

# Meijer Support Call Transcript — MEI-20235

Ticket ID:	MEI-20235	Priority:	Low
Created:	2025-01-27 17:10:49	Status:	In progress
Store #:	116	Store:	S. Wheeling Street, Oregon
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	41.618999650000006, -83.48242979145618	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?

Robert Rodriguez: Hi Karen, this is Robert Rodriguez, Grocery Manager at the S. Wheeling Street store in Oregon.

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

Robert Rodriguez: Oh, you know, just trying to get through the afternoon rush. We've got a bit of an issue with one of our security cameras.

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

Robert Rodriguez: Yeah, so our camera in the dairy section is on the fritz. It's not recording any footage, and we're getting a error message on the monitor.

Karen: Okay, can you tell me more about the error message? Is it a specific code or just a general error?

Robert Rodriguez: Let me check... (background noise) ...okay, it says "Camera offline, please restart".

Karen: Alright, have you tried restarting the camera yet?

Robert Rodriguez: Yeah, we've tried that a few times, but it's not coming back online. We're worried it might be a hardware issue.

Karen: Okay, got it. And just to confirm, this is the camera that covers the dairy and beverage section, right?

Robert Rodriguez: That's right. It's a pretty high-traffic area, so we'd like to get it up and running ASAP.

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

Karen: Okay, Robert, I'm going to go ahead and create a ticket for this issue. I've got ticket MEI-20235 open now. Based on what you've told me, it's possible that we might need to send someone out to take a look at the camera.

Robert Rodriguez: Okay, that sounds good. How soon can we expect someone to come out?

Karen: Well, since this is a low-priority issue, I'd say we're looking at a 24-48 hour turnaround time. However, I can try to expedite it if you'd like.

Robert Rodriguez: Yeah, that would be great, thanks. We'd like to get this resolved as soon as possible.

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

Karen: Alright, Robert, just to summarize, I've created ticket MEI-20235 for the security camera issue in the dairy section. We'll have someone out to take a look within the next 24-48 hours.

Robert Rodriguez: Sounds good, thanks Karen. What's the ticket number again?

Karen: It's MEI-20235. I'll also follow up with you tomorrow to check on the status. Is that okay with you?

Robert Rodriguez: Yeah, that's fine. Thanks for your help, Karen.

Karen: You're welcome, Robert. Have a great day, and we'll talk to you soon.