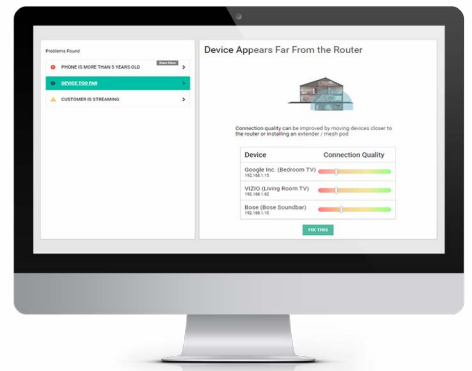# RouteThis Resolve:
Automation for World-Class Support Interactions

FEATURE	DESCRIPTION
Easy Guide	Easy guide is permanently displayed; agents will always know where the customer is without needing to go by memory
Agent Activated Scans	Agents can take back control of the call with the ability to initiate scans and lead the call without the customer needing to navigate through the screen or hit the buttons themselves.
Progress Tracking	Customers are provided with powerful visuals that allow them to easily follow along with the progress of their call. see what the agent sees, empowering you to build trust and educate customers 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	Eliminate the need to wait for an entire scan to wrap up before getting started on a resolution. With Resolve, results of scans are displayed as they are discovered; allowing agents to eliminate dead-air and provide valuable talking points that improve the overall customer experience. Speedtest results and various issues will be streaming into the agent's Resolve dashboard in seconds.
Fix-It Flows	Our new Fix It Flows leverage data from millions of network scans to automatically generate proven paths to resolution. Fix it Flows present the most relevant information first and leverage detailed descriptions and visuals to resolve connectivity issues with confidence.
Automated Fix Verification	Help your agents quickly prove to customers the impact of the changes they've made right on the call, giving the agent and customer peace of mind to end the call with confidence while eliminating call backs.
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	In-App Instructions: Automatically provide timely and contextual instructions to customers as the agents progress through issue identification and resolution, leveraging the customer device view to push relevant instructions to as needed throughout the interaction.
Education	Communication barriers are removed by eliminating technical language and producing short, targeted messages that describe why a subscriber is experiencing an issue. These messages create consistency across the organization and increase the likelihood that a customer understands how to prevent the challenge from occuring again

ABOUT ROUTETHIS

RouteThis is on a mission to automate the world's tech support for better customer experiences. Our industry-leading WiFi & device support, and self-help tools empower ISPs around the globe to provide the customer experience they depend on for customer retention, acquisition and increased revenue.