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Identifying the Number of Subscriber Devices (Behind a Router)

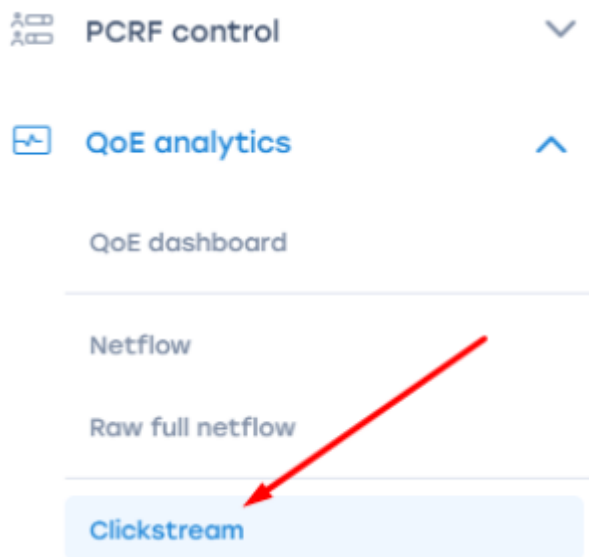
The number of subscriber devices calculated using UserAgent metric in ClickStream QoE.

Metrics work well on large amount of data. When working with this metrics, mind the following nuances:

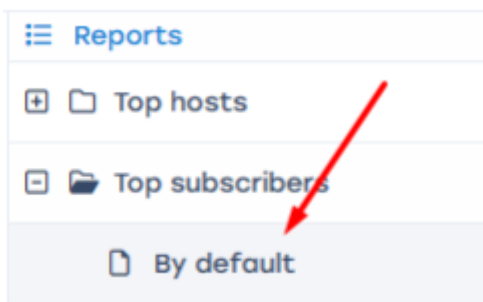
1. In QoE, device count is only determined for devices that were online during data collection. The longer the collection period - the more accurate the data.
2. Not all devices are detected by this metric. Some devices generate multiple different UserAgents simultaneously when running multiple applications.

How to collect data in the QoE Analytics section:

1. Move to ClickStream



2. Select "Top Subscribers" from the standard reports list on the right and "Default" preset

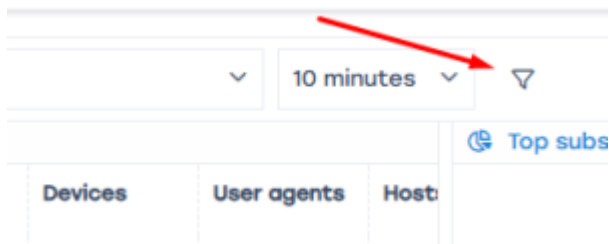


3. Select the "Devices" statistics column. This column shows the approximate number of devices per subscriber.

Login	Devices	User agents
Q FILTER	8	17
60759	9	17
85483	95	179
37754	37	89

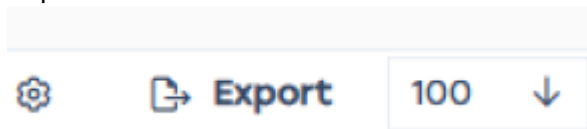
4. You can perform various actions with this metric for convenience:

1. Apply a device count filter. For example, filter subscribers that have from 3 to 10 devices.



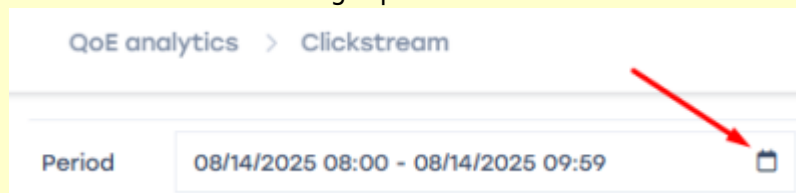
The screenshot shows a filter interface. At the top, there is a dropdown menu with '10 minutes' selected. To the right of this dropdown is a funnel icon, which is highlighted by a red arrow. Below the dropdown, there is a 'Top subs' button. At the bottom, there are three tabs: 'Devices', 'User agents', and 'Hosts'.

2. Export this subscriber list to .xls for further analytical work.



The screenshot shows an export interface. At the top, there is a dropdown menu with '100' selected. Below this, there is an 'Export' button, which is highlighted by a red arrow. To the right of the 'Export' button, there is a downward arrow icon.

Important: The longer the selected ClickStream period, the more accurate the data. We recommend selecting a period of at least 24 hours.

The screenshot shows a date range selector. At the top, there is a breadcrumb trail: 'QoE analytics > Clickstream'. Below this, there is a 'Period' label and a date range: '08/14/2025 08:00 - 08/14/2025 09:59'. To the right of the date range is a calendar icon, which is highlighted by a red arrow.