Measurement of QoS: Results, expectations and context

Presentation Abstract

Nowadays, the Measurement of User Experience has been summarized in the collection of results on Performance and Quality of Services with various methods. However, it does not seem enough to know the Real Experience of a User ... it is essential to know the expectations and context of each user. Will the user notice the difference if the web page is downloaded in 2 or 3 seconds? It will depend on the expectations and context of each user. At MedUX we are able to close this magic triangle and identify the main levers of improvement in mobile, fixed and television networks.