

Meijer Support Call Transcript — MEI-8648

Ticket ID:	MEI-8648	Priority:	High
Created:	2024-11-08 19:45:18	Status:	In progress
Store #:	271	Store:	Phoenix St., South Haven
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	42.4065000500000005, -86.25644445049659	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 Robert Thompson, Front End Supervisor at the Phoenix St. store in South Haven.

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

Caller: It's been a busy day, but we've got a situation that needs some attention.

****PROBLEM DESCRIPTION****

Caller: We've got a Fraud Alert that just popped up, and I'm not sure what to do with it. It says "requiring assistance" and I don't have any details on what that means.

Agent: Okay, can you tell me more about the alert? What time did it come in?

Caller: Let me check... (background noise) ...okay, it came in at 7:45 PM. We've been slammed with customers all evening, so I just got to it now.

Agent: Alright, and have you noticed anything unusual at the front end tonight? Any issues with transactions or customers?

Caller: (interrupted by a coworker in the background) Sorry, what was that, Karen? Oh, no, nothing out of the ordinary, just the usual Friday night rush.

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

****TROUBLESHOOTING/RESOLUTION****

Agent: Okay, Robert, I'm going to go ahead and take a look at this. Since the priority is High, I want to make sure we get on top of this right away. Can you tell me if you've checked the store's CCTV footage yet?

Caller: Not yet, I was waiting to hear back from you guys first.

Agent: Alright, I'm going to go ahead and create a ticket for this, which will be MEI-8648. I'm going to escalate this to our investigations team, and we'll get someone out to the store as soon as possible to take a look.

Agent: In the meantime, I recommend that you review the CCTV footage and see if you can identify any suspicious activity. We'll also need to pull the transaction logs for the time period in question.

****CLOSING****

Agent: Just to summarize, Robert, we're going to investigate this Fraud Alert and get someone out to the store to take a look. Your ticket number is MEI-8648, and we'll be in touch with you within the next 24 hours with an update.

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

Agent: You're welcome, Robert. We'll get to the bottom of this. Have a great rest of your evening, and we'll talk to you soon.

Caller: You too, thanks again.