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Detecting degradation in internet access quality

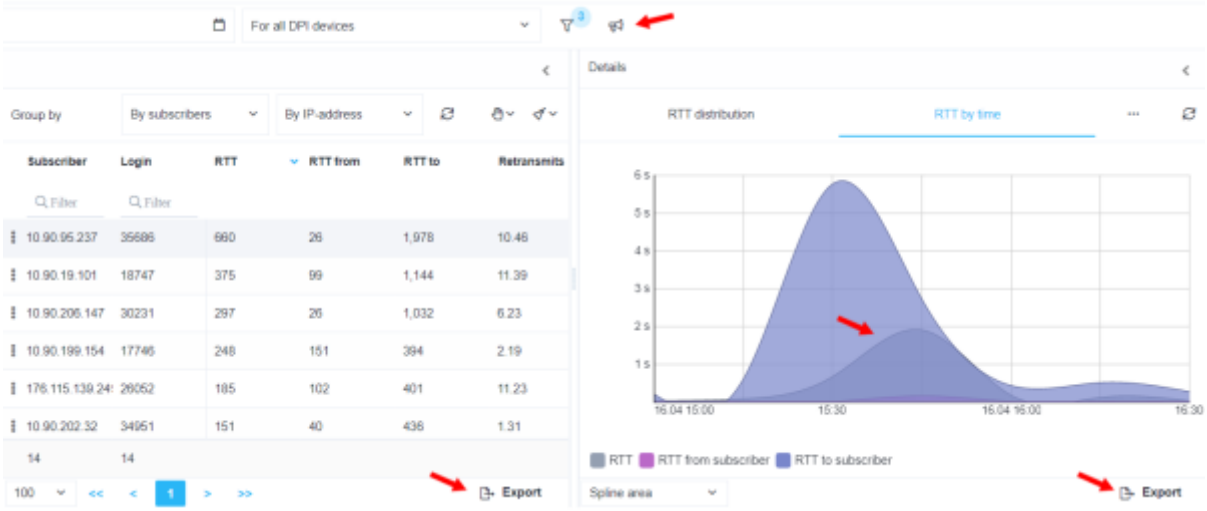
DPI exports information about all client sessions in IPFIX (NetFlow v10) format.

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.