

RouteThis Core and Self-Help



Stop letting WiFi issues bring down your device experiences

Is your smart home brand taking a hit because of customers' WiFi connectivity issues? RouteThis is here to help. Our complete solution provides swift device diagnostics, simple automated troubleshooting, and customer education—so you can reduce returns, improve operational efficiency, and boost customer satisfaction.



What you get with RouteThis solutions

CORE

Complete resolutions for support agents

Get everything you need to improve FCR, reduce handle times, and minimize product returns with home network scans, root-cause analysis, and automated troubleshooting.

SELF-HELP

Self-service for customers

Give your customers the power to self-resolve WiFi issues through this intuitive mobile app—so they can troubleshoot issues right when they happen—without ever contacting support.

What you'll experience with these solutions:

Complete network visibility

Gain 100% insight into your customers' network to pinpoint the root cause of WiFi connectivity issues.

Assistant

Our platform transforms data into simple steps for agents and customers to resolve—no matter their level of technical prowess.

Rapid, thorough rollout

Our software-based approach works independently of your product, so you can gain complete coverage of your customer base in just weeks.

Results you'll see with RouteThis:

Lower product returns

Nearly 65% of connected devices are returned because of poor support experiences. With Core and Self-Help, customers can resolve WiFi connectivity issues directly and agents can resolve on the first call, so your products stay where they should—in your customers' homes.

Better operational efficiency

Cut call volume by up to 45% and improve FCR with automated problem identification and simple resolutions, reducing both demand and workload for your support team.

Higher customer satisfaction

Over 80% of consumers want the ability to self-resolve—which means smart home brands need to implement effective self-service options. With Self-Help, you can help customers save time, improve device experiences, and ultimately increase satisfaction.

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.