Table of Contents

General description 3

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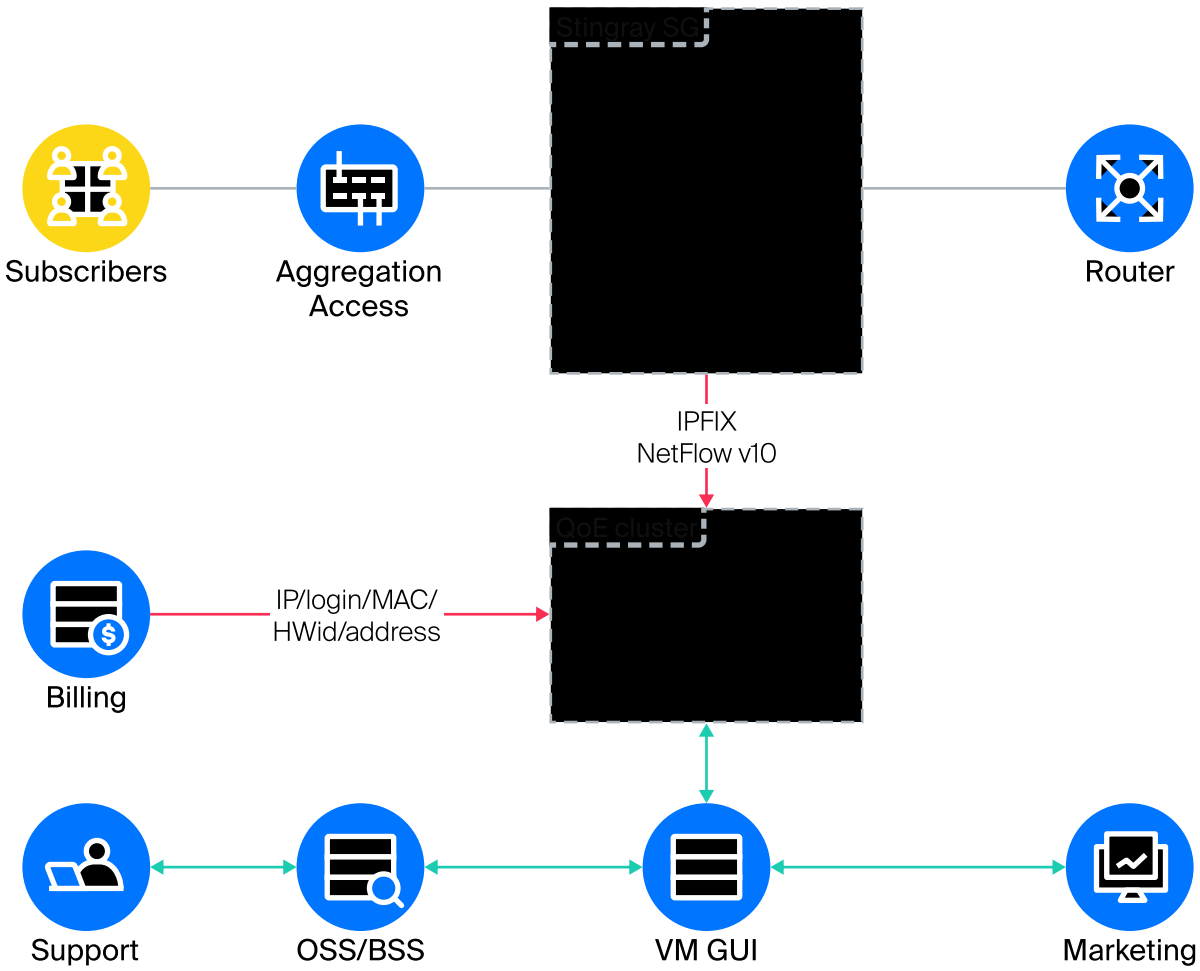
To work with QoE statistics, the following components are required: QoE Stor module and SSG DPI management interface.
Details about QoE module licensing are described in the section QoE Licensing.

If additional modules are connected to the QoE module in the BASE package or if the QoE module is used in the STANDARD package, it is necessary to create an account in VAS Cloud and link it to the GUI. Instructions.

The Quality of Experience (QoE) module is a software product designed for collecting, storing, and analyzing statistics that reflect the quality of perception of communication and Internet access services. QoE receives data from SSG through several sockets (TCP or UDP) using the IPFIX stream receiving utility, and then stores them in a ClickHouse database.

The collected data includes NetFlow and Clickstream information, to which special metrics are applied to determine the level of user experience (QoE). The analysis of this data allows the operator to identify problems in the quality of provided services, take timely corrective actions, and increase subscriber loyalty.



Analysis can be performed in several ways:

1. **In the SSG graphical interface — DPIUI2**. You can monitor the dashboard (it is customizable), view predefined TOPs for important metrics, set any filters and get on-demand custom exports, or export to Excel for detailed processing.
   Recommended for getting acquainted with the statistical capabilities and investigating "complex cases" when it's necessary to trace unclear behavior in raw logs.
2. **Through notifications to a convenient channel.** They can be configured to trigger on certain events (for example, exceeding a specified RTT value) or as a periodic mailing of useful reports (for example, a list of subscribers visiting competitor websites over the past week).
   Recommended for informing line specialists who simply receive lists to work with according to established procedures.
3. **Through exports of statistics to external databases**, one-time or periodic. This can be a custom information system or third-party GUI such as Akvorado. It can be done through database queries or API. This method is most effectively used for aggregating different metrics and enriching them with billing and network monitoring data. It makes sense to first perform preliminary work via sections 1–2 to test hypotheses and refine export parameters, then configure scripts and continue working in external databases.
   Recommended for regular work with verified metrics, providing the greatest efficiency. Requires data processing and database administration skills.