



The High Cost of WiFi Troubleshooting:

How Telecom Companies Can Save Millions

Executive Summary

In today's hyper-connected world, ensuring seamless WiFi connectivity is paramount for telecommunications, home security, and electronics companies. However, troubleshooting WiFi issues often involves high operational costs, including support volume, truck rolls, repeat dispatches, and customer dissatisfaction.

TechSee's Connectivity Guru, as part of the Sophie AI platform, revolutionizes WiFi support. Utilizing AI and computer vision, it streamlines setup, troubleshooting, and diagnostics. This empowers providers with remote assistance, visual guidance, and smarter self-service options, reducing costs and enhancing customer satisfaction.

Key Highlights

Cost Reduction: This product minimizes WiFi connectivity-related truck rolls, support volumes, and NFF returns, reducing operational and service costs.

Improved Customer Experience: This enhances customer satisfaction through faster resolution times, a more straightforward customer experience, better self-service options, and proactive issue identification and resolution.

AI-Powered Diagnostics: This tool leverages AI to analyze WiFi signals, identify causes of WiFi connectivity issues, and automate issue resolution.

Visual Step-by-Step Guidance: Provides interactive, step-by-step visual instructions for simplified self-service, remote service, and field service resolution.

Self-Service Capabilities: Empowers customers to perform setup, troubleshooting, and activation independently.

Data-Driven Upselling: Connectivity Guru leverages data insights to identify and present targeted upselling opportunities to customers.



Introduction

The demand for reliable WiFi connectivity is skyrocketing as the number of connected home devices continues to grow. A [Parks Associates report](#) from January 2024 showed that in 2015:

The average household had approximately eight devices connected to the internet.

By 2024, that number had more than doubled to 17 devices, a 112% increase."

This trend will continue as smart homes, IoT devices, and streaming services become more prevalent. For telecommunications companies, ensuring seamless WiFi experiences for their customers is paramount to growing revenues with WiFi+ offerings, maintaining a competitive edge, and reducing churn and operational costs. However, troubleshooting WiFi issues often prove costly and frustrating for providers and customers.

The Cost of WiFi Troubleshooting

WiFi issues are often complex and multifaceted, requiring extensive or complex troubleshooting processes that can quickly escalate operational costs and customer frustration.

High Call Volumes

Customers experiencing connectivity problems flood customer support lines, leading to increased call volumes and longer wait times.

Truck Rolls and Technician Dispatches

In many cases, resolving WiFi connectivity issues requires dispatching technicians to customer premises, sometimes multiple times. This incurs significant truck roll expenses and extends resolution timelines.

Repeat Dispatches and No Fault Found (NFF) Returns

When initial troubleshooting attempts fail, technicians may need to revisit customer premises multiple times, leading to repeat dispatches and increased costs. Additionally, NFF returns, where technicians cannot identify a fault with the service, further contribute to operational expenses.

Customer Dissatisfaction

Difficult setup, prolonged troubleshooting processes, and unresolved connectivity problems lead to customer frustration, service cancellations, product returns, and damage to brand reputation.

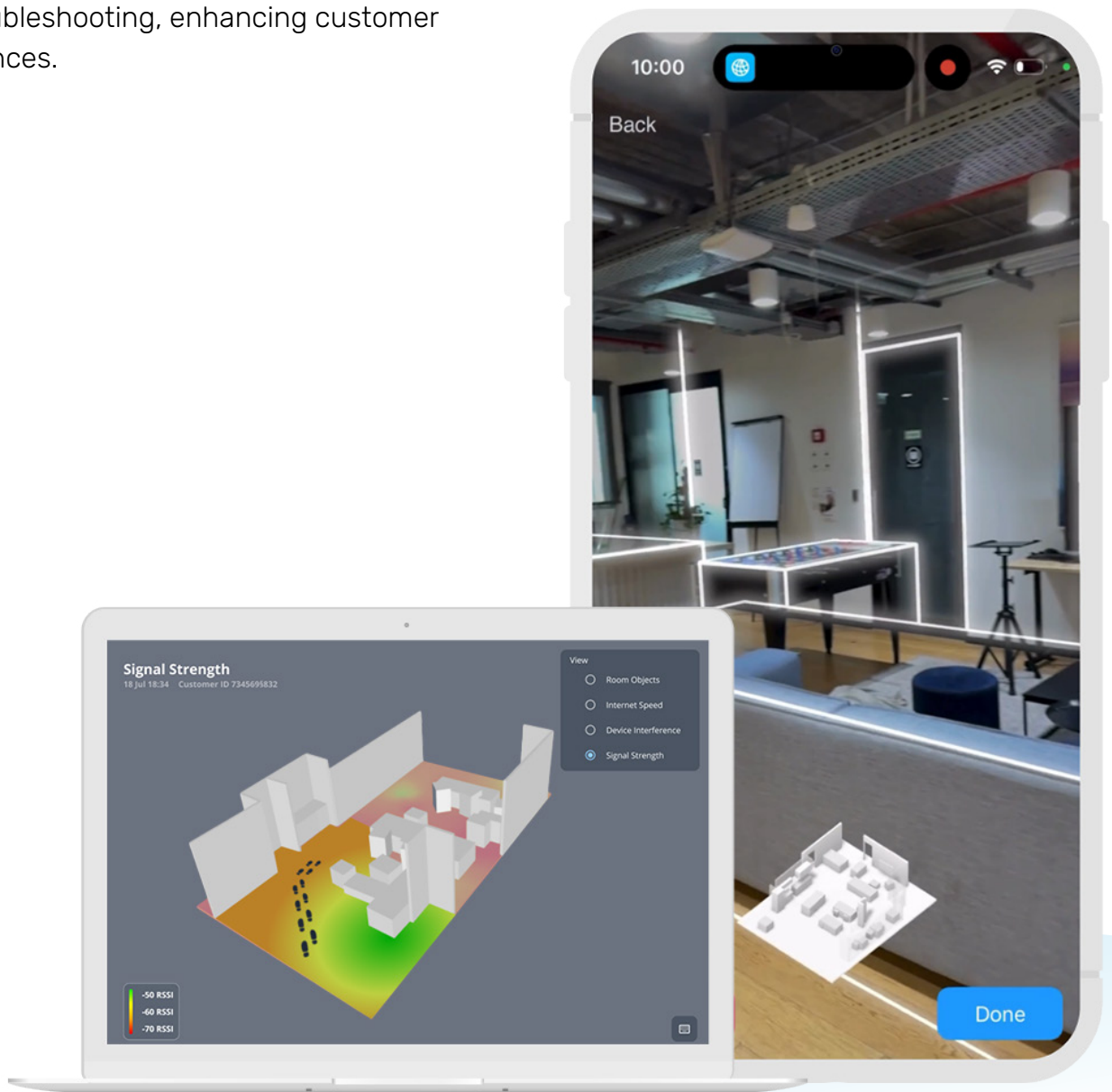
Unclear Root Cause

Providers often struggle to identify the root cause of WiFi connectivity-related issues. For example, large appliances or thick walls can contribute to WiFi signal degradation. Furthermore, explaining WiFi connectivity issues and recommended solutions can be challenging without visual aids communicating the status and issues.



The TechSee Connectivity Guru Solution

Connectivity Guru offers a transformative approach to WiFi setup and troubleshooting, empowering service and CX organizations to address connectivity challenges efficiently and effectively. By leveraging Sophie AI's artificial intelligence (AI) and computer vision technology, Connectivity Guru provides solutions that streamline and simplify setup and troubleshooting, enhancing customer experiences.



Key Features and Benefits

TechSee Connectivity Guru offers a transformative approach to WiFi setup, troubleshooting, and sales. It empowers industry leaders to address connectivity challenges efficiently and effectively

By leveraging artificial intelligence (AI) and computer vision technology, Connectivity Guru provides capabilities that streamline troubleshooting and enhance customer experiences.



Analyze: Signal Insights

When diagnosing WiFi connectivity issues, the first step is to understand the strength and status of the network. Connectivity Guru analyzes the full spectrum of WiFi signals, identifying network congestion, channel interference, and more.



Visualize: 3D Environmental Insights

WiFi signals cannot be easily seen or understood. This makes connectivity troubleshooting and optimization challenging and costly.

Connectivity Guru visualizes WiFi networks in an interactive 3D connectivity heatmap, showing where and why connectivity is weak. This combination of deep signal analysis and visualization improves first-time fix and self-setup rates, reduces truck rolls and service calls, and reduces connectivity-related churn.



Optimize: AI Automated Resolution

Self-Service: Connectivity Guru empowers customers and expert technicians to complete WiFi and mesh network setup, upgrades, and troubleshooting through visual, AI-guided self-service flows. This reduces user error and improves first-call resolution and first-visit fix rates.

Connectivity Guarantee Troubleshooting: Connectivity Guru helps telecom leaders offer and deliver WiFi connectivity guarantees by:

- Identifying and addressing the root causes of slow speeds or poor connectivity – such as channel congestion or appliance interference.
- Visualizing WiFi connectivity to demonstrate to the customer why upgraded hardware or WiFi packages are warranted (e.g., See how your kitchen is green, but the living room is red? Your living room is too far from the base router, but adding a mesh node with the WiFi+ package will improve coverage for your streaming video.)
- Visually guiding customers and technicians step-by-step through WiFi setup and optimization to deliver the promised speeds.

How TechSee Addresses Specific Pain Points



Reducing Costs:

- Minimizes truck rolls and repeat dispatches by enabling remote diagnostics and visual guidance.
- Reduces NFF returns through AI-powered analysis and troubleshooting.
- Improves technician performance with visual guidance, job verification, and up-sales tools, leading to faster resolution times and increased revenue opportunities.
- Automates onboarding and troubleshooting processes, reducing the need for manual intervention and associated costs.



Improving Customer Experience:

- Accelerates subscriber activation with AI-guided setup and how-to guides, ensuring a smooth onboarding experience.
- Reduces support tickets and dispatches through proactive issue identification and self-service capabilities, minimizing customer effort and frustration.
- Visual guidance and faster resolution times improve customer satisfaction (CSAT) and Net Promoter Score (NPS), increasing loyalty and positive brand perception.
- Enhances revenue generation by facilitating faster activation, reducing churn, and increasing average revenue per user (ARPU) and customer lifetime value (LTV).

Use Cases

Reducing Technician Dispatches

A significant telecommunications provider used Connectivity Guru to reduce technician dispatches by enabling remote diagnostics and troubleshooting of WiFi issues. The solution's AI-powered analysis and visual guidance allowed support agents to resolve many connectivity problems without on-site visits.

Enhancing Customer Onboarding

A telecom company integrated Connectivity Guru into its customer onboarding process to provide AI-guided setup and troubleshooting assistance. This resulted in a smoother onboarding experience for new customers, reduced setup time, and minimized calls to customer support.

Improving First Call Resolution

Another telecom company leveraged Connectivity Guru's self-service capabilities to empower customers to resolve fundamental WiFi issues independently. This improved first-call resolution rates, reducing the need for customers to contact support agents and freeing up agents to handle more complex issues.

Home Security/Smart Home Troubleshooting

A home security company used Connectivity Guru to help customers troubleshoot connectivity issues with their security systems. When the AI identified a problem requiring the telecom provider's assistance, it seamlessly transferred the customer to a support agent, and the diagnostic information was collected during the troubleshooting process. This streamlined the support experience and reduced the time to resolve complex issues spanning multiple providers.

Reducing Customer Churn

Reducing Customer Churn: A customer's first 30 days with any newly connected product or subscription are the most prone to churn. Connectivity Guru reduces churn due to connectivity issues by visually understanding the WiFi connectivity status across the home. Identifying the root causes of connectivity issues and facilitating easy, rapid resolution improves customer stickiness and LTV.



Conclusion

WiFi connectivity is critical for customers and those who offer or rely on high-speed, reliable WiFi connectivity, such as consumer electronics, smart homes and home security companies. It is essential to high-quality service delivery, customer satisfaction, and revenue growth. However, delivering these exceptional experiences is remarkably challenging.

Connectivity Guru offers a comprehensive solution that addresses the challenges and costs of WiFi setup and troubleshooting while unlocking new revenue growth opportunities. By leveraging Sophie AI to deliver next-generation AI insights and computer vision automation, Connectivity Guru empowers leading enterprises to optimize their operations, reduce costs, grow revenues, and enhance customer experiences in the ever-evolving world of connectivity.



**Seeing is Believing - Contact us today
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