In the meantime, can you try checking the camera's power source and making sure it's not a simple issue like a loose wire?

Caller: Yeah, I can do that. (pause) You know, I think it might be related to the software update we did last week.

Agent: That's possible. I'm going to go ahead and schedule a follow-up with our tech team to take a closer look. We should be able to get someone out to you within the next 24-48 hours.

CLOSING

Agent: Just to summarize, David, I've created ticket MEI-16670 for the security camera issue at your store. We'll have someone follow up with you within the next 24-48 hours to resolve the issue.

Caller: Great, thanks Karen. I appreciate your help.

Agent: You're welcome, David. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again. Bye.