

Meijer Support Call Transcript — MEI-10879

Ticket ID:	MEI-10879	Priority:	Low
Created:	2024-11-02 13:31:43	Status:	Resolved
Store #:	212	Store:	East Broad St., Reynoldsburg
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	39.98820415, -82.78809333633575	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?

Ashley Harris: Hi Karen, this is Ashley Harris, Store Manager at the East Broad St. store in Reynoldsburg. How's your day going so far?

Karen: It's going well, thanks for asking. What can I help you with today, Ashley?

Ashley Harris: Just a quick issue with one of our security cameras.

PROBLEM DESCRIPTION

Ashley Harris: So, we've got a camera in our pharmacy area that's not feeding video to the monitor. I've checked the connections, and everything looks good, but it's just not showing up.

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

Ashley Harris: Yeah, it's one of those. Let me check the number real quick... (background noise) Okay, it's camera 12.

Karen: Alright, camera 12. Have you tried restarting the system or checking for any software updates?

Ashley Harris: Not yet, I was hoping you could walk me through that. (pause) Sorry, can you hold on just a sec? (brief hold) Okay, sorry about that. Where were we?

Karen: No problem, Ashley. We were discussing restarting the system. Can you try that and see if it resolves the issue?

TROUBLESHOOTING/RESOLUTION

Karen: Okay, so I'm going to go ahead and create a ticket for this issue. That'll be MEI-10879. I'm going to mark it as a low priority since it's not affecting sales or customer safety.

Ashley Harris: Sounds good, thanks.

Karen: In the meantime, can you try restarting the system and checking for any software updates? If that doesn't work, we may need to send someone out to take a look at it.

Ashley Harris: Alright, I'll give that a try. What's the timeline looking like for getting someone out here if we need it?

Karen: Well, since it's a low priority, it'll likely be a few days. But I'll make sure to note that it's a security camera, so we'll try to get someone out as soon as possible.

CLOSING

Karen: Just to summarize, Ashley, you're going to try restarting the system and checking for software updates. If that doesn't work, we'll send someone out to take a look. Your ticket number is MEI-10879.

Ashley Harris: Got it, thanks Karen. I appreciate your help.

Karen: You're welcome, Ashley. If you have any other issues or questions, don't hesitate to reach out. Have a great day!

Ashley Harris: You too, thanks again. Bye.