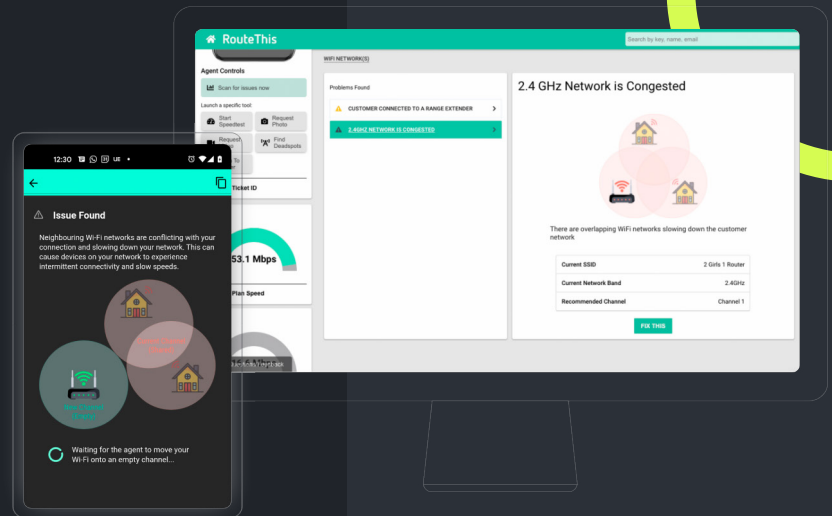


RouteThis Resolve

The WiFi support platform
for faster, simpler, and more
productive support interactions.



Transform your support program into a resolution powerhouse

As the industry's leading device diagnostics solution, Resolve provides real-time home network visibility into your entire subscriber base. This allows your team to deliver effective resolutions—and an elevated subscriber experience.



IDENTIFY

Quickly determine the sources of WiFi disruptions

Transform customers' smartphones or tablets into powerful probes that quickly analyze home network configurations and environments. Then, compare the results to millions of data points to identify root causes.



RESOLVE

Standardize resolution steps for faster support processes

Guide support teams to quick and effective resolutions for WiFi issues, no matter their experience or technical ability, with clear, step-by-step resolution instructions.



PREVENT

Help subscribers become their own WiFi experts

Bridge the information gap between customers and agents. With powerful, real-time visuals and simple explanations, educate customers about issues while they're on a call—and how they can avoid the issue in the future.

See what's included with Resolve

Easy guide	Real-time view of where the subscriber is in their resolution process so agents can follow along directly without needing to go by memory.
Agent-activated scans	Agents can initiate network scans with a single click of a button, providing full control of the customer interaction and reducing the effort required by customers.
Progress tracking	Customers receive powerful visuals so they can easily follow along with the progress of their call and see what the agent sees, empowering agents to build trust 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	View issues as they are detected before the entire scan is complete to eliminate dead air and reduce average handle time.
Fix-it flows	Leverage data from millions of network scans to automatically generate proven paths to resolution, starting with the most relevant information first.
Automated fix verification	Quickly prove to customers the impact of the changes agents made right on the call, so agents and customers can end the call with confidence while eliminating repeat calls.
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	Automatically provide timely and contextual instructions to the customer's device view as the agent progresses through issue identification and resolution.
Education	Remove communication barriers by eliminating technical language and producing short, targeted messages—so subscribers know why they're experiencing issues and how to prevent them from happening again.

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.