

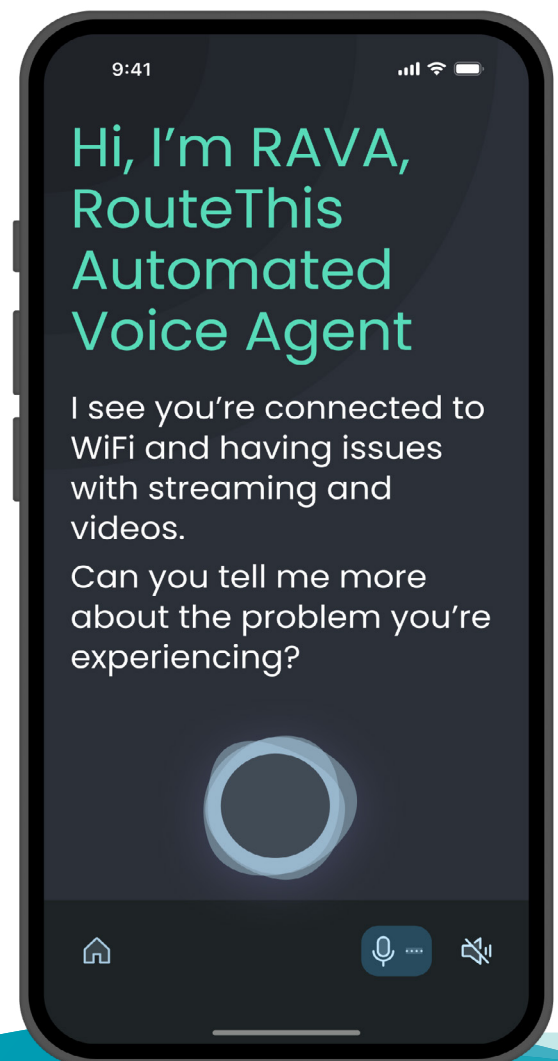
RAVA

IVR

Automated end-to-end inbound call resolution

The RouteThis Automated Voice Agent (RAVA) resolves broadband support issues with the diagnostic visibility and efficacy of an expert technician. Running rich diagnostics through the subscriber's own mobile device, RAVA can access what is actually happening inside the home and guides the fix. This is done at consistently higher average CSAT and one-third the cost of human agents.

Ready out-of-the-box, RAVA deploys into your existing stack, extends the IVR and Voice AI you already run without disruption, and resolves calls end-to-end in weeks, not quarters.



RAVA in numbers

23%

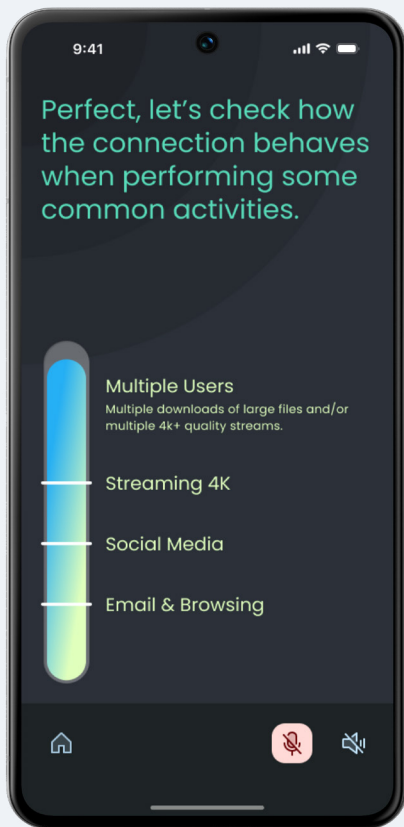
of broadband support calls now resolved end-to-end, with more call types added monthly

1/3

the resolution cost of a typical call-center technical support call

4

weeks from kickoff to production, with no model training or rip-and-replace



The problem

Broadband tech support makes up a fraction of call volume but drives over half of call-center cost, fuelled by drawn-out handle times, unnecessary truck rolls and modem swaps, and repeat calls that also push customers toward churn.

Why generic voice AI fails

These calls require 30+ diagnostics across 5+ tools and systems which is too complex for 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 works



IVR integration

Existing IVR and voice AI deployments are seamlessly extended through RAVA's out-of-the-box integration layer, built to slot into the call flow you already run without a platform switch or a rebuild.



Call qualification

RAVA takes your existing broadband intents, uses pre-trained models to qualify every caller in detail, and steps in only when it can solve the call better than your best agents.



Voice AI, diagnostics and visual support

The Voice AI agent taps into the caller's mobile phone to run network tests and capture visual data through the camera, quickly finding and fixing the root cause.

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

RouteThis.com | Info@RouteThis.com | +1 844.370.1732

