

Meijer Support Call Transcript — MEI-3912

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| Ticket ID: | MEI-3912 | Priority: | Medium |
| Created: | 2025-07-14 03:07:43 | Status: | Resolved |
| Store #: | 67 | Store: | N. Telegraph Road, Monroe |
| Category: | Loss Prevention | Type: | Employee Issue |
| Coordinates: | 41.9447945, -83.39955414551389 | 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 Jessica Jackson, Shift Supervisor at the N. Telegraph Road store in Monroe.

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

Caller: It's going alright, just a little busy with the summer sales going on.

PROBLEM DESCRIPTION

Caller: So, I'm calling about an employee issue that's requiring some assistance. We've got a team member who's having some trouble with their login credentials for the POS system.

Agent: Okay, can you tell me a little more about what's happening with their login?

Caller: (background noise of store announcements) Sorry about that, Karen. Okay, so they're getting an error message saying their password is invalid, but they're sure they're using the right one.

Agent: Alright, that's helpful to know. Have they tried resetting their password or talking to our IT department?

Caller: Yeah, they've tried resetting it, but it's still not working. And I haven't had a chance to reach out to IT yet, that's why I'm calling you guys.

Agent: Okay, got it. Can you give me the employee's name and their role in the store?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jessica, I'm going to go ahead and create a ticket for this issue. This will be ticket MEI-3912. I'm going to prioritize it as medium, since it's not a critical issue, but we still want to get it resolved for you.

Caller: Sounds good, thanks Karen.

Agent: So, in the meantime, can you have the employee try logging in from a different terminal or using a different password?

Caller: Yeah, we can try that. How long do you think it'll take to get this resolved?

Agent: I'd say we should be able to get it resolved within the next 24 hours. I'll make sure to follow up with our IT department and get back to you by tomorrow morning.

CLOSING

Agent: Just to summarize, Jessica, I've created ticket MEI-3912 for the employee login issue at your store. I'll follow up with IT and get back to you by tomorrow morning.

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

Agent: You're welcome, Jessica. 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!