

Meijer Support Call Transcript — MEI-17292

Ticket ID:	MEI-17292	Priority:	Medium
Created:	2024-11-18 23:00:11	Status:	In progress
Store #:	303	Store:	S. State Rd., Ionia
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	42.94596155, -85.07775459540836	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 Daniel Thompson, Produce Manager at the S. State Rd. store in Ionia.

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

Caller: Oh, you know, just trying to get through the holiday rush. We're slammed with customers getting ready for Thanksgiving.

PROBLEM DESCRIPTION

Caller: So, I'm calling about one of our security cameras that's on the fritz. It's the one covering the produce stand, and it's just showing a black screen.

Agent: Okay, which camera is it, Daniel? Is it one of the new ones we installed last year?

Caller: Yeah, it's one of those. I think it's camera 12. (background noise) Sorry, can you hold on for just a sec? (pause) Okay, sorry about that. Where was I? Oh yeah, camera 12.

Agent: No problem, Daniel. Can you tell me more about what's happening with the camera? Is it just not turning on or...?

Caller: It's just not showing any feed. We've tried restarting it, but nothing's working. And with all the extra foot traffic we're getting, I'm getting a little worried about potential shrinkage.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, I understand your concern, Daniel. I'm going to go ahead and take a look at this issue. I've created ticket MEI-17292 for you. Can you try checking the connections and making sure everything is secure?

Caller: Yeah, we've already done that. I was thinking maybe it's a software issue or something.

Agent: Okay, that's possible. I'm going to go ahead and escalate this to our tech team. We should be able to get someone out to take a look at it within the next 24 to 48 hours.

Agent: In the meantime, I recommend keeping a close eye on that area and maybe adding some extra staff to keep an eye on things.

CLOSING

Agent: So, just to summarize, Daniel, we've got ticket MEI-17292 open for your security camera issue. I'll make sure to follow up with you within the next 24 hours to check on the status.

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

Agent: You're welcome, Daniel. Have a great day and happy Thanksgiving. We'll get this resolved for you as soon as possible.