

Meijer Support Call Transcript — MEI-11714

Ticket ID:	MEI-11714	Priority:	Medium
Created:	2024-10-07 13:32:17	Status:	Resolved
Store #:	48	Store:	Wilder Rd., Bay City
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	43.62341845, -83.93290644999999	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 Christopher Brown, Front End Supervisor at the Wilder Rd. store in Bay City.

Agent: Hi Christopher, nice to talk to you. How's everything going up in Bay City today?

Caller: 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

Caller: Yeah, so our camera in the liquor department is on the fritz. It's not giving us any feed, and we're getting a little concerned about potential shrinkage.

Agent: Okay, can you tell me more about what's happening with the camera? Is it just a black screen or...?

Caller: (background noise of store announcements) Sorry, bear with me for a sec. Okay, so it's just a black screen. We've tried restarting the system, but nothing's changing.

Agent: Alright, got it. And you've checked the connections, made sure everything's plugged in properly?

Caller: Yeah, our maintenance guy took a look, and everything seems to be in order. We're not sure what's going on.

Agent: Okay, no vendor involved in this issue, correct?

Caller: That's right, just our in-house system.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Christopher, I'm going to go ahead and create a ticket for this issue. That'll be MEI-11714. I'm going to mark it as a medium priority.

Caller: Sounds good, thanks.

Agent: In the meantime, can you try checking the camera's power source, make sure it's not just a simple issue like a tripped circuit?

Caller: Yeah, we can do that. What's the timeline looking like for getting this resolved?

Agent: We should be able to get someone out to take a look within the next 24 to 48 hours. I'll make sure to note that it's a security camera, so we'll prioritize it accordingly.

****CLOSING****

Agent: Alright, Christopher, just to summarize, we've got a ticket created, MEI-11714, and we'll have someone out to take a look at that camera within the next couple of days.

Caller: Sounds great, thanks for your help, Karen.

Agent: You're welcome, Christopher. We'll get this taken care of for you. If you have any other issues, don't hesitate to reach out.

Caller: Will do, thanks again.

Agent: You're welcome, have a great day!