RouteThis Core

The WiFi support platform for better device connectivity

Event Feed

What seems to be the customer's issue?
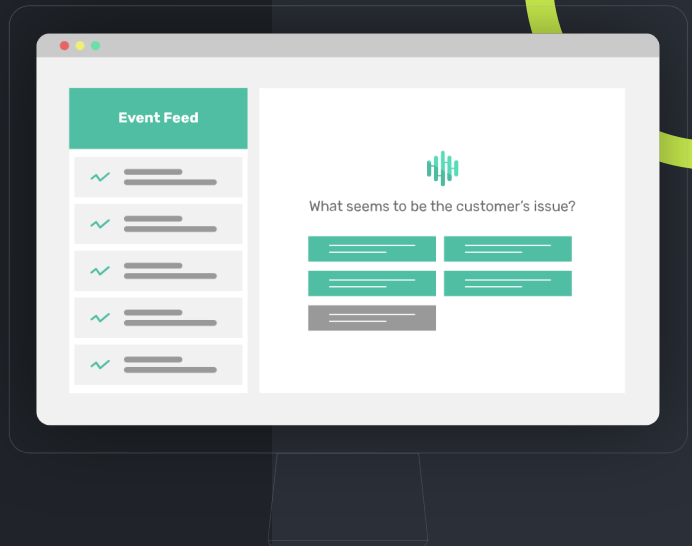
Streamline your support center with the tools agents need

With more connected devices in consumers' households, WiFi connectivity issues become more apparent. RouteThis Core provides your support center with a robust WiFi support platform to quickly identify connectivity issues, prioritize the most important issues to resolve first, and empower customers to solve and prevent future issues. This means you can expect fewer product returns, faster resolution times, and most importantly—happy customers.

IDENTFY

Quickly determine the source of connectivity issues

Run a quick network scan to gain 100% visibility into the customer's home network and identify sources of WiFi connectivity issues.

RESOLVE

Prioritize issues for greater impact

Allow agents to walk through troubleshooting steps easily, with urgent issues automatically prioritized by the platform.

PREVENT

Help customers become their own WiFi experts

Bridge the information gap between customers and agents with simple explanations that educate customers about issues while they're on a call —and how they can avoid the issue in the future.

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What you get with RouteThis Core:

Automatic network scans	Assistant
Discover root causes of WiFi issues without needing to ask customers about technical details.	Ensure agents are prioritizing the most urgent issues to fix.
Live view	Agent dashboard
Identify physical issues in real time and confirm that customers follow troubleshooting steps accurately.	Easily view and analyze network diagnostics and insights.

What you can accomplish with RouteThis Core

Reduce returns	Nearly 65% of connected devices are returned because of poor support experiences. RouteThis Core empowers support teams to solve WiFi connectivity issues quickly on the first call, so your products stay where they should—in your customers' homes.
Improve operational efficiency	Consumers spend up to 60 minutes with three support agents to resolve their connectivity issues. With automated problem identification, complete in-home visibility, and succinct workflow processes, agents can resolve connectivity issues as quickly and efficiently as possible.
Attract and retain happy customers	Arming your support team with simplified workflows and necessary tools in one platform empowers them to deliver best-in-class WiFi experiences that exceed your customers' expectations—so you can build a happy, loyal customer base.

You can also resolve:

Lack of network visibility

High call volumes

Long time to resolution

Long hold times

Poor customer experience

Lack of consumer technical knowledge

About RouteThis

RouteThis is a leading in-home WiFi connectivity platform provider that is transforming the way ISPs and smart home brands deploy, manage, and support the connected home. Our 100% software-based approach to solving in-home connectivity issues leverages the power of consumer smart devices so agents and consumers alike can quickly identify, resolve and prevent WiFi connectivity issues. Plus, with RouteThis Self-Help, consumers can solve connectivity issues themselves without making a call to customer support. We're proud to be a trusted partner to hundreds of ISPs and smart home brands worldwide, and the RouteThis head office is located in Kitchener-Waterloo, Canada.

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