

RouteThis Self-Help

Allows customers to resolve common and straightforward network issues on their own, without any intervention from customer care agents.

Why self-service?

With the rise in connected devices in homes today, consumers are encountering more and more connectivity issues caused by their home network. Unfortunately, the average consumer doesn't have the necessary technical knowledge to identify and troubleshoot issues caused by congestion, interference, router/modem settings, etc.

Unfortunately, consumers now expect immediate resolutions to their issues. Along with fast response times and knowledgeable staff, self-service tools are quickly becoming one of the most important attributes of the customer experience.

Customers are more empowered than ever before and with the right tools, would be willing to diagnose common network issues such as slow connections or video buffering issues by themselves.

But, while ISPs and smart home companies have long since been able to provide self-service for billing and account management, doing so for more technical issues has not been possible.

Simplifying the customer support experience

The RouteThis Self-Help component is designed to simplify the customer support experience for customers by eliminating the need to call into support. It scans customers' home networks, identifies and analyzes potential networking issues, and gives step-by-step instructions on how to restore their internet connection or connect their smart device.

The aim of RouteThis Self-Help is to:

- Provide accurate and actionable information on the customer's home network in 2 mins
- Empower customers to solve home-network related internet issues on their own
- Lower call volumes for home-network related issues, while improving the customer experience

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

How does RouteThis Self-Help work?

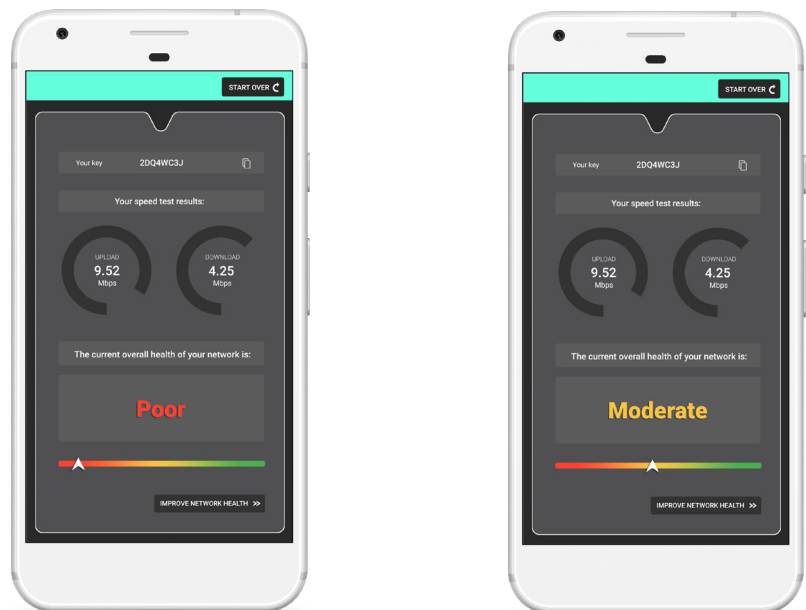
RouteThis Self-Help solution is backed by an intelligent processing engine - SCORE (Symptom Collection & Optimization Resolution Engine) - which uses machine learning algorithms to analyze the diagnostic results. These results are mapped against historic root cause information across our customer base to arrive at the optimal resolution paths.

Ultimately, this powers the self-help interface to display and guide the customers towards accurate resolutions.

Key features of RouteThis Self-Help

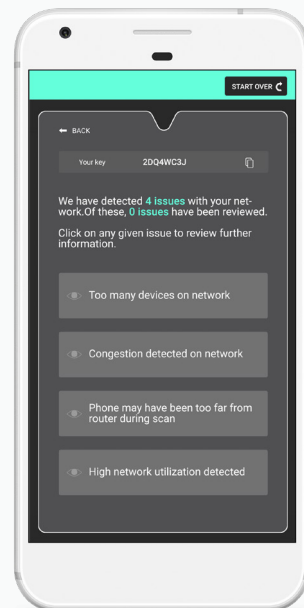
1. Visual Aids

Graphical aids help customers immediately identify the health of their network and determine if the problem is with their home-network or your lines/ device.



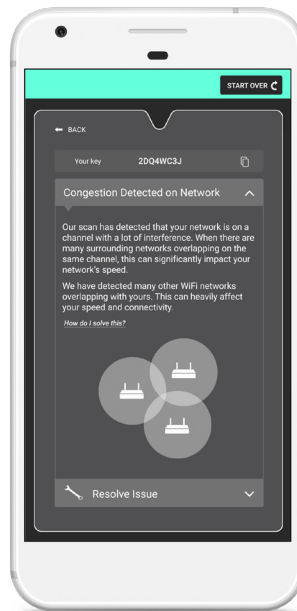
2. Problem Identification

If the network is the problem, customers can view a list of potential issues.



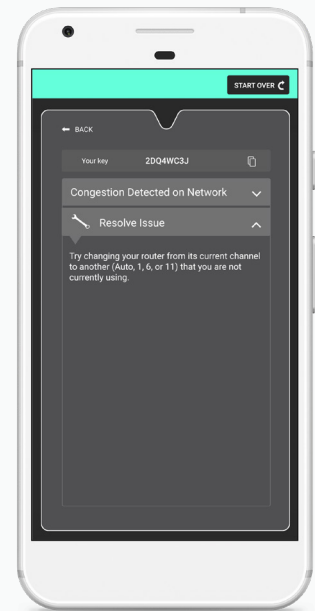
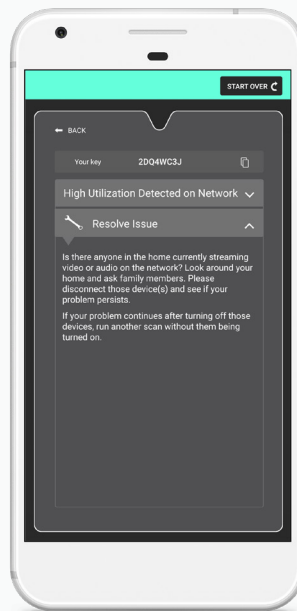
3. Education

From there, customers are educated on why a specific problem is occurring so they can avoid it in the future.



4. Problem Resolution

Finally, customers are given instructions on how to solve their network issues and restore their internet connection or connect their smart device.



Benefits of RouteThis



Increased Customer Satisfaction



Decreased Support Costs



Reduced Call Volume

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