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
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• 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.

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