FOR SMART HOME BRANDS

RouteThis Self-Help

RouteThis helps

Please select the option your support agent has instructed you to choose:

NETWORK SCAN

SEND PHOTO

LIVE VIDEO

ROUTER CHECK
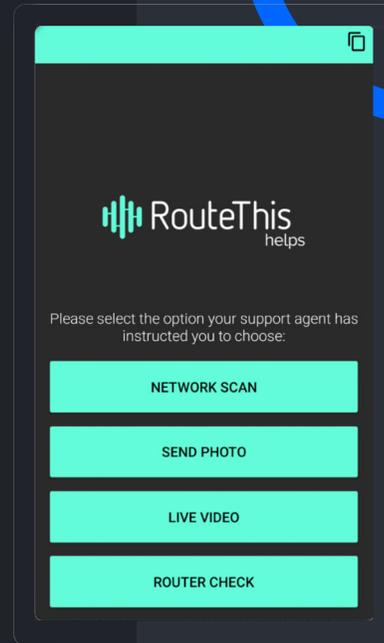
Self-service for optimal device performance

Empower customers with the smarter way to resolve.

ANALYZE

Initiate full network analysis

With the click of a button, customers can activate a complete diagnostic scan using their mobile device to collect hundreds of data points as if a technician were truly in their home.

IDENTIFY

Let them determine the root cause

Analysis results are compared to millions of home network scans to identify the true root causes of WiFi connectivity issues, including poor WiFi coverage, interference, too many connected devices, and many more.

RESOLVE

Provide steps to solve the issue

The app generates easy-to-follow troubleshooting steps to restore connections faster.

RouteThis.com

A self-service solution that works

REDUCE PRODUCT RETURN RATE

Twenty-two percent of product returns are due to poor support experiences. With Self-Help, customers have the power to diagnose and solve issues directly—which means lower support demand, fewer product returns, and 100% happier customers.

EMPOWER CUSTOMERS AND IMPROVE CSAT

Over 80% of consumers want the ability to self-serve—which means smart home brands need to implement effective self-service options. With Self-Help, you can help customers save time, improve device experiences, and ultimately increase satisfaction.

IMPROVE OPERATIONAL EFFICIENCY

Up to 45% fewer calls means drastically lower demand on your support team. This way, support agents can focus their time on providing more high-complexity cases with the attention they need.

See what's included with Self-Help

Automatic network scans	Analyze the home network to identify the sources of WiFi issues.
Fix-It flows	Deliver proven resolution paths using data from thousands of home network scans.
Problem identification	Customize which issues are surfaced in order to maximize call deflection.
Agent insight	In the rare case that subscribers need to call into support, agents can access all historical scan information.

The problems we solve

✓ Congestion	✓ High internet usage	✓ Distance from router
✓ Merged networks	✓ Incompatible frequencies	✓ Too many devices

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.

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

ıllıı RouteThis