

Meijer Support Call Transcript — MEI-6566

Ticket ID:	MEI-6566	Priority:	Medium
Created:	2024-08-01 14:44:25	Status:	In progress
Store #:	106	Store:	N. Main St., Englewood
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	39.85289018051547, -84.27214070576146	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 Jennifer White, Assistant Manager at the N. Main St. store in Englewood. How's your day going so far?

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

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

PROBLEM DESCRIPTION

Caller: So, we've got a camera in our pharmacy area that's not feeding video to the monitor. I've tried restarting the system, but nothing's changed.

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

Caller: Yeah, it's one of those. Camera 12, I think. (background noise) Oh, sorry about that, just a customer asking a question. Anyway, like I said, it's just not showing any video.

Agent: Alright, got it. Can you tell me more about what you've tried so far? Have you checked the connections or consulted with our security team?

Caller: Well, I've checked the connections, and they all seem to be secure. I haven't had a chance to talk to the security team yet, though.

Agent: Okay, that's helpful to know. And just to confirm, there's no vendor involved in this issue, correct?

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Jennifer, based on what you've told me, it's possible that we've got a hardware issue with the camera itself. I'm going to go ahead and create a ticket for this, which will be MEI-6566.

Caller: Sounds good, thanks.

Agent: I'm going to prioritize this as a medium priority, given the location of the camera. I'd like to get our tech team to take a look at it ASAP. Can you please make sure someone is available to let them in to troubleshoot the issue?

Caller: Absolutely, I'll make sure our team is aware. What's the timeline looking like for resolution?

Agent: We should be able to get someone out to you within the next 24 to 48 hours. I'll make sure to update the ticket with any progress.

CLOSING

Agent: Just to summarize, Jennifer, we've created ticket MEI-6566 for the security camera issue at your store. I'll make sure to follow up with you tomorrow to check on the status.

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

Agent: You're welcome, Jennifer. If you have any further issues or concerns, don't hesitate to reach out. Have a great day, and thanks for shopping Meijer!

Caller: You too, thanks again!