

RouteThis Discovery App

Deliver unmatched insights and self-help capabilities with extraordinary convenience

Common problems in support organizations today

Many connectivity-related customer support calls include a lengthy verbal Q&A session intended to provide the customer care agent with information about the customer's home network and related factors; this information is then used to inform troubleshooting paths in the search for the root cause of the customer's issue.

Unfortunately for support teams, there are major problems with this approach.

It often takes the majority of the call and is extremely frustrating for customers, especially those who are not tech-savvy. On top of this, it is often ineffective as many customers provide incorrect and/or incomplete information

Revolutionizing the customer support experience

The RouteThis Discovery App is designed to revolutionize the customer support experience for customers and agents. The aim of the RouteThis Discovery App is to:

1. Replace lengthy Q&A dialogue
2. Provide accurate and actionable information on the customer's home network in 2 mins
3. Act as a primary interface for self-help so that a customer can resolve the problem without the agent's intervention



Visit www.routethis.com or email info@routethis.com for more information.

Key Capabilities

1. Multiple App Formats & Mobile OS Support

To fit your organization's needs and preferences, the app functionality is available in two formats:

1. A white-labeled version with your branding, built by RouteThis
2. An SDK integration into your existing app (less than 1 MB)

With either option, the app functionality is available for iOS and Android mobile devices.

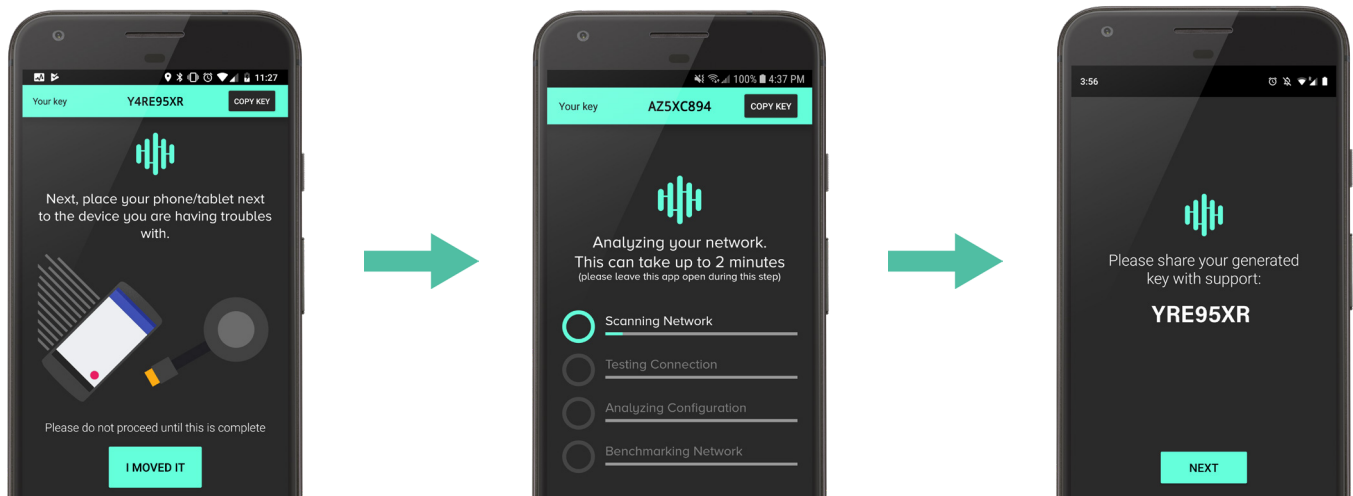
2. Automatic home network scan

A fast, automatic home network scan replaces this lengthy, frustrating Q&A and provides agents with deep insights into the customer's home network configuration and environment and identifies any potential problems.

One-Button Activation: To simplify the customer experience, the scan is conducted with a single button-press - from there, the entire scan proceeds automatically.

Instant Scan: Under SDK-based implementations, the app performs background scanning of the home network whenever the app is open; in this scenario, scan diagnostics and troubleshooting information are available instantly to your customer care agent

Diagnostic Upload: Diagnostic information (~0.2 MB) is securely transmitted via the home's Internet connection to the RouteThis symptom collection and optimal resolution engine (SCORE), which analyzes the information and provides your customer and/or support agent with guided self-help workflows



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3. Real Insights

When a customer encounters a problem and initiates a scan, the app quickly and automatically:

- Performs remote connectivity tests to a variety of network services and locations;
- Passively observes information about the network and the surrounding WiFi environment;
- Discovers and identifies other devices on the network; and
- Conducts active tests that isolate and determine the connection quality experienced by each of the discovered devices

4. Live View

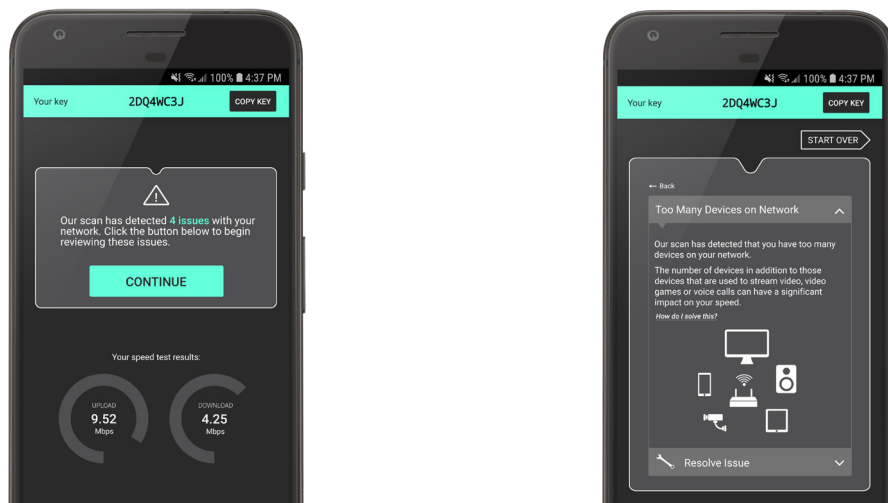
When diagnosing home network-related issues, support agents sometimes need a more in-depth view into the customer's home. The RouteThis Discovery App has two optional modules that give support teams this added insight, allowing them to reduce technician visits by making changes to CPEs as needed and handling cabling issues over the phone.

Modem Check: Speeds up issue resolution and reduces technician visits by empowering your customer care agent to remotely perform corrective actions on your customer's modem or router.

Camera: Prevents, or expedites, Q&A related to physical characteristics including wiring, home layout, and equipment or device condition, by letting your customers quickly take and send photographs to your customer care agents.

5. Self-Help Capabilities

The RouteThis Discovery App acts as a primary interface for enabling self-help capabilities. It allows customers to resolve common and straightforward network issues on their own, without any intervention from customer care agents.



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