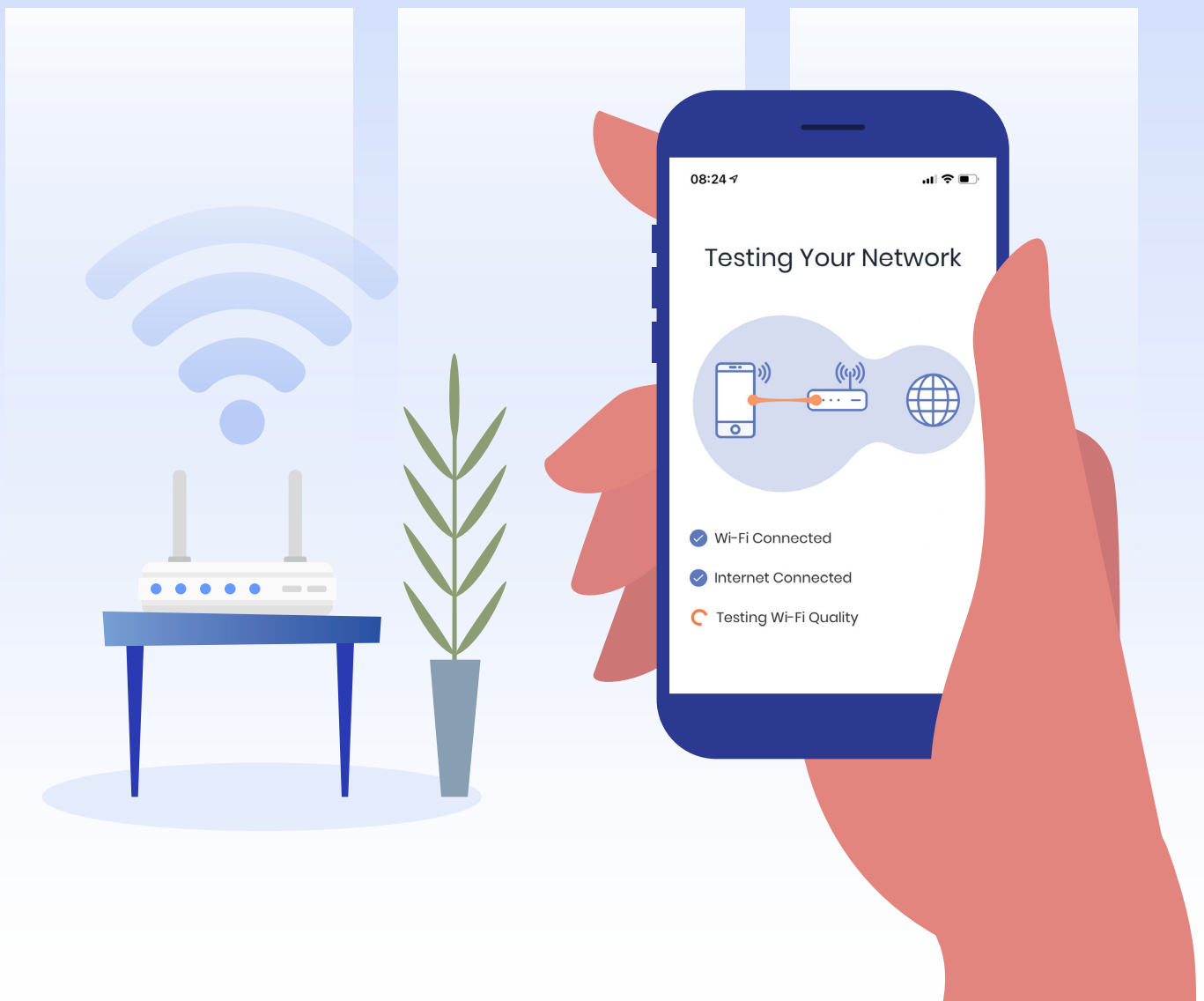


Support Robotics Wi-Fi Troubleshooting

A Wi-Fi and broadband diagnostics solution that offers better customer experiences and improved outcomes for contact centers



App-assisted troubleshooting

Support Robotics combines self-service Wi-Fi troubleshooting with innovative remote support tools. Using the power and convenience of the customer's smartphone, we enable ISPs to provide dynamic, frictionless support that makes life easier for customers **and** support staff.



SELF-SERVICE APP

Allow customers to solve problems themselves



SEAMLESS HANDOVER

Handover seamlessly between self-service & remote support



REMOTE SUPPORT PORTAL

Use smartphone capabilities to solve problems remotely

The mobile advantage

Smartphones are ideally placed for Wi-Fi troubleshooting in the home and workplace:

60% of customer service calls are now being linked to the home Wi-Fi network

– Ovum

60%



Portable

Check Wi-Fi coverage at any location



CPE agnostic

Powerful diagnostics that work with any router



Remote testing & self-service

Remotely test from the customer's perspective, or encourage self-service



Customer education

Show problems clearly & offer visual advice



Built-in camera

Share photos of router cabling & positioning



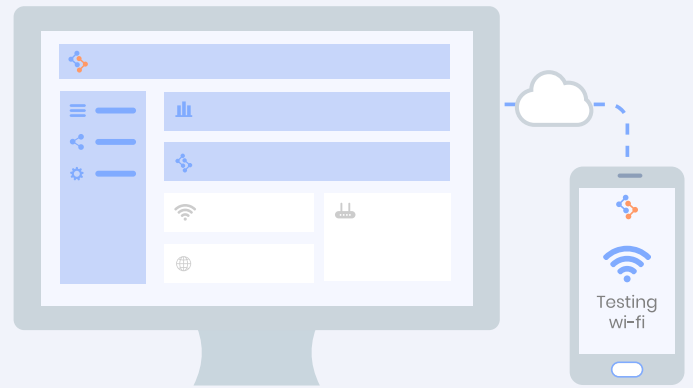
Extended visibility

Complements ACS systems by providing additional insights

Remote support

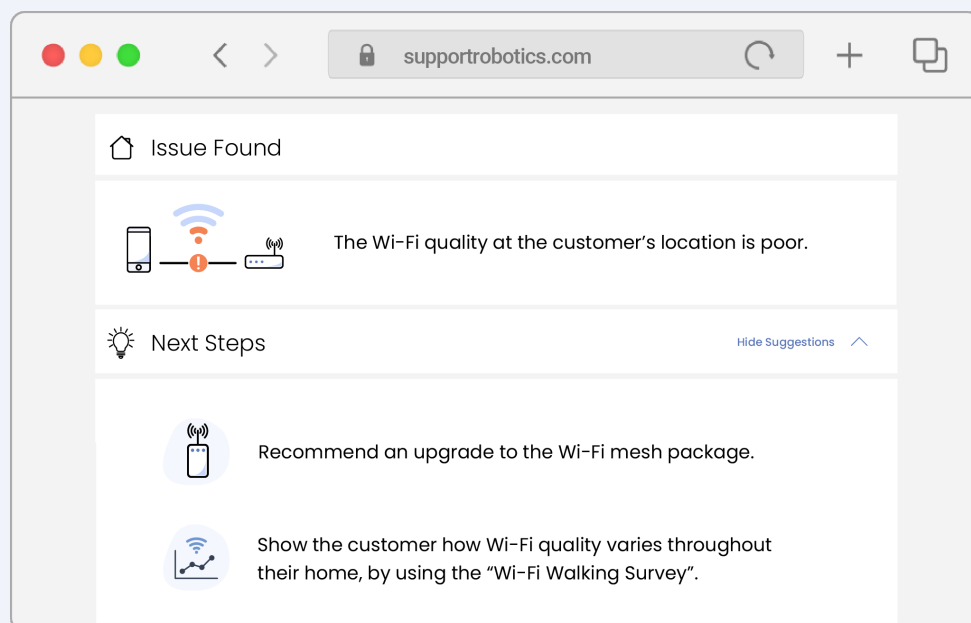
Support Robotics allows support agents to see issues from the customer's perspective

Our web portal connects to an app on the customer's phone. A customer support agent uses the web portal to control the tests performed by the app.



Run live tests around the customer's home or workplace

Test results are presented in a clear and intuitive way, alongside suggested next steps:



Main features:

- Run tests in multiple locations and save the results.
- Get a simple summary of problems found.
- Configurable "Next Step" suggestions - to fit ISP processes and products.
- Real-time "Wi-Fi Walking Survey".
- Share Wi-Fi survey charts in real-time, to educate customers on coverage.
- Request photos of router placement, status lights and cabling.
- Send visual instructions directly to the customer's app, e.g. guidance router placement or a reset procedure.
- Remote router access via mobile data (even if broadband is down).
- Easy app installation and connection (via an SMS link).
- Integrates with other systems including SSO, CRM, ITSM and ACS.

Self-service

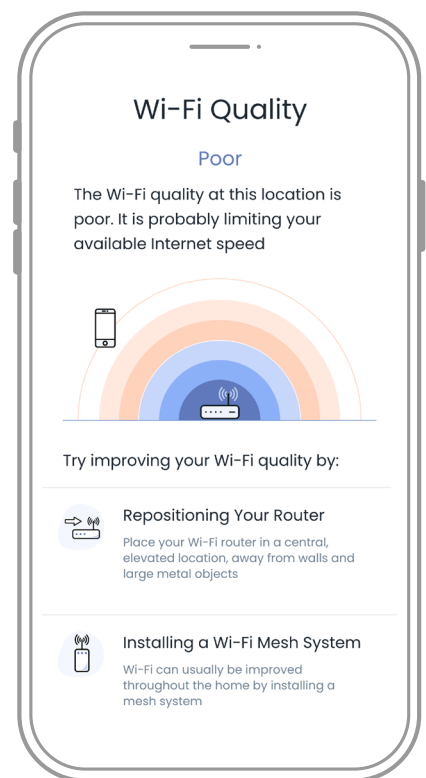
Many customers prefer to use self-service when they have technical issues – it can be quicker and more convenient.

Our fully-automated self-service diagnostic app empowers customers to quickly identify and resolve common problems, without requiring any technical skills.

By providing clear and concise information, we help the customer understand the issue and make informed decisions.

Self-service features

- Wi-Fi quality checks
- Wi-Fi bottleneck detection
- Real-time Wi-Fi walking survey
- Internet tests
- High usage detection
- Separate Wi-Fi and Internet speed tests
- Clear and concise advice
- Seamless handover to remote support
- Customizable UI – to match ISP branding and processes
- Promotion of ISP products, e.g. Wi-Fi mesh systems
- Available as a standalone app or SDK



3 phases to app deployment



Phase 1

Use the existing app.

Simply send customers a link to the existing Support Robotics app to initiate remote support sessions.



Phase 2 (Optional)

Publish your own app.

Use our white label service to create your very own apps, complete with custom branding.



Phase 3 (Optional)

Embed and integrate.

Embed Support Robotics functionality into your primary customer care app for the best possible experience.

Capabilities to meet new challenges

As our homes and businesses become more connected than ever, the challenges on service providers are changing. Support calls are increasingly focused on Wi-Fi and the performance of demanding applications such as video conferencing, VoIP and HD streaming.

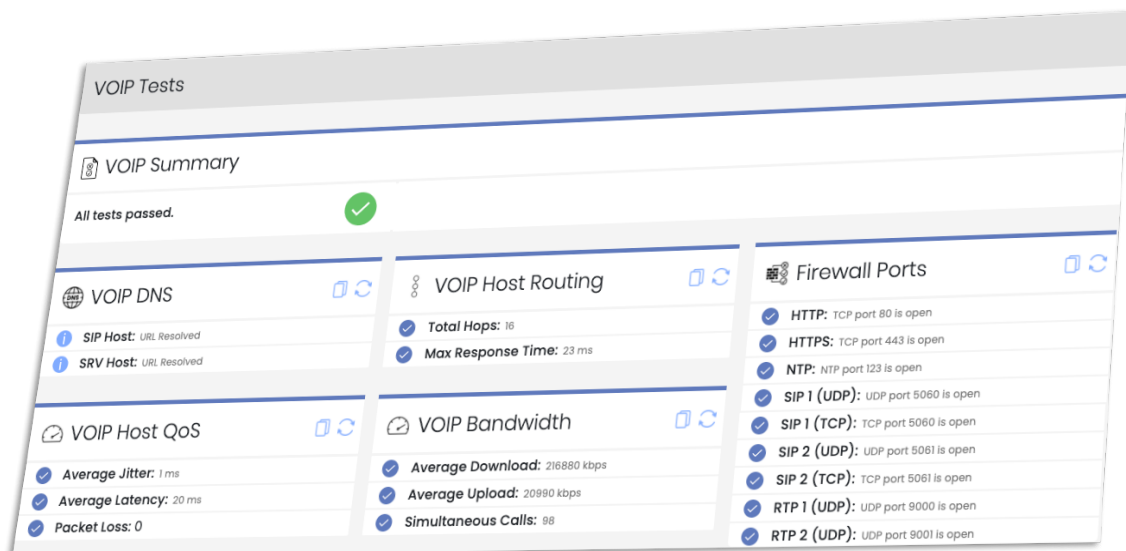
Optimize Wi-Fi coverage

Our Wi-Fi survey tool uses the customer's mobile device to identify areas where poor Wi-Fi might limit their applications. Available as both a self-care capability and remotely accessible by support agents, the tool can help with optimal router placement and can identify opportunities for extenders or mesh nodes.



Check VoIP readiness

As homes and businesses become more reliant on VoIP telephony, service providers need a way to check for the many pitfalls that can affect call quality. Our VoIP tests run on the customer's mobile device, from within their LAN, where they can identify the issues that can impact the performance of VoIP on their network. Firewall and router settings are checked along with quality of service measurements, enabling the ISP to deploy VoIP services and be confident in their performance.



Fast and efficient broadband support

ISPs of all sizes use our broadband support tools to refine and enhance their customer support channels. Quick and easy to implement – minimizing disruption for your internal IT teams – they offer fast time-to-value, whilst improving customer retention.

Fast time-to-value

Give your customers the tools they need to diagnose and resolve issues themselves. This allows you to process more support tickets and improve service levels – without increasing resources or hiring additional staff.

Remote support that's as good as a site visit

Support Robotics apps create seamless support journeys for your customers. Self-care automatically transitions to assisted support as our apps create helpdesk tickets pre-populated with all the necessary details and test results.

Improve customer retention

Create seamless support journeys for your customers. Whether it's increasing first contact resolutions or providing frictionless handover from self-service to customer care, we give you all the tools you need to keep churn rates low and retention high.

Over **80%** of Support Robotics sessions result in a saving, including avoided truck rolls and first call resolutions.

– Agent Feedback Data



[Book a free demo](#) of our broadband and home network support tools to discover for yourself why network providers across the globe choose Support Robotics.

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