

Meijer Support Call Transcript — MEI-6486

Ticket ID:	MEI-6486	Priority:	Medium
Created:	2024-06-04 02:08:30	Status:	Resolved
Store #:	297	Store:	Porters Vale Boulevard, Valparaiso
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.47232295, -87.01870739615347	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?

Joseph Moore: Hi Karen, this is Joseph Moore, Department Manager at the Porters Vale Boulevard store in Valparaiso. How's your day going?

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

Joseph Moore: Just a quick issue with one of our security cameras, hope you can help me out.

PROBLEM DESCRIPTION

Joseph Moore: So, we've got a security camera in our store that's not functioning properly. It's the one near the pharmacy, and it's just showing a black screen.

Karen: Okay, can you tell me more about what's happening? Is it just that one camera or are there others affected?

Joseph Moore: Just that one, as far as I know. We've tried restarting the system, but nothing's changed. (background noise) Oh, sorry about that, just a customer asking a question.

Karen: No worries, Joseph. Can you confirm the camera's location again and what kind of footage it's supposed to be capturing?

Joseph Moore: Yeah, it's near the pharmacy, and it's supposed to be monitoring the area around the prescription pickup.

TROUBLESHOOTING/RESOLUTION

Karen: Alright, I've got that noted. I'm going to go ahead and create a ticket for this issue, which will be MEI-6486. I think we might need to send someone out to take a look at the camera.

Joseph Moore: That sounds great, thanks. How soon can we expect someone to arrive?

Karen: I'd say within the next 24 to 48 hours, depending on our technician's schedule. In the meantime, I recommend keeping an eye on the area and making sure our loss prevention team is aware of the issue.

Joseph Moore: Will do. What's the best way to get updates on the ticket?

Karen: You can just give us a call back and reference the ticket number, or we can email you updates if you'd prefer.

CLOSING

Karen: Just to summarize, Joseph, we've created ticket MEI-6486 for the security camera issue at your store. We'll have someone out to take a look as soon as possible.

Joseph Moore: Sounds good, thanks for your help, Karen.

Karen: You're welcome, Joseph. If you have any other issues or concerns, don't hesitate to reach out. Have a great day!

Joseph Moore: You too, thanks again.