

# Meijer Support Call Transcript — MEI-9789

|              |                                 |                |                       |
|--------------|---------------------------------|----------------|-----------------------|
| Ticket ID:   | MEI-9789                        | Priority:      | Low                   |
| Created:     | 2025-01-21 19:37:07             | Status:        | Resolved              |
| Store #:     | 71                              | Store:         | Holton Road, Muskegon |
| Category:    | Loss Prevention                 | Type:          | Security Camera       |
| Coordinates: | 43.28334315, -86.22034176556532 | 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?

James Jackson: Hi Karen, this is James Jackson, Team Lead at the Holton Road store in Muskegon.

Karen: Hi James, nice to talk to you. How's everything going up there in Muskegon today?

James Jackson: Oh, you know, just trying to stay warm in this cold Michigan weather. We've got a bit of an issue with one of our security cameras.

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

James Jackson: Yeah, 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.

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

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

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

James Jackson: Yeah, we've tried that a few times, but it's still not working. We're a bit concerned about the potential for shrinkage in that area.

Karen: I understand. Can you tell me which camera it is, is it one of the new Axis cameras we installed last year?

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

Karen: Okay, James, I'm going to go ahead and create a ticket for this issue. It'll be MEI-9789. I'm going to mark it as a low priority since it's not affecting any critical systems.

James Jackson: Sounds good, thanks Karen.

Karen: In the meantime, I recommend that you increase the frequency of your floor walks in the liquor department to keep an eye on things. I'll also go ahead and notify our maintenance team to take a look at the camera as soon as possible.

James Jackson: Alright, that sounds like a plan. How soon can we expect someone to come out and take a look?

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

### \*\*CLOSING\*\*

Karen: Just to summarize, James, I've created ticket MEI-9789 for the security camera issue in the liquor department. We'll get someone out to take a look as soon as possible.

James Jackson: Great, thanks Karen. I appreciate your help.

Karen: You're welcome, James. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and stay warm up there in Muskegon!

James Jackson: You too, thanks again. Bye!