



<b>Document Title</b>	Miso Support Center
<b>Document Summary</b>	This document provides an overview of the 24/7 Miso Support Center to learn more about the services and support available once Flippy is Installed at your restaurant.

## Miso Support Center

### Overview:

The Miso Support Center is your comprehensive resource for all things related to Flippy support. Our team speaks English and Spanish, and is available 24/7 to help troubleshoot issues, answer questions, or coordinate visits onsite to your restaurant as needed.

### How to Reach Us:

For any inquiries, assistance, or support requirements related to Flippy, please contact our Support Center:

- Phone: 202-915-6514
- Email: [support@misorobotics.com](mailto:support@misorobotics.com)

### Services Provided:

- **Phone Support:** Reach our support agents anytime via phone. Whether you have queries on Flippy's functionalities, require troubleshooting assistance, or need guidance on its usage, our support team is here to help.
- **Livestream Support and Monitoring:** Our support team uses livestream video feeds, and remote monitoring tools to address immediate concerns and ensure real-time assistance.
- **Bilingual Agents:** Our support services are available round the clock, 24/7. Our highly trained support agents proficiently communicate in both English and Spanish, ensuring effective communication and assistance for a diverse range of users.
- **Technical Support:** Our support team provides guidance on using Flippy, troubleshoots issues, and helps coordinate any necessary replacements or repairs.
- **Facilitation of Preventative Maintenance:** We schedule and facilitate preventative maintenance visits to ensure regular servicing of Flippy, maintaining its optimal performance.
- **Event Coordination:** If you have an upcoming event that you want to ensure goes smoothly, the Miso Support Center can assist in coordinating technical support during investor showcases, vendor demos, or any events where Flippy's presence and functionality are showcased.