



Diagnostix360 for Internet Support

A better starting point before the support call becomes a long troubleshooting session.

Turn "my Internet is bad" into useful support context.

Diagnostix360 lets customers run a structured phone-side check before or during a support interaction. It points to what may be happening, gives the customer a next step, and can produce a Customer or Technical report for support.

1

Customer checks

Guided symptom + connection test

2

App narrows the picture

Wi-Fi, local path, Internet, DNS, stability

3

Customer retests

One clear action before escalation

4

Support gets context

Share a report when help is still needed

What your support operation can evaluate

Shorter calls

Spend less time rebuilding the basic story from zero.

Faster troubleshooting

Start with structured phone-side evidence and a clear symptom.

Fewer avoidable visits

Some local Wi-Fi issues can be acted on and retested before dispatch.

Cleaner escalations

Technical reports give second-line teams a consistent evidence package.

More consistent first-line support

A repeatable customer-side check reduces variation between cases.

Better customer experience

Customers get an explanation and a next action, not just another speed test.

A practical 30-day pilot

Use Diagnostix360 with a small support group and selected customer cases. No network integration is required for the initial evaluation. Compare handling time, repeat troubleshooting, escalation quality, repeat contacts and cases that can be resolved without dispatch.

See the evidence before you decide.

Open the sanitized sample Technical report or request a pilot.

diagnostix360.com/for-providers/

Diagnostix360 complements provider telemetry; it does not replace it or establish SLA fault.

