

Meijer Support Call Transcript — MEI-3457

Ticket ID:	MEI-3457	Priority:	Low
Created:	2024-07-28 12:06:24	Status:	In progress
Store #:	125	Store:	Illinois Rd., Fort Wayne
Category:	Loss Prevention	Type:	Theft Incident
Coordinates:	41.07143725, -85.21697314580915	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?

Elizabeth Jones: Hi Karen, this is Elizabeth Jones, Team Lead at the Illinois Rd. store in Fort Wayne. How's your day going so far?

Karen: It's going well, thanks for asking. What brings you to call us today, Elizabeth?

Elizabeth Jones: Just a quick issue I wanted to touch base with you about.

PROBLEM DESCRIPTION

Elizabeth Jones: We've had a suspected theft incident in our pharmacy department. One of our pharmacists noticed that a bottle of prescription medication was missing from the shelf.

Karen: I see. Can you tell me more about what happened? Was the medication locked up or just sitting on the shelf?

Elizabeth Jones: It was locked up, but it looks like someone might have used a key or found another way to get to it. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. As I was saying, we're not sure how it happened yet.

Karen: No problem, I'm here. So, you're saying that the medication was locked up, but it's still missing. Have you reviewed the security footage yet?

Elizabeth Jones: Not yet, we just discovered the issue about an hour ago. We were going to start reviewing the footage after I got off the phone with you.

TROUBLESHOOTING/RESOLUTION

Karen: Okay, I'm going to go ahead and create a ticket for this incident. This will be ticket MEI-3457. I'll make sure to note that it's a low-priority issue, but we'll still want to investigate and get to the bottom of it.

Elizabeth Jones: Sounds good, thanks.

Karen: In the meantime, I recommend that you do review that security footage as soon as possible and see if you can identify any potential suspects. Also, make sure to notify your store manager and the pharmacy team to keep an eye out for any other potential issues.

Elizabeth Jones: Will do. What's the timeline looking like for resolving this issue?

Karen: We'll aim to have someone from our team follow up with you within the next 24-48 hours to discuss further steps.

****CLOSING****

Karen: Just to summarize, we've created ticket MEI-3457 for the suspected theft incident in your pharmacy department. I recommend that you review the security footage and notify your team to be on the lookout for any other issues.

Elizabeth Jones: Sounds good, thanks for your help, Karen.

Karen: You're welcome, Elizabeth. If you have any other questions or concerns, don't hesitate to reach out. We'll be in touch soon.

Elizabeth Jones: Appreciate it. Have a great day!

Karen: You too, thanks for calling Asset Protection.