

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&d
```

Available metrics

Metric Name	Metric Definition
errors_before_request	Total number of sessions ending in fatal error before the user was able to request playback
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.

