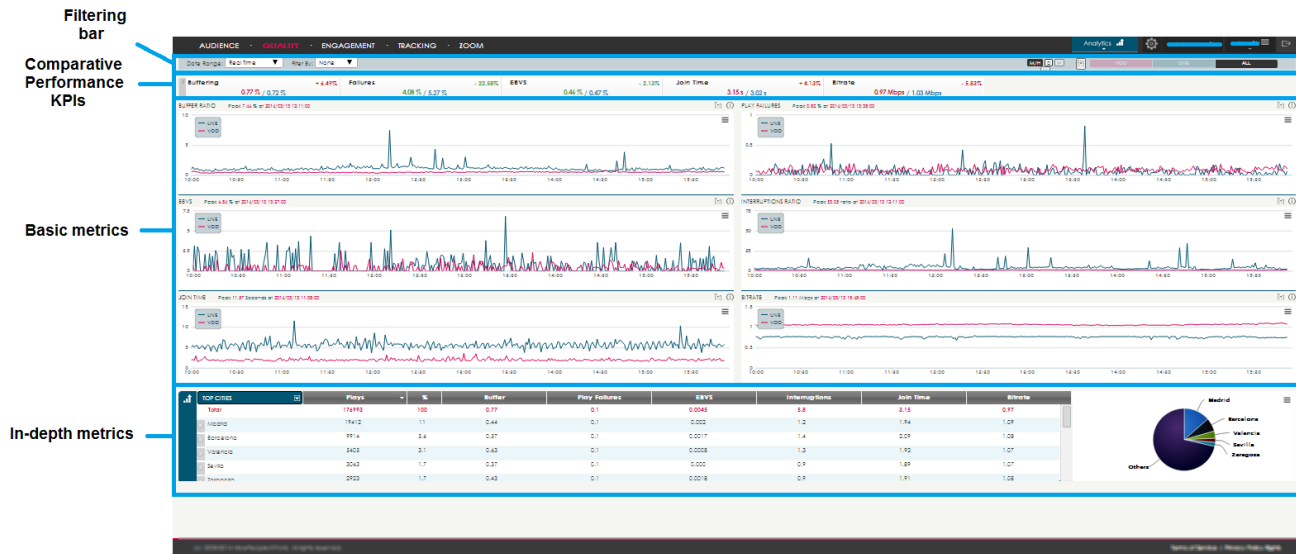# TikiLIVE Advanced QOS and Analytics

Tracking the Quality of Service for your Viewers and Tracking the Viewing Trends on your IPTV Platform

The following details the latest advancements to the TikiLIVE Platform which rolls in an even more detailed Quality of Service (QOS) Report. The Advanced QOS reports provide in an in depth view of viewing trends, customer connection speeds, potential "last mile" viewing issues as well as other viewing metrics that your programmers can use to increase the interest level in their content.

1. High Level Quality of Service reports tracks Real Time Viewing Metrics for Entire Platform
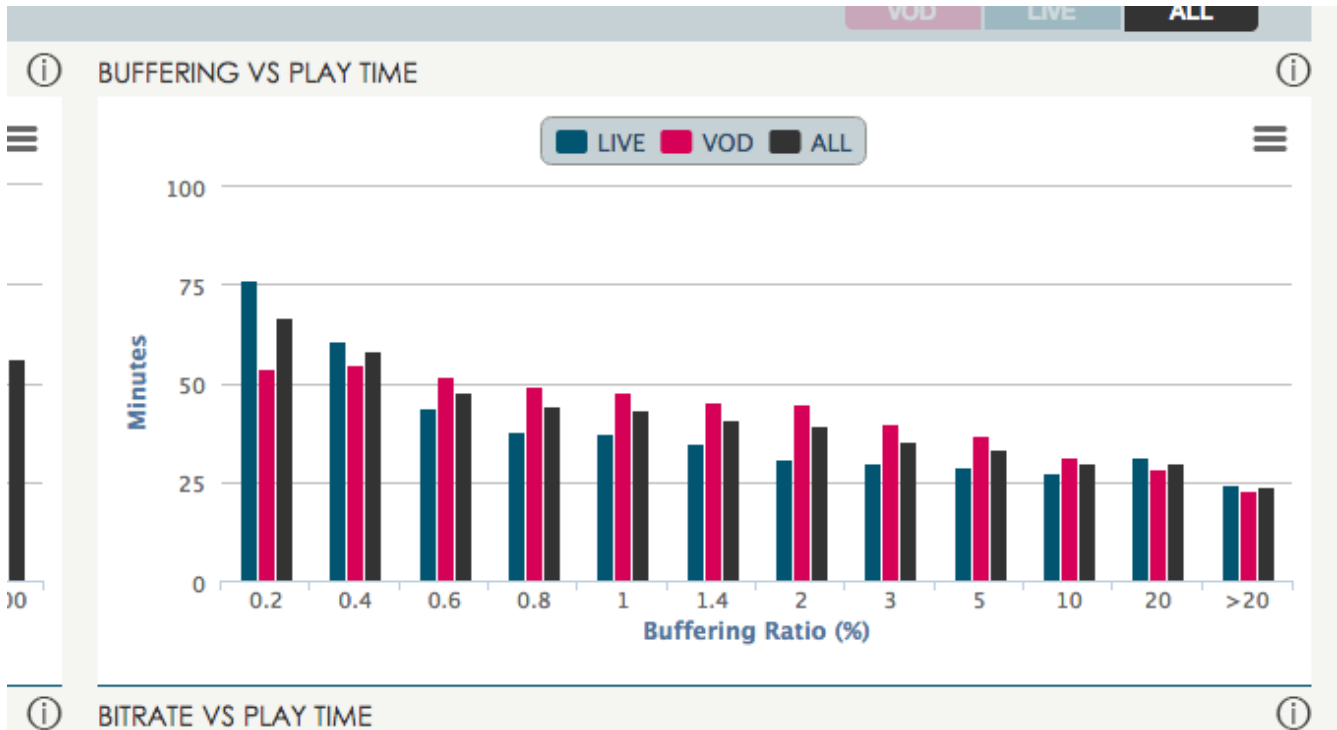

The High Level dashboard view gives the operator a quick overview of the current Quality of Service received by all viewers on all streams. Filters can be applied to provide the details based on a specific region or city so you can quickly diagnose any potential problems that are occurring in a specific area.

2. User Engagement Allows you to quickly grasp the current viewing trends on the platform
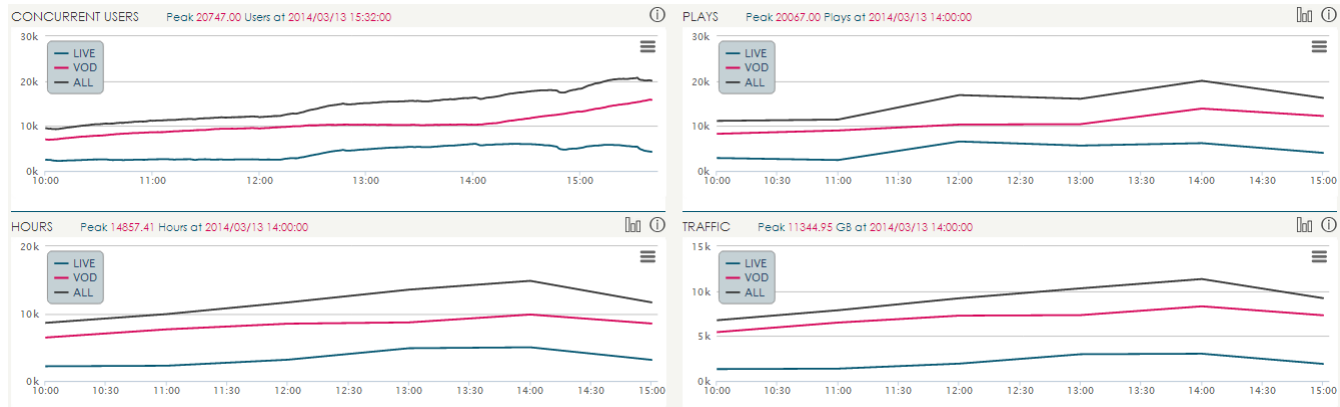

The Engagement graphs allow our operators to quickly see what content the users are most engaged with. By tracking the length of engagement, Buffering Ratios, Viewing Time versus Join Time, as well as the Viewing time versus the total bitrate of their connection an Operator can quickly determine which content is engaging their users.

3. **Buffer time versus Play Time Reports enable the Operator to see when users are navigating away from the content due to the Buffer Time Required to Play Out the Content**

The TikiLIVE QOS reports enables the Operator to quickly understand the engagement of a user compared to the time it takes to buffer out the LIVE stream. As expected the longer the buffer time the shorter the viewers will stick around to watch content. The TikiLIVE QOS quickly breaks down the difference between LIVE Streaming and VOD Delivery, allowing the Operator to quickly understand the user engagement based on buffer ratio.

4. Featured Statistics includes Concurrent Viewers, Unique Plays, Viewer Hours, and Bandwidth Consumption

TikiLIVE QOS tracks Concurrent viewers, Unique Plays, Viewing Hours and Traffic based on the type of content the users are watching. This provides a high level view to the overall network performance and content distribution.

5. Viewing Metrics can be filtered down by the Country or Region

TOP CITIES	Plays	%	Buffer	Play Failures	EBVS	Interruptions	Join Time	Bitrate
Total	190958	100	0.77	0.1	0.0046	5.8	3.12	0.98
Madrid	21058	11	0.44	0.1	0.002	1.2	1.96	1.09
Barcelona	10663	5.6	0.58	0.1	0.0018	1.4	2.09	1.09
Valencia	5834	3.1	0.62	0.1	0.001	1.3	1.91	1.08
Sevilla	3355	1.8	0.39	0.1	0.0004	0.9	1.88	1.08
Zaragoza	3201	1.7	0.45	0.1	0.0016	0.9	1.94	1.08

TikiLIVE has added Geo-Location to the Viewing metrics and it allows an operator to understand just where the traffic is coming from for their network. This allows the Operator to focus marketing efforts on regions of greater potential and distribution.

TikiLIVE is Excited About The Future

At TikiLIVE, we are excited about what the future holds regarding net neutrality, as well as the continuously evolving, 21st century television industry. We believe that we are well positioned to provide our high quality streaming services to consumers looking for an alternative to traditional cable and satellite. Those who are interested, or those who would like more information about our suite of services, please **contact us now** or **call us at 305-289-4557** and we will be happy to discuss a solution that will meet your needs.