TEACHING

"The Wi-Fi Is Slow" Costs You Twenty Minutes

By **Keith Parsons, CWNE #3** · 2026-07-10 · originally on LinkedIn

The Wi-Fi is slow." 4 words, and your help desk is already 20 minutes behind.

That is the whole problem. The ticket arrives with no signal level, no throughput, no channel, no timestamp, and no way to tell whether the problem is even on your network. Tier-1 then spends the first 20 minutes of every Wi-Fi ticket collecting what the user could have collected in 30 seconds.

We built the WLAN Pros Toolbox to close the front of that funnel.

Your user opens it, taps one card, and taps Copy. A labeled Connection Report lands on their clipboard: Wi-Fi signal and negotiated rate, internet throughput, latency, jitter, loss, DNS resolution time, local addressing, and a plain-words verdict on whether the Wi-Fi or the internet is the constraint. They paste it into the ticket. Your tier-1 stops guessing and starts triaging.

It is free on 5 platforms, with no account, no agent, no MDM package, and no telemetry in the build. And where the operating system will not give up a value, the report says "Unavailable" rather than inventing one, which is exactly why it is worth trusting in a ticket.

Send it to your help desk. Then send it to your users.

How many of your Wi-Fi tickets arrive with zero data attached?

By Keith Parsons, CWNE #3, Wireless LAN Professionals. Free to read and share. Facts