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Detecting degradation in internet access quality



DPI exports information about all client sessions in IPFIX (NetFlow v10) format.

The DPI exports [information about delays](#) between the client and the DPI, and between the DPI and the host during TCP session establishment — [RTT](#). The statistics record latency for each protocol, linked to the UserAgent (taken from ClickStream), which allows tracking the performance of a specific device.

Required steps to investigate:

1. Go to QoE Analytics → Subscribers → Netflow
2. Create a filter where:
 - It is recommended to limit the search to http/https protocols to exclude the behavior of other protocols during TCP session setup.
 - Specify average speed to select subscribers who actively use the internet.
 - Specify the lower RTT threshold from the client side.



[Interpreting the resulting statistics:](#)



- The filter identified 25 potential clients who may have access quality issues.
- Detailed latency information for these clients can be viewed in the **"Details"** window.
- Using the megaphone icon, they can be added to a [marketing campaign](#) and notified or surveyed through the browser regarding service satisfaction.
- The report can be exported in a convenient format.