

# Meijer Support Call Transcript — MEI-24976

Ticket ID:	MEI-24976	Priority:	Medium
Created:	2024-12-25 20:41:42	Status:	Closed
Store #:	292	Store:	W Layton Ave, Greenfield
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	42.961325900000006, -87.986364378086	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?

Samantha Smith: Hi Karen, this is Samantha Smith, Team Lead at the W Layton Ave store in Greenfield. How's your day going?

Karen: Oh, it's going well, thanks for askin'. We're just gettin' through the holiday rush. What can I do for you, Samantha?

Samantha Smith: Just dealin' with the usual chaos after Christmas. We've got a bit of an issue with one of our security cameras.

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

Samantha Smith: So, one of our security cameras in the store is on the fritz. It's just showin' a black screen, and we can't get any feed from it. We've tried restartin' the system, but nothin's workin'.

Karen: Okay, which camera is it? Is it one of the ones in the parking lot or inside the store?

Samantha Smith: It's one of the interior cameras, near the pharmacy. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the camera.

Karen: No problem, Samantha. Can you tell me what kind of error message you're gettin' on the screen?

Samantha Smith: There isn't one, really. It just says "no signal" or somethin' like that. We've checked the connections, and everythin' looks good.

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

Karen: Alright, Samantha. I'm gonna go ahead and create a ticket for this issue. That'll be MEI-24976. I'm gonna mark it as a medium priority since it's not affectin' store operations too much.

Samantha Smith: Sounds good, thanks.

Karen: In the meantime, can you try checkin' the camera's power source and makin' sure it's gettin' power? Sometimes these things can be pretty simple.

Samantha Smith: Yeah, we can do that. What's the timeline lookin' like for gettin' this fixed?

Karen: We should be able to get someone out to take a look within the next 24 to 48 hours. I'll make sure to note that it's a security camera, so we'll prioritize it accordingly.

\*\*CLOSING\*\*

Karen: Just to summarize, Samantha, I've created ticket MEI-24976 for the security camera issue at your store. We'll get someone out to take a look as soon as possible.

Samantha Smith: Great, thanks Karen. I appreciate your help.

Karen: No problem at all, Samantha. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and happy new year!

Samantha Smith: You too, thanks!