

# Meijer Support Call Transcript — MEI-22757

Ticket ID:	MEI-22757	Priority:	Low
Created:	2024-09-30 05:25:45	Status:	Open
Store #:	122	Store:	Grand River Avenue, Wixom
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	42.4977691, -83.54131285213802	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?

Amanda Thompson: Hi Karen, this is Amanda Thompson, Store Manager at the Grand River Avenue store in Wixom. How's your day going so far?

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

Amanda Thompson: Just a quick issue I wanted to touch base with you about.

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

Amanda Thompson: We've got a security camera that's on the fritz in our store, and I was wondering if we could get some assistance with it. It's one of the cameras in the pharmacy area, and it's just not turning on.

Karen: Okay, can you tell me a little bit more about what's happening with the camera? Is it just not powering on at all?

Amanda Thompson: That's right. We've tried restarting it, but nothing's happening. (background noise of store announcements) Sorry, bear with me for a sec... okay, where was I? Ah yes, the camera.

Karen: No problem, Amanda. Can you confirm the camera's location again and what kind of camera it is?

Amanda Thompson: It's a digital camera, model number... let me check... (pause) Okay, it's a Honeywell camera, and it's located near the pharmacy drop-off area.

### \*\*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-22757. I'll also go ahead and send this over to our technical team to take a look.

Amanda Thompson: Sounds great, thanks Karen.

Karen: In the meantime, I recommend that you just keep an eye on that area and make sure everything is secure. We should have someone out to take a look at the camera within the next 24 to 48 hours.

Amanda Thompson: That sounds good. What's the best way to get an update on the status of the ticket?

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

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

Karen: Just to summarize, Amanda, we've created ticket MEI-22757 for the security camera issue at your store. We'll have someone out to take a look as soon as possible, and I'll make sure to keep you updated on the status.

Amanda Thompson: Sounds great, thanks Karen. I appreciate your help.

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

Amanda Thompson: You too, thanks again. Bye.

Karen: Bye, Amanda.