

Meijer Support Call Transcript — MEI-4834

Ticket ID:	MEI-4834	Priority:	Low
Created:	2025-02-19 00:34:36	Status:	Resolved
Store #:	143	Store:	Columbus Pike, Lewis Center
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	40.16099295, -83.02279093218928	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 Matthew Anderson, Grocery Manager at the Columbus Pike store in Lewis Center.

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

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

PROBLEM DESCRIPTION

Caller: Yeah, so camera 12 in the produce department is on the fritz. It's not giving us any feed, and we're getting a error message on the monitor.

Agent: Okay, sorry to hear that. Can you tell me more about the error message? Is it a specific code or just a generic error?

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

Agent: Alright, have you tried restarting the camera or the entire system?

Caller: Yeah, we've tried restarting the camera, but nothing's changed. We're getting a little concerned about the blind spot in produce.

Agent: I understand. Can you confirm that you've checked the power and connections to the camera?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Matthew, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-4834. I'm going to mark it as a low priority since it's not affecting sales or customer safety directly.

Caller: Sounds good, thanks Karen.

Agent: I'm going to recommend that our tech team take a look at the camera and the system as a whole. We should be able to get someone out to the store within the next 24 to 48 hours.

Caller: That sounds great, thanks for the help.

CLOSING

Agent: Just to summarize, I've created ticket MEI-4834 for the security camera issue in produce. We'll have someone out to take a look as soon as possible.

Caller: Great, thanks Karen. I appreciate the help.

Agent: You're welcome, Matthew. If you have any other issues or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again. Bye.