

Meijer Support Call Transcript — MEI-8648

Ticket ID:	MEI-8648	Priority:	High
Created:	2024-11-08 19:45:18	Status:	In progress
Store #:	271	Store:	Phoenix St., South Haven
Category:	Loss Prevention	Type:	Fraud Alert
Coordinates:	42.406500050000005, -86.25644445049659	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Agent: Asset Protection, this is Karen. How can I help you today?

Caller: Hi Karen, this is Robert Thompson, Front End Supervisor at the Phoenix St. store in South Haven.

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

Caller: It's been a busy day, but we've got a situation that needs some attention.

PROBLEM DESCRIPTION

Caller: We've got a Fraud Alert that just popped up, and I'm not sure what to do with it. It says "requiring assistance" and I don't have any details on what that means.

Agent: Okay, can you tell me more about the alert? What time did it come in?

Caller: Let me check... (background noise) ...okay, it came in at 7:45 PM. We've been slammed with customers all evening, so I just got to it now.

Agent: Alright, and have you noticed anything unusual at the front end tonight? Any issues with transactions or customers?

Caller: (interrupted by a coworker in the background) Sorry, what was that, Karen? Oh, no, nothing out of the ordinary, just the usual Friday night rush.

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

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Robert, I'm going to go ahead and take a look at this. Since the priority is High, I want to make sure we get on top of this right away. Can you tell me if you've checked the store's CCTV footage yet?

Caller: Not yet, I was waiting to hear back from you guys first.

Agent: Alright, I'm going to go ahead and create a ticket for this, which will be MEI-8648. I'm going to escalate this to our investigations team, and we'll get someone out to the store as soon as possible to take a look.

Agent: In the meantime, I recommend that you review the CCTV footage and see if you can identify any suspicious activity. We'll also need to pull the transaction logs for the time period in question.

CLOSING

Agent: Just to summarize, Robert, we're going to investigate this Fraud Alert and get someone out to the store to take a look. Your ticket number is MEI-8648, and we'll be in touch with you within the next 24 hours with an update.

Caller: Sounds good, thanks Karen. I appreciate your help.

Agent: You're welcome, Robert. We'll get to the bottom of this. Have a great rest of your evening, and we'll talk to you soon.

Caller: You too, thanks again.