

Meijer Support Call Transcript — MEI-1284

Ticket ID:	MEI-1284	Priority:	Low
Created:	2025-01-30 19:20:44	Status:	Open
Store #:	178	Store:	N. Route 59, Aurora
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.767875, -88.209443	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?

James Harris: Hi Karen, this is James Harris, Assistant Manager at the N. Route 59 store in Aurora.

Karen: Hi James, nice to talk to you. How's everything going at the store today?

James Harris: It's going alright, just dealing with a few technical issues. How about you?

PROBLEM DESCRIPTION

James Harris: So, we're having some trouble with one of our security cameras. It's just not turning on, and we can't seem to get it to work.

Karen: Okay, which camera is it? Is it one of the ones in the parking lot or inside the store?

James Harris: It's actually the one near the pharmacy, camera 12. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. As I was saying, it's just not powering on.

Karen: Alright, no problem. Can you tell me when you first noticed the issue?

James Harris: It was earlier today, around 5 pm. We've tried restarting it, but nothing's working.

Karen: Okay, got it. And just to confirm, you haven't contacted any vendors about this issue, correct?

TROUBLESHOOTING/RESOLUTION

Karen: Okay, James, I'm going to go ahead and take a look at this. It's possible that it's just a loose connection or something. I'm going to create a ticket for this, MEI-1284. I'll go ahead and assign it to our technical team to take a look.

James Harris: Sounds good, thanks Karen.

Karen: In the meantime, can you try checking the power cord and making sure it's securely plugged in?

James Harris: Yeah, we've already tried that, but I can double-check.

Karen: Alright, I'm going to estimate that we'll have someone out to take a look within the next 24 to 48 hours. We'll prioritize it as a low-priority issue, but we'll get it taken care of as soon as possible.

CLOSING

Karen: Just to summarize, James, I've created ticket MEI-1284 for the security camera issue at your store. We'll have someone out to take a look within the next 24 to 48 hours.

James Harris: Sounds good, 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 we'll get that camera up and running for you soon.

James Harris: Thanks, you too. Bye.