

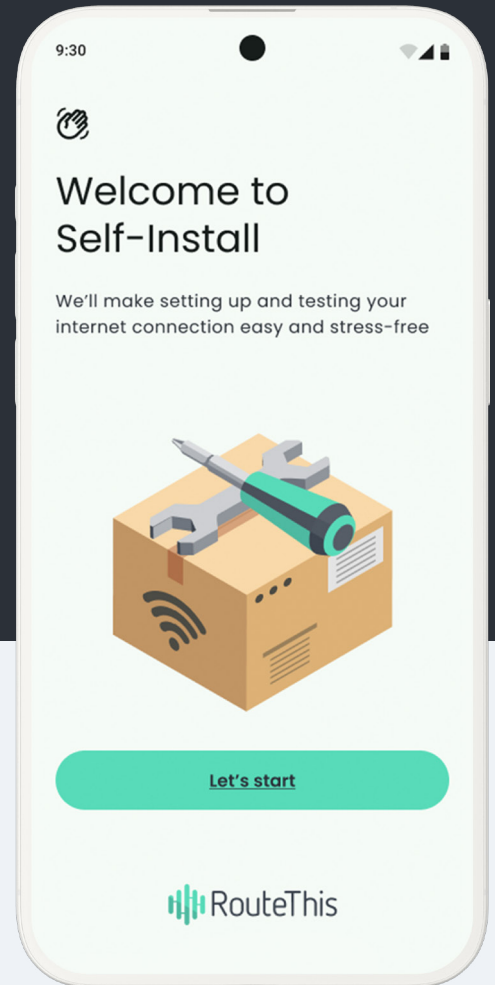
WIFI INSTALLS FOR SUBSCRIBERS

RouteThis Self-Install

Empower subscribers to set WiFi up with confidence.

Self-installs made smarter and easier

The RouteThis Self-Install platform enables Service Providers to guide **every subscriber** through a smooth WiFi setup – even the non-tech-savvy ones.



Key benefits



Dynamic troubleshooting

200+ WiFi data points to guide subscribers beyond the “happy path”.



Data accessibility

Access to self-install data through reports and API.



CPE-agnostic

Works seamlessly across any CPE brand, ensuring a consistent subscriber experience.



AI-powered optimization*

Adapt workflows in real-time to prevent issues and improve success rates. **Coming soon*

RouteThis Self-Install | Smooth WiFi setup in four simple steps



1. Identify

Subscribers can snap and upload a photo of the label on their router. RouteThis instantly recognizes the CPE to personalize the install.

2. Guide

Deliver intuitive, context-driven instructions that adapt in real-time to power, internet and WiFi diagnostics.

3. Validate

A quick scan analyzes 200+ WiFi data points to detect and fix performance, connectivity and configuration issues.

4. Optimize

Subscribers can easily check coverage throughout their home to identify dead spots, get mesh recommendations and ensure a successful WiFi install.

Key features

Smart CPE recognition

AI and optical character recognition (OCR) instantly identifies the subscriber's CPE and personalizes the self-install experience.

Context-driven troubleshooting

Dynamic, step-by-step instructions that adapt in real-time while considering power, internet and WiFi status. Deliver the right next step at the right time, even when the "happy path" is broken.

WiFi network analysis

Capture and analyze over 200 WiFi network data points to deliver smart diagnostics. Scan the network for issues, analyze WiFi configuration, and test performance to ensure optimal setup.

WiFi coverage test

Verify WiFi coverage throughout the home, detect dead spots, optimize CPE placement, and determine if additional equipment is required for optimal performance.

Device connection test

Identify devices connected to the WiFi network and help subscribers add new ones.

Self-install data export

Give Service Provider leaders easy access to self-install data, allowing them to identify trends, improve the experience and boost customer satisfaction.

Agent install snapshot

Equip support agents with detailed self-install and troubleshooting data, reducing handle times and improving CSAT when subscribers need assistance.

Flexible deployment

Launch fast with our white-label app or fully customize the experience using our SDK.

**Contact us to learn more about
RouteThis Self-Install**

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RouteThis helps Service Providers optimize residential WiFi installations, repairs and support, improving customer experience and satisfaction.

