

Title (en)

CONTEXTUAL QUALITY OF USER EXPERIENCE ANALYSIS USING EQUIPMENT DYNAMICS

Title (de)

KONTEXTUELLE ANALYSE DER QUALITÄT EINER BENUTZERERFAHRUNG MITTELS GERÄTEDYNAMIK

Title (fr)

ANALYSE DE QUALITÉ D'EXPÉRIENCE D'UTILISATEUR CONTEXTUELLE À L'AIDE D'UNE DYNAMIQUE D'ÉQUIPEMENT

Publication

EP 3398368 A1 20181107 (EN)

Application

EP 16882374 A 20161220

Priority

- US 201514984714 A 20151230
- US 2016067782 W 20161220

Abstract (en)

[origin: WO2017116853A1] The techniques described herein involve determining a context-based Quality of Experience based upon client device Quality of Experience diagnostic files in combination with client device equipment dynamics. Client device Quality of Experience (QoE) diagnostic files may indicate a reduced QoE at a client device, such as reduced signal strength or an increased number of dropped packets. User behavior during a reduced QoE event may be reflected as equipment dynamics, which may be included in equipment dynamics files. A service provider may receive information from the client device and may analyze the information to determine, with an increased confidence level, that the user device experiences a reduced QoE. Network resources may be allocated in response to the reduced QoE determination, thereby increasing a functioning of the computing network and an associated device's Quality of Experience.

IPC 8 full level

H04W 24/10 (2009.01); **H04B 17/318** (2015.01); **H04W 4/02** (2018.01)

CPC (source: EP)

H04W 24/04 (2013.01); **H04B 17/318** (2015.01); **H04L 41/5067** (2013.01); **H04L 67/61** (2022.05); **H04W 24/08** (2013.01)

Designated contracting state (EPC)

AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)

BA ME

DOCDB simple family (publication)

WO 2017116853 A1 20170706; CN 108476423 A 20180831; EP 3398368 A1 20181107; EP 3398368 A4 20190612

DOCDB simple family (application)

US 2016067782 W 20161220; CN 201680075579 A 20161220; EP 16882374 A 20161220