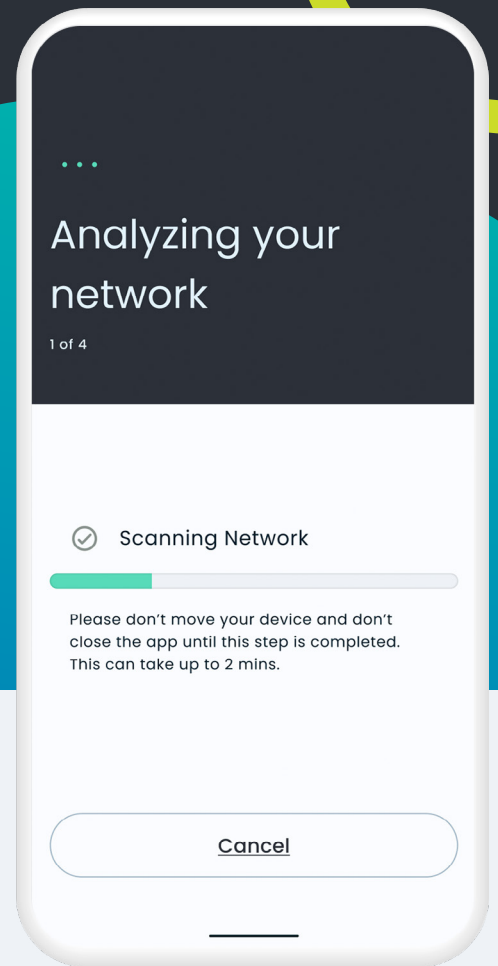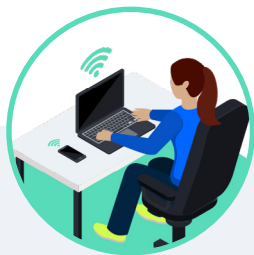# RouteThis

SELF-SUPPORT FOR CUSTOMERS

RouteThis Self-Help

Enable your subscribers to resolve home WiFi issues without having to call tech support.

Today, over 80%* of consumers want the ability to self-support, but more than half are left unsatisfied with current self-help resources. RouteThis Self-Help allows customers to diagnose, troubleshoot, and solve WiFi issues using their mobile devices, without having to call into your support center.

. . .

Analyzing your network

1 of 4

✓ Scanning Network

Please don't move your device and don't close the app until this step is completed. This can take up to 2 mins.

Cancel

Why RouteThis Self-Help?

Improve the customer experience

Better customer satisfaction when you eliminate queues and frustrating calls.
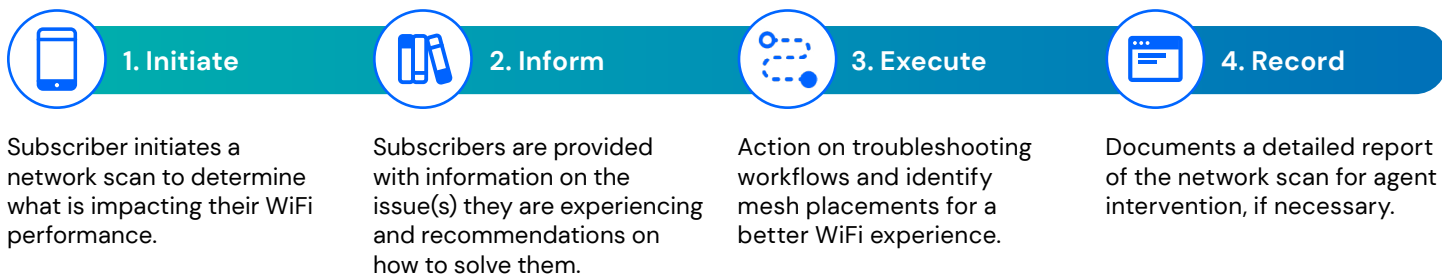
Reduce WiFi-related tickets by up to 80%

Focus on more complicated tickets with fewer WiFi support requests.

38% reduction in unnecessary truck rolls

Expect fewer tech visits when customers handle WiFi issues on their own.

How RouteThis Self-Help works in four steps

1. Initiate

Subscriber initiates a network scan to determine what is impacting their WiFi performance.

2. Inform

Subscribers are provided with information on the issue(s) they are experiencing and recommendations on how to solve them.

3. Execute

Action on troubleshooting workflows and identify mesh placements for a better WiFi experience.

4. Record

Documents a detailed report of the network scan for agent intervention, if necessary.

Key features

✓ WiFi network scan

Analyze the home network in minutes and determine where WiFi issues may be occurring.

✓ WiFi coverage

Analyze the WiFi signal strength in the home to identify any potential dead spots.

✓ Contextual troubleshooting

Personalize the troubleshooting process according to the specific type of WiFi issue the customer is facing.

✓ Fix-it recommendations

Deliver proven easy–to–follow resolution paths using data from thousands of home network scans.

✓ Reporting

Upon completion of troubleshooting, a detailed report will be automatically delivered to the Resolve dashboard.

✓ Agent assist

In the rare case that customers need to call into support, agents can access historical scan information.
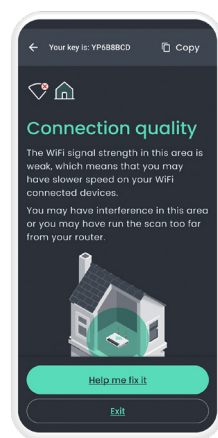
Key capabilities
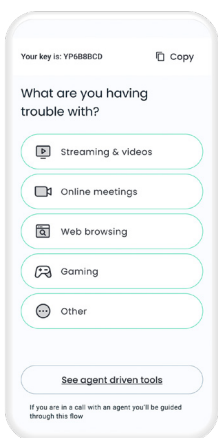
Network issue identification

With a simple click, customers run a quick scan of their WiFi network, collecting hundreds of data points, as if they had a technician in their home.
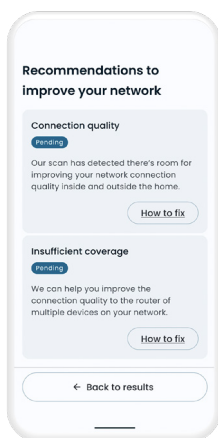
Troubleshooting made easy

Upon detection of an issue, simple step–by–step recommendations will be provided on how to resolve WiFi issues.

WiFi dead spot detector

Assists in identifying potential weak WiFi signals and coverage within the homes and recommends ways to improve coverage.

Contact us to learn more about RouteThis Self-Help

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

RouteThis.com | Info@RouteThis.com | +1 844.370.1732

RouteThis