

Get in touch using the channel that works best for you and your situation!



Phone

866-407-1542

- Press 1—If two or more registers are down
- Press 2-For payment issues, including payment devices
- Listen carefully to additional options as they are subject to change

***It is best to call for Severity 1 issues**



Service Portal

wendyshelpdesk.solugenix.com

- Login credentials sent to your franchise contact
- Chat with a virtual or live agent
- Create a support case or review case history
- Check the status of an open case
 - Add an update or attach a picture
 - Close the case if the issue is resolved



Mobile App

- Download and Open the "Now Mobile" App 
- Scan QR Code 
- Enter User name & Password (same as Service Portal)



Virtual Hold

If hold times are long, take advantage of **Virtual Hold!**

This allows you to keep your place in line without staying on the line.

This is how it works.

- While waiting, you will be presented the opportunity for Virtual hold...**within 90 to 140 seconds...** because we prefer an agent answer your call live.
- Choose to receive a call back to the number you are calling from or enter another number.
- When an agent becomes available, your "call" will present to them for call back.
- **NOTE:** Virtual hold can only attempt one call back. If you are unable to answer, you will need to call back in.

Customer Satisfaction

We appreciate ALL feedback regarding your experiences with our support desk and encourage you to complete a survey at the end of each call/chat or when presented via email on closed cases.

*If your support request is not being handled within published SLA or to your satisfaction, please email wendysescalations@solugenix.com