

Meijer Support Call Transcript — MEI-8806

Ticket ID:	MEI-8806	Priority:	Low
Created:	2025-05-19 13:18:53	Status:	In progress
Store #:	293	Store:	W 3 Mile Rd, Sault Sainte Marie
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	46.46558755, -84.38768727787522	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Agent: Thank you for calling Asset Protection, my name is Karen. How can I assist you today?

Caller: Hi Karen, this is Christopher White, Team Lead at the W 3 Mile Rd store in Sault Sainte Marie.

Agent: Hi Christopher, nice to talk to you. How's everything going up in the U.P. today?

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

PROBLEM DESCRIPTION

Caller: Yeah, so camera 12 in the liquor department is on the fritz. It's not recording anything, 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 generic error?

Caller: Let me check... (background noise) ...okay, it says "Camera offline, please restart".

Agent: Alright, have you tried restarting it yet?

Caller: 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?

Caller: It was sometime yesterday afternoon, I think. We didn't catch it right away because it's not a high-traffic area.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Christopher, I'm going to go ahead and take a look at this. Since it's a low-priority issue, I'm not going to escalate it, but I'll still get someone out to take a look. I've got ticket MEI-8806 created for this issue.

Caller: Great, thanks Karen.

Agent: So, in the meantime, I recommend just keeping an eye on the area and making sure everything is secure. We should be able to get someone out to fix the camera within the next 3-5 business days.

Caller: Sounds good, thanks for your help.

CLOSING

Agent: Alright, Christopher, just to summarize, we've got ticket MEI-8806 open for the security camera issue in the liquor department. I'll make sure to follow up with you in a few days to check on the status.

Caller: Sounds good, thanks Karen.

Agent: You're welcome, Christopher. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again.