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Identifying the Number of Subscriber Devices (Behind a Router) 3

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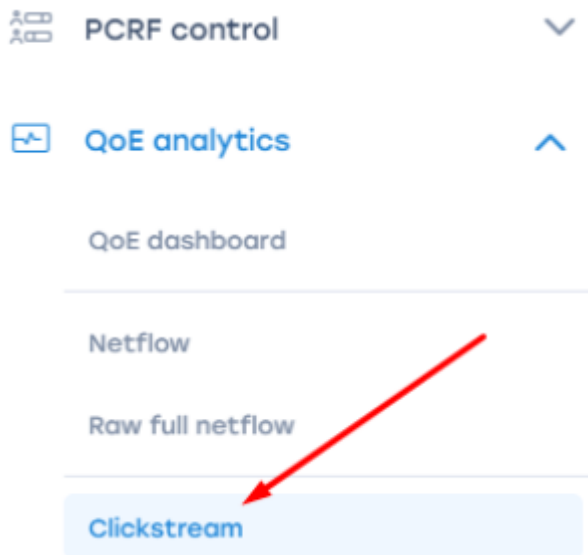
The number of subscriber devices calculated using UserAgent metric in ClickStream QoE.

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

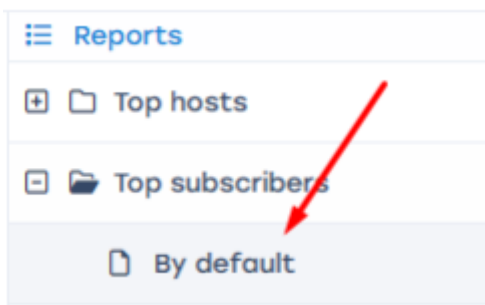
1. In QoE, device count is only determined for devices that were online during data collection. The longer the collection period - the more accurate the data.
2. Not all devices are detected by this metric. Some devices generate multiple different UserAgents simultaneously when running multiple applications.

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

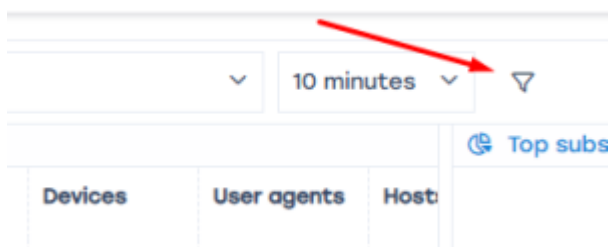


3. Select the "Devices" statistics column. This column shows the approximate number of devices per subscriber.

Login	Devices	User agents
<input type="text" value="Q FILTER"/>	8	17
60759	9	17
85483	95	179
37754	37	89

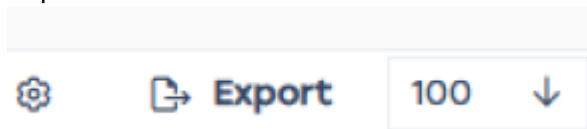
4. You can perform various actions with this metric for convenience:

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



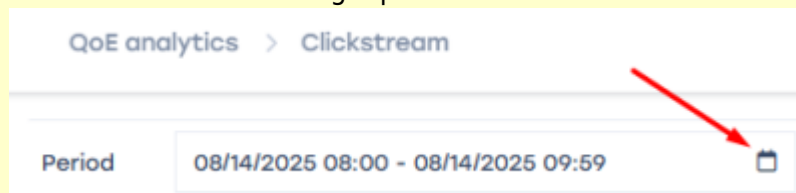
The screenshot shows a filter interface with a dropdown menu set to '10 minutes'. A red arrow points to a filter icon (a funnel with a downward arrow) next to the dropdown. Below the dropdown, there are tabs for 'Devices', 'User agents', and 'Hosts', with 'Top subs' also visible.

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



The screenshot shows an export interface with an 'Export' button and a dropdown menu set to '100'. There is also a gear icon for settings and 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 the 'QoE analytics > Clickstream' interface. It features a 'Period' selector with the text '08/14/2025 08:00 - 08/14/2025 09:59'. A red arrow points to a calendar icon next to the period selector.