

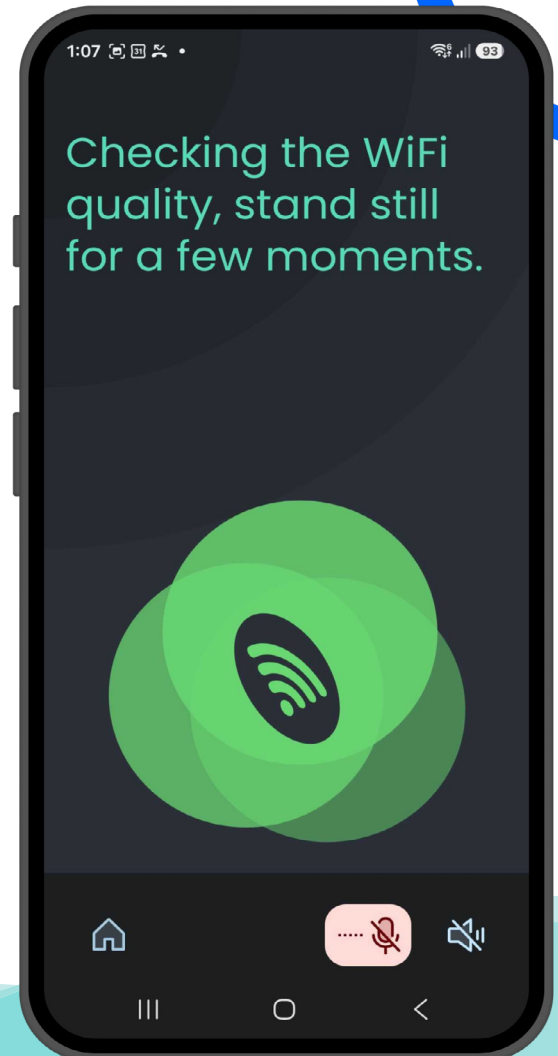
RAVA

Digital

Expert-level WiFi troubleshooting in your digital channels

The RouteThis Automated Voice Agent (RAVA) mobile application resolves broadband support issues with the diagnostic visibility and efficacy of an expert technician, maximizing digital containment and boosting self-service CSAT for WiFi issues.

Unlike traditional FAQs, articles and decision trees that lack visibility into the home network, RAVA Digital combines broadband-trained conversational AI with real-time WiFi and visual diagnostics to troubleshoot complex WiFi issues at one-third the cost of human agents.



RAVA in numbers

88%

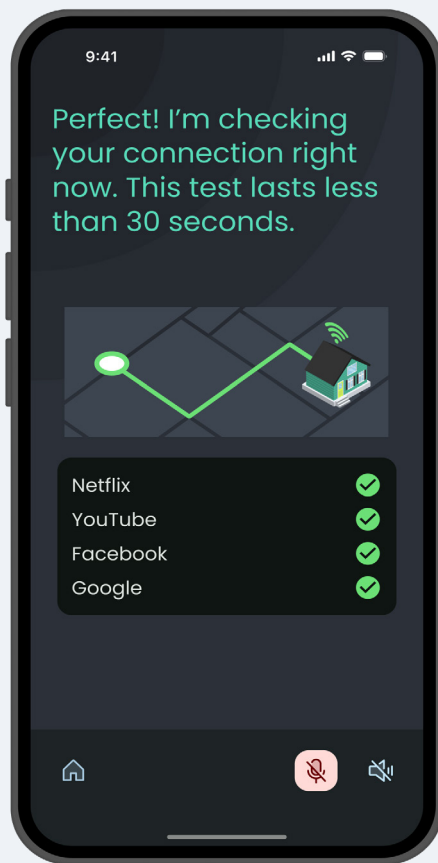
digital containment for WiFi or
connectivity-related issues

33%

the resolution cost of a
typical WiFi technical
support call

82%

favourable customer
sentiment rate across
RAVA-guided sessions



The problem

When subscribers are searching your website or portal for help, static FAQs and articles often fail to solve complex WiFi issues, forcing them to give up and call your support line or continue suffering in silence before they eventually churn.

Why generic AI fails

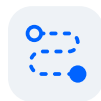
Resolving these issues requires 30+ diagnostics across 5+ tools and systems—too complex for traditional self-service tools and generic AI models. RAVA comes out of the box integrated with the required diagnostics and voice AI that has been pre-trained on these specific call types.

How RAVA Digital works



Natural language triage

Replaces static FAQs and linear workflows with an intuitive conversational flow that captures issue context in the subscriber's own words to pinpoint the true customer intent.



Guided end-to-end troubleshooting

Leveraging the mobile phone, RAVA runs network tests and collects visual data via the camera to identify any WiFi issues and help the customer resolve them on the spot.



Intelligent escalations and context-rich handoffs

If an issue requires a live agent, RAVA handles the escalation and generates a summary of the interaction inside Resolve, giving agents full context into the self-service interaction.

See RAVA in action.
Schedule a 30-minute walkthrough.

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