

# Meijer Support Call Transcript — MEI-23684

Ticket ID:	MEI-23684	Priority:	Low
Created:	2025-02-15 20:23:35	Status:	In progress
Store #:	146	Store:	N. Prospect Avenue, Champaign
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	40.1451, -88.260879	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?

Caller: Hi Karen, this is Emily Moore, Assistant Manager at the N. Prospect Avenue store in Champaign.

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

Caller: It's going alright, just a typical Wednesday evening. We've got a bit of a issue I wanted to touch base with you about.

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

Caller: We've got a security camera that's on the fritz. It's the one covering the liquor aisle, and it's not giving us a clear picture. We've tried restarting it, but nothing's working.

Agent: Okay, which camera is it specifically? Is it one of the new ones we installed last year?

Caller: Yeah, it's one of those. Let me check the number real quick... (background noise) Okay, it's camera 12.

Agent: Alright, got it. And you've already tried restarting it, right? (pause) Sorry, can you repeat that? I had a bit of trouble hearing you over the background noise.

Caller: Yeah, we've restarted it, but like I said, it's still not working right. We're getting a pretty grainy picture.

Agent: Okay, I understand. And just to confirm, there's no vendor involved in this issue, correct?

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

Agent: Okay, Emily, I'm going to go ahead and take a look at this. Based on what you've told me, it's possible that the camera just needs to be recalibrated. I'm going to create a ticket for this, which will be MEI-23684.

Caller: Sounds good, thanks.

Agent: I'm going to prioritize this as a low-priority issue, but I'll still get someone out to take a look at it within the next 24 to 48 hours. In the meantime, can you just keep an eye on the area and make sure everything is secure?

Caller: Absolutely, we'll keep an eye on it. Thanks for your help, Karen.

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

Agent: You're welcome, Emily. Just to summarize, I've created ticket MEI-23684 for the security camera issue, and we'll have someone out to take a look at it within the next 24 to 48 hours.

Caller: Great, thanks.

Agent: If you have any other issues or concerns, don't hesitate to reach out. Have a great rest of your evening, and thanks for calling Asset Protection.

Caller: You too, thanks again. Bye.

Agent: Bye, Emily.