

Meijer Support Call Transcript — MEI-9740

Ticket ID:	MEI-9740	Priority:	Medium
Created:	2024-05-28 12:42:07	Status:	Resolved
Store #:	257	Store:	Lears Road, Petoskey
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	45.3467778, -84.96435728253601	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?

Michelle Harris: Hi Karen, this is Michelle Harris, Team Lead at the Lears Road store in Petoskey.

Agent: Hi Michelle, nice to talk to you. How's everything going up in Petoskey today?

Michelle Harris: Oh, you know, just trying to get through the morning rush. We've got a bit of an issue with one of our security cameras.

****PROBLEM DESCRIPTION****

Michelle Harris: So, our camera in the liquor department is on the fritz. It's not recording any footage, and we're getting an error message on the monitor.

Agent: Okay, can you tell me more about the error message? Is it a specific code or just a general error?

Michelle Harris: Let me check... (background noise) Okay, it says "Camera offline, please restart".

Agent: Alright, have you tried restarting the camera yet?

Michelle Harris: Yeah, we've tried that a few times, but it's not coming back online.

Agent: Okay, and when did you first notice the issue?

Michelle Harris: It was sometime yesterday evening, I think. We didn't catch it until this morning when we were reviewing the footage.

****TROUBLESHOOTING/RESOLUTION****

Agent: Okay, Michelle, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-9740.

Michelle Harris: Sounds good, thanks.

Agent: I'm going to prioritize this as a medium priority, since it's not a critical issue, but we still want to get it resolved for you.

Michelle Harris: That makes sense.

Agent: In the meantime, I recommend that you try checking the camera's connections and making sure everything is secure. If that doesn't work, we may need to send someone out to take a look at it.

Michelle Harris: Okay, got it. How long do you think it'll take to get someone out here?

Agent: We should be able to get someone out to you within the next 24 to 48 hours.

****CLOSING****

Agent: So, just to summarize, I've created ticket MEI-9740 for the security camera issue at your store. We'll get someone out to take a look at it as soon as possible.

Michelle Harris: Great, thanks for your help, Karen.

Agent: You're welcome, Michelle. If you have any other issues or concerns, don't hesitate to reach out. We'll be in touch soon to follow up on this ticket.

Michelle Harris: Sounds good, thanks again.

Agent: You're welcome, have a great day!