

# Solvvy

eero Delivers Fast,  
Reliable WiFi and  
Instant Answers with  
45% Self-Service

# eero

## eero

### Support at eero

- Customer service agents & self-help articles
- 20% self-service resolution goal
- Email, phone, social, & web

## Solvvy

### Solvvy Impact

- 45% customer self-service resolution
- Multi-modal support provides instant answers
- Accuracy improves with use



Jeff Chase,  
Content Strategist

“eero has been known as a market leader in support. With Solvvy, people can get answers to even more questions that matter, so agents can focus on solving more complex issues more quickly.”

# eero Case Study

The eero Home WiFi System offers an easy, elegant way to blanket any home in fast, reliable WiFi right out of the box. With a sleek design and simple implementation, customers can upgrade their network to deliver top-speeds and buffer-free streaming across every inch of their home in less than ten minutes.

With systems to fit any size home, software that learns from your space to continually optimize coverage, and an easy-to-use app that gives you total control over your network and devices, eero is taking home connectivity to the next level, so you never have to think about your WiFi again.

## Executive Summary

eero customers range from savvy technologists to everyday consumers who just expect things to work – fast. When they have questions about their WiFi network, they want to find answers instantly so they can keep moving forward. Although eero has a large online help center with a lot of articles and answers, many customers were still reaching out via email, telephone, social media, and other channels. eero’s support team was looking to increase self-service by making it faster and easier for customers to find answers themselves. In September 2017, they turned to Solvvy to enable an effortless self-service experience while giving their customer service agents more time to focus on troubleshooting complex issues.

“Honestly, I was skeptical – it seemed like a miracle to expect Solvvy to reduce our tickets by 20%, but since implementation, it’s actually been upward of 45%. The machine learning really picks things up quickly.”

Jeff Chase,  
Content Strategist

- 45% closure on incoming form submissions
- Solvvy supports different support channels on different pages
- Reduces ticket count and frees up agents to handle complex issues

## Challenges

eero is known as an innovator and a leader in providing excellent customer support, and the company prides itself on helping customers get answers as quickly as possible. With multiple customer service channels available, eero also offers users access to a wide range of self-help articles on their website for those looking for immediate answers.

As eero was investing a lot of time into building the Knowledge Base to better serve customers, the company was keen to find a solution that could help increase usage of their content to reduce customer contacts and increase self-service for common questions. This would allow eero's agents to spend less time on simple questions and focus on quickly delivering best-in-class support to customers with more complex issues.

### **The Solvvy Solution**

After evaluating different options, eero chose Solvvy to implement a self-service layer that could quickly and accurately find answers, boosting efficiency, satisfaction, and freeing up agents to deal with complex inquiries. Jeff Chase, eero's Content Strategist, says the company was impressed with Solvvy's results-driven implementation, which helps customers find what they're looking for before they submit a ticket.

Solvvy sits on both the help center home page as well as the contact form as a solution for customers to find Instant Answers. Solvvy combines machine learning algorithms and natural language processing technologies to understand what customers are asking and extract relevant information from the eero knowledge base. Whereas before customers would have to comb through articles themselves or submit a ticket and wait for a customer service agent to contact them, now they can get instant answers at their fingertips.

### **Results and What's Next**

Solvvy has reduced eero's form submitted customer service tickets by 45% on average, which has also helped boost the company's NPS and

CSAT scores. Elevating self-service adds value for the brand as an innovator and industry leader, and helps differentiate eero in the market. Plus, with simple questions being answered in the self-service channel, agents are free to troubleshoot complex issues without having to make customers wait, further boosting satisfaction and driving loyalty.

We first launched Solvvy on eero's contact form and after seeing success, eero wanted to increase availability and visibility of Solvvy's self-service experience and added Solvvy to their help center home page with minimal effort from their team. Chase, says, "Working with Solvvy we've seen a lot of attention to detail, commitment to improving, and open communication. It feels like they're invested in us as much as we are on them." eero also appreciates that Solvvy works across platforms, which enables their customers to find help on mobile web and apps, too.

According to Chase, "AI is an important piece of the future of support. Customers want to get answers as quickly as possible — but most importantly those answers need to be accurate. Machine learning does both." As more savvy WiFi users turn to eero, Solvvy will be there to help them find the right answers fast so they can make the most of their WiFi, without having to wait.