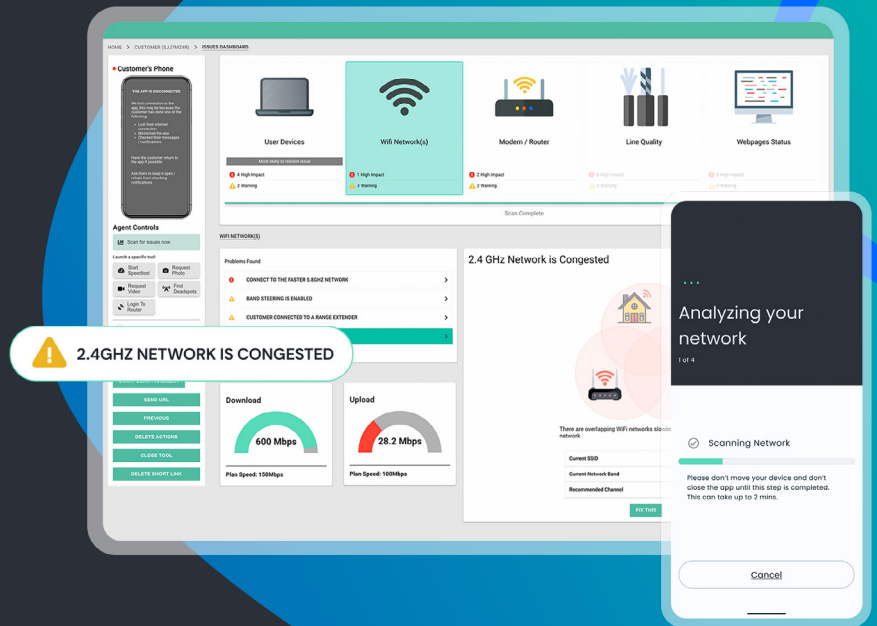


REMOTE SUPPORT FOR AGENTS

RouteThis Resolve

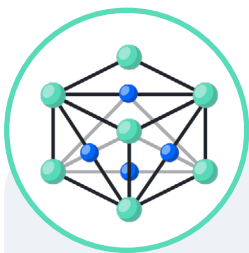
The WiFi support platform for more efficient support interactions.



Simplify complicated agent and customer interactions.

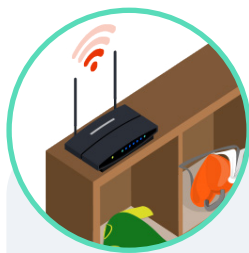
As the industry's leading WiFi support platform, Resolve provides real-time home network visibility across your entire subscriber base and auto-generates effective resolutions. This allows your team to resolve faster without the need for technical Q&As—elevating the customer support experience.

Resolve is different from a WiFi management solution.



CPE-agnostic

Unlike other WiFi management platforms, Resolve is an over-the-top solution that does almost everything the same without hardware integration.



Customer education first

Most customers don't understand WiFi. Resolve helps bridge that gap during the troubleshooting process by delivering in-app educational instructions to the subscriber's device.



Remote-first. Truck-rolls last.

With automated agent troubleshooting workflows, real-time data, and network optimization tools, you can solve most connectivity problems remotely in one innovative platform.

How Resolve works in 4 steps



1. Collect

The agent initiates a home network scan to collect data via the customer's mobile device.



2. Analyze

Our backend system automatically analyzes the data and prioritizes the critical issues in front of the agent.



3. Guide

The platform presents step-by-step resolution guides for the agent to then deliver to the customer's device. Other troubleshooting tools like dead spot finder can present mesh upsell opportunities.



4. Verify

Resolve automatically verifies that WiFi issues have been solved and sends your customer a confirmation.

Key features

Easy guide	Real-time view of where the subscriber is in their resolution process so agents can follow along directly without needing to go by memory.	Agent-activated scans	Agents can initiate network scans with a single click of a button, providing full control of the customer interaction and reducing the effort required by customers.
Progress tracking	Customers receive powerful visuals so they can easily follow along with the progress of their call and see what the agent sees, empowering agents to build trust through transparency.	Standalone wireless speedtest	Validate and document speed issues anywhere in the home rather than just at the gateway to get an accurate understanding of the speed the customer is experiencing while using devices.
Live results	View issues as they are detected before the entire scan is complete to eliminate dead air and reduce average handle time.	Fix-it flows	Leverage data from millions of network scans to automatically generate proven paths to resolution, starting with the most relevant information first.
Automated fix verification	Quickly prove to customers the impact of the changes agents made right on the call, so agents and customers can end the call with confidence while eliminating repeat calls.	Device placement	Measure and visualize dead spots with an interactive graph to optimize device placement and eliminate coverage problems. Use this data to generate new revenue opportunities through upsells and upgrades.
In-app instructions	Automatically provide timely and contextual instructions to the customer's device view as the agent progresses through issue identification and resolution.	Education	Remove communication barriers by eliminating technical language and producing short, targeted messages—so subscribers know why they're experiencing issues and how to prevent them from happening again.

Contact us to learn more about RouteThis Resolve

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RouteThis creates CPE-agnostic WiFi troubleshooting software for ISPs and IoT-device brands to deliver flawless WiFi experiences for their subscribers.

