

# Quality of Experience Metrics

Video Cloud Analytics includes Quality metrics that help you track the quality of the viewing experience for your videos.

## Getting quality metrics

To retrieve quality metrics, simply include the metrics you want in the `field` parameter values in you Analytic API request. For example:

```
https://analytics.api.brightcove.com/v1/data?
accounts=1752604059001&dimensions=video&fields=video.name,video_view,video_imp
ression,load_time_ms,load_time_ms_count
```

## Available metrics

Metric Name	Metric Definition
errors_before_view	Total number of requested playback sessions which ended before playback began due to a fatal error
errors_during_view	Total number of playback sessions which ended due to a fatal error
errors_count	Total number of errors across all playback sessions
start_time_ms	total start time across all start time measurements which is the time between the play request and the first frame, which we refer to as a video view event (the average is this metric divided by the count below)
start_time_ms_count	number of times that a valid start time measurement was made (note: some viewing sessions are interrupted by being closed and re-opened and some user agent clocks do not keep proper time - we don't count those sessions )
start_time_ms_count_t[00-13]	count of the instances of start times falling in the range of the histogram 00-14 bucket. The bucket time ranges in milliseconds are: 0-62.5 (t00), 62.5-125 (t01), 125-250 (t02), 250-500 (t03), 500-1000 (t04), 1000-2000 (t05), 2000-4000 (t06), 4000-8000 (t07), 8000-16000 (t08),

16000-32000 (t09), 32000-64000 (t10), 64000-128000 (t11), 128000-256000 (t12), 256000-512000 (t13), 512000+ (t14)

load_time_ms	total load time across all load time measurements which is the time the player starts to when the player displays a poster image which we refer to as an impression (the average is this metric divided by the count below)
load_time_ms_count	number of times that a valid load time measurement was made
load_time_ms_count_t[00-14]	count of the instances of start times falling in the range of the histogram 00-14 bucket. The bucket time ranges are the same as the start time bucket ranges.
rendition_bps	sum and count of instances of rendition bandwidth across all video viewing sessions that reported measured bps
rendition_bps_count	the number of renditions that were measured
measured_bps	sum and count of instances of measured client bandwidth across all video viewing sessions that reported measured bps
rebuffering_count	re-buffering count across all video viewing sessions
rebuffering_seconds	re-buffering seconds across all video viewing sessions
views_with_rebuffering	number of viewing sessions with one or more re-buffering events
errors_before_view	number of viewing sessions with a play request that were followed by an error and no video view
errors_during_view	number of viewing sessions that experienced fatal errors while viewing video
play_request	Number of playback requests. This also represents the count of the number of viewing sessions.
video_view	Number of times a viewer was successfully able to begin playback of a video stream.
video_seconds_viewed	total number of seconds viewed across all viewing sessions

## Notes on terminology

- A **video viewing session** is a series of events associated with a video and a player ordered by client time. A video session starts with an impression followed by a play request, a video view and a series of video engagement events. We count the video sessions that have a video view event or at least one video engagement event.

- A **fatal error** is defined as an error that causes playback to stop and not resume.