

RouteThis Self-Help

Reduce call volumes by empowering customers to solve WiFi and home network issues on their own

Why self-service?

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

ISP and smart home support teams are then left to field support requests for issues that have nothing to do with their products or service. These issues are notoriously difficult for support agents to solve remotely without intimate knowledge of the home network setup and often lead to longer handle times, repeat calls, and increased support and operational costs.

Lukcily, self-service is quickly becoming one of the most important attributes of the support experience and customers are eager to resolve many issues by themselves.

Typically, self-service is limited to assisting with billing, admin or purchase enquiries but with the right guidance, education, and tools, customers can also solve many WiFi and home network issues without calling into support.

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 the root cause of their speed and connectivity issues, and gives customers 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
- Give customers the education and tools to solve home network issues on their own
- Lower call volumes for speed and connectivity issues caused by the home network , while improving the customer experience

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

Benefits of Routethis Self-Help



Reduced Call Volume



Decreased Support Costs

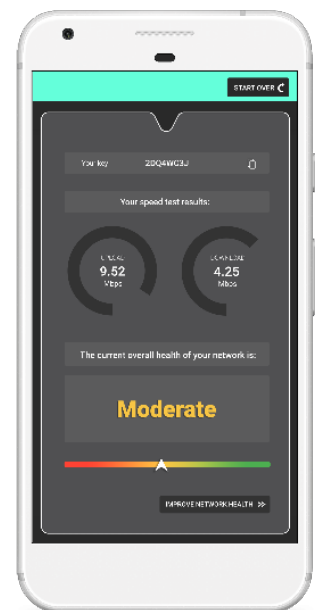
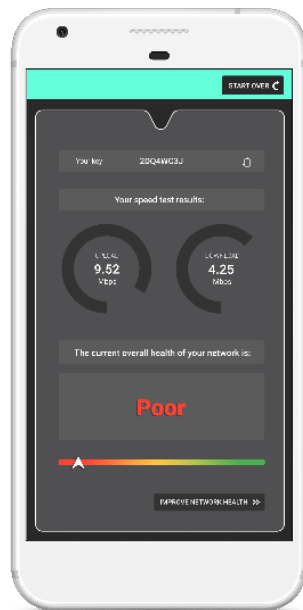


Improved Customer Experience

Key features of RouteThis Self-Help

1. Visual Aids

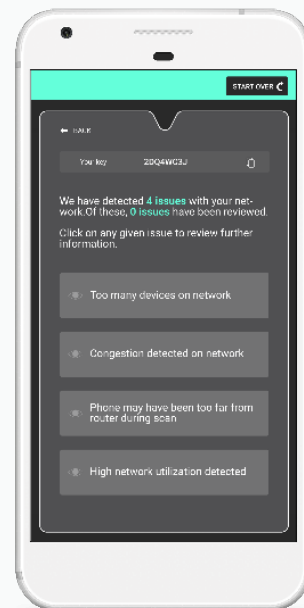
Graphical aids help customers immediately determine the health of their network and identify when the problem is with their home-network and not your lines/device.



2. Problem Identification

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

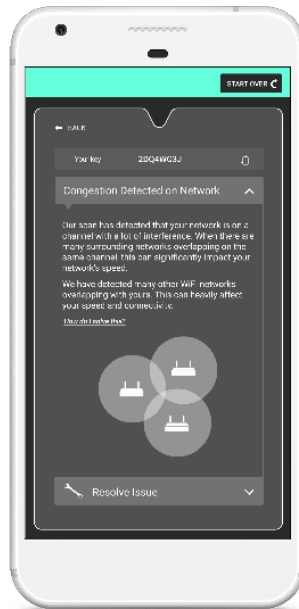
- congestion
- merged networks
- high internet usage
- incompatible frequencies
- aggressive firewalls
- distance from router
- too many connected devices, etc.



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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, without calling into support

