

Meijer Support Call Transcript — MEI-24169

Ticket ID:	MEI-24169	Priority:	Medium
Created:	2024-08-27 15:21:23	Status:	In progress
Store #:	177	Store:	26 Mile Road, Washington
Category:	Loss Prevention	Type:	Security Camera
Coordinates:	42.716320249999995, -83.03220136083127	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 Robert Martinez, Produce Manager at the 26 Mile Road store in Washington.

Agent: Hi Robert, nice to talk to you. How's everything going up there in Macomb County?

Caller: Oh, you know, just trying to keep the produce fresh and the customers happy. (background noise of store announcements)

PROBLEM DESCRIPTION

Caller: So, I'm calling about one of our security cameras. It's not working right and I'm getting an error message on the monitor.

Agent: Okay, which camera is it and what's the error message say?

Caller: It's camera 12, the one that covers the dairy section. The message says "Loss of Signal".

Agent: Alright, have you tried restarting the system or checking the connections?

Caller: (interrupted by a page over the store intercom) Sorry, what was that? Oh, yeah, I tried restarting, but it didn't work. And I checked the connections, they all seem fine.

Agent: Okay, no vendor is involved in this issue, correct?

Caller: That's right, just our in-house system.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, Robert, I'm going to go ahead and take a look at this issue. Since the priority is medium, I'll make sure to get someone out to you within the next 24 to 48 hours.

Caller: That sounds great, thanks Karen.

Agent: In the meantime, I recommend that you keep an eye on the area and make sure that your team is aware of the camera being down. I've got ticket MEI-24169 created for this issue.

Agent: We'll get someone from our security team to come out and take a look at the camera and get it up and running as soon as possible.

CLOSING

Agent: So, just to summarize, we've got a ticket created and someone will be out to take a look at the camera within the next 24 to 48 hours.

Caller: Sounds good, thanks Karen.

Agent: You're welcome, Robert. Your ticket number is MEI-24169, and I'll make sure to follow up with you to ensure that the issue is resolved. Have a great day!

Caller: You too, thanks again.