

Meijer Support Call Transcript — MEI-6058

Ticket ID:	MEI-6058	Priority:	High
Created:	2024-10-21 08:03:37	Status:	Closed
Store #:	128	Store:	South Bremen Highway, Mishawaka
Category:	Loss Prevention	Type:	Employee Issue
Coordinates:	41.627798, -86.172715	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 Christopher Taylor, Assistant Manager at the South Bremen Highway store in Mishawaka.

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

Caller: It's going, just dealing with a bit of an issue. Thanks for answering.

****PROBLEM DESCRIPTION****

Caller: So, we've got an employee issue that's requiring some assistance. One of our team members is having some problems with their login credentials and it's causing some delays in our inventory management.

Agent: Okay, I see. Can you tell me more about what's happening with their login credentials? Are they getting an error message or...?

Caller: (background noise) Yeah, they're getting a "credentials not recognized" error. And we've tried resetting their password, but it's not working.

Agent: Alright, that's helpful to know. Have you tried checking the employee's profile in our HR system to see if there are any issues there?

Caller: (interrupted by a page over the store intercom) Sorry, just a minute... (pause) Okay, where was I? Oh yeah, the HR system. No, we haven't checked that yet.

****TROUBLESHOOTING/RESOLUTION****

Agent: Okay, well, let's go ahead and create a ticket for this issue. I'm going to go ahead and create MEI-6058. Given the priority of this issue, I'm going to escalate it to our IT team to get it resolved as quickly as possible.

Caller: That sounds great, thank you. We really need to get this resolved ASAP.

Agent: Absolutely, I understand. In the meantime, can you have the employee try logging in from a different terminal to see if the issue is specific to one computer?

Caller: Yeah, we can try that. What's the timeline looking like for getting this resolved?

Agent: Our IT team should be able to take a look at this within the next 2-3 hours. I'll make sure to follow up with you to ensure it's resolved.

****CLOSING****

Agent: Just to summarize, we've created ticket MEI-6058 for the employee login issue at your store. I've escalated it to our IT team and we should have a resolution within the next few hours.

Caller: Sounds good, thanks for your help, Karen.

Agent: You're welcome, Christopher. If you have any further issues, don't hesitate to reach out. We'll follow up with you soon to ensure everything is resolved.

Caller: Appreciate it. Have a good day.

Agent: You too, thanks for calling Asset Protection.