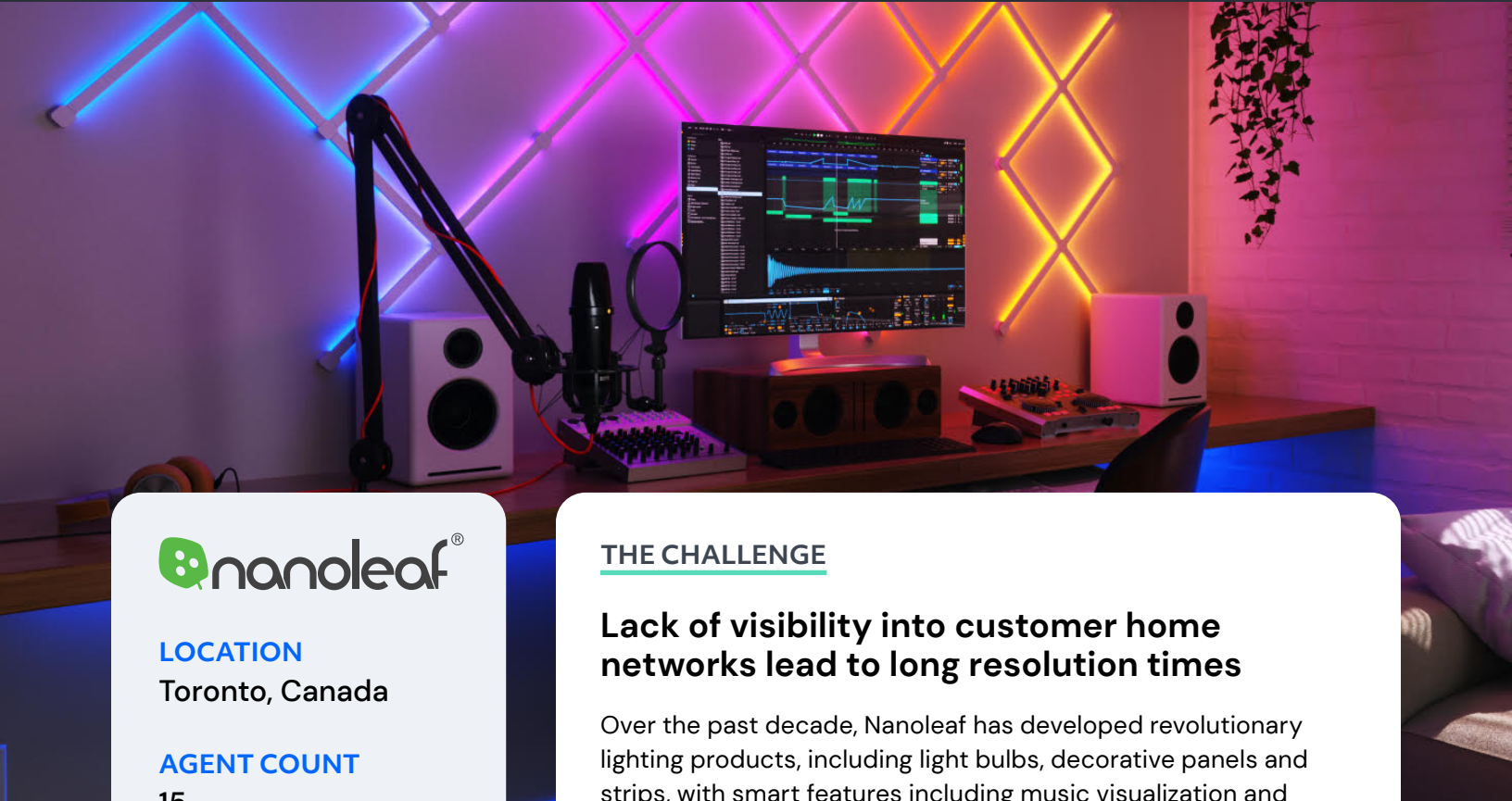




How Nanoleaf reduced time to resolution



LOCATION

Toronto, Canada

AGENT COUNT

15

SOLUTION

RouteThis Core
RouteThis Self-Help

THE CHALLENGE

Lack of visibility into customer home networks lead to long resolution times

Over the past decade, Nanoleaf has developed revolutionary lighting products, including light bulbs, decorative panels and strips, with smart features including music visualization and touch controls. As they began integrating WiFi connectivity into their products, they discovered the need for a new level of smart home support.

As customers began contacting their support teams with WiFi-related issues, they quickly realized that lack of visibility into the home network was leading to longer case resolution times.

In some cases, device error messages helped narrow down the problem, but the Nanoleaf support team primarily relied on traditional troubleshooting to diagnose the connectivity issues. When that didn't work, they would have to escalate issues to their engineering team for additional support – creating long wait times for their customers.

THE SOLUTION

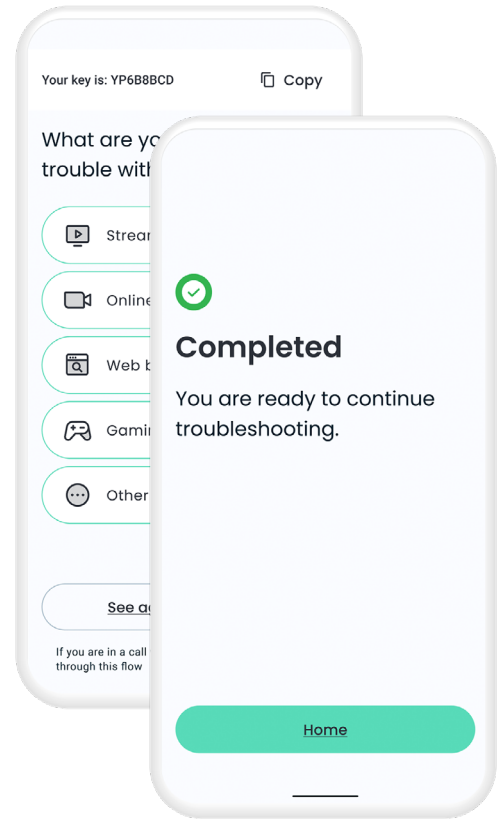
RouteThis helps Nanoleaf resolve customer issues within 48 hours

With a goal of shortening resolution time to 48 hours or less, Nanoleaf partnered with RouteThis to get a more holistic view of their customer's network issues.

"When it came to connectivity-related issues, we needed further insights in addition to what the customer was saying. With RouteThis, we gained more visibility into some of these issues, which also shortened the resolution time on our end," says Judith Poku, Senior Manager of Customer Experience at Nanoleaf.

Using RouteThis Core for smart homes, Nanoleaf support now has access to tools designed to pinpoint WiFi connectivity issues and give agents and customers a better idea of what's happening.

As Nanoleaf does not have phone support, having the customer's home network information easily accessible has helped them resolve issues much faster without requiring customers or agents to type out long explanations in a chat.



"While we were scaling the business, RouteThis was scaling with us. Whenever we had any questions, whenever we needed some extra data—just to gain more visibility—we could get it. That's definitely super important for us."

Judith Poku, Senior Manager of Customer Experience, Nanoleaf

THE RESULTS

For Nanoleaf, shortening the time from when the user reaches out to the time they resolve the issue was a top priority. Being able to do so without having to ask a lot of follow-up questions was a bonus. Using RouteThis, Nanoleaf agents can now handle WiFi-related issues more efficiently and better understand where they can start with troubleshooting steps, making it much easier to resolve issues promptly.

After using RouteThis for the past five years, Nanoleaf has no plans to look back. Not only have they improved their resolution time, but they are continuously seeing positive reactions from their agents and customers.