

Meijer Support Call Transcript — MEI-18842

Ticket ID:	MEI-18842	Priority:	Low
Created:	2024-07-18 09:45:16	Status:	Resolved
Store #:	177	Store:	26 Mile Road, Washington
Category:	Loss Prevention	Type:	Break-in
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?

James Smith: Hi Karen, this is James Smith, Shift Supervisor at the 26 Mile Road store in Washington.

Agent: Hi James, nice to talk to you. How's your day going so far?

James Smith: It's going, just dealing with a bit of an issue here. We've had a break-in at our store.

PROBLEM DESCRIPTION

James Smith: Yeah, so it looks like someone broke into our store overnight. We're not sure what's missing yet, but we need some assistance with the investigation.

Agent: I'm so sorry to hear that, James. Can you tell me more about what happened? Was it a glass break or did they somehow get a key?

James Smith: (background noise) Hold on just a sec, Karen... (pause) Okay, sorry about that. It looks like they broke a window in the back of the store.

Agent: Okay, got it. And do you have any idea what time this might have happened?

James Smith: Our security team is reviewing the footage now, but it looks like it was sometime between 2 and 4 am.

Agent: Alright, and have you contacted the police yet?

James Smith: Yeah, they're on their way here now.

TROUBLESHOOTING/RESOLUTION

Agent: Okay, James, I'm going to go ahead and create a ticket for this issue. This will be ticket number MEI-18842. I'll make sure to mark it as a priority so we can get someone out to assist you as soon as possible.

James Smith: Great, thanks Karen. We appreciate it.

Agent: In the meantime, can you please make sure to secure the area where the break-in occurred and preserve any potential evidence?

James Smith: Absolutely, we're on it.

Agent: Great. I'm going to go ahead and assign this ticket to our loss prevention team. They'll be in touch with you within the next few hours to discuss next steps.

CLOSING

Agent: Just to summarize, James, we've created ticket MEI-18842 for the break-in at your store. Our loss prevention team will be in touch with you soon to discuss further investigation and next steps.

James Smith: Sounds good, thanks Karen.

Agent: You're welcome, James. If you have any other questions or concerns, don't hesitate to reach out. We'll be in touch soon.

James Smith: Appreciate it, thanks.

Agent: You're welcome, have a great day.