

# Meijer Support Call Transcript — MEI-20012

Ticket ID:	MEI-20012	Priority:	High
Created:	2024-10-11 13:07:10	Status:	Closed
Store #:	141	Store:	E. Markland Avenue, Kokomo
Category:	Loss Prevention	Type:	Break-in
Coordinates:	40.47416595, -86.10090164463404	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 White, Front End Supervisor at the E. Markland Avenue store in Kokomo.

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

Caller: Not great, unfortunately. We've got a bit of a situation on our hands.

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

Caller: We had a break-in at the store last night, and I'm not sure what all was taken, but it looks like they got into the pharmacy area.

Agent: Okay, I'm so sorry to hear that, Christopher. Can you tell me more about what happened? Was the alarm triggered?

Caller: Yeah, it was. Our security team is reviewing the footage now, but it looks like they might have gotten in through a side door. (background noise) Sorry, can you hold on just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, the side door.

Agent: That's okay, take your time. So, you're saying the break-in occurred at the side door, and they got into the pharmacy area. Do you have any idea what time this happened?

Caller: Our security team is still looking at the footage, but it looks like it was around 2 am.

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

Agent: Okay, Christopher, I'm going to go ahead and create a ticket for this issue. This will be ticket number MEI-20012. I'm going to mark it as high priority since it's a break-in.

Caller: Okay, sounds good. What's the next step?

Agent: I'm going to get our loss prevention team involved, and we'll get someone out to the store as soon as possible to review the footage and assess the damage. In the meantime, can you please make sure the area is secure and that no one enters the pharmacy until our team arrives?

Caller: Absolutely. We've already got it blocked off.

Agent: Great. I'd say we're looking at a 2-3 hour window for someone to arrive at the store. We'll get this taken care of as soon as possible.

**\*\*CLOSING\*\***

Agent: Just to summarize, Christopher, we've got a ticket created, and our loss prevention team will be out to the store within the next 2-3 hours. Your ticket number is MEI-20012.

Caller: Okay, got it. Thanks for your help, Karen.

Agent: You're welcome, Christopher. We'll get this taken care of. If you have any other questions or concerns, don't hesitate to reach out. Have a great day, and I hope the rest of your day goes smoother.

Caller: Thanks, you too. Bye.

Agent: Bye, Christopher.