

ETSI TS 102 852 V1.1.1 (2010-10)

Technical Specification

**User Group;
Quality of ICT Services;
Assessment process of the QoS parameters of
the customer relationship stages**

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Foreword

This Technical Specification (TS) has been produced by ETSI User Group (USER).

Introduction

The present document provides the requirements needed to ensure that QoS information is assessed according to the best practices as detailed in EG 202 843 [i.1]. It is closely linked to:

- EG 202 843 [i.1] that defines parameters and basic information which are universally applicable to QoS assessment. One aim here is to keep the parameter definitions stable and complete for any kind of application.
- TS 102 844 [1] that defines when, how and by whom a conformity assessment audit of the QoS assessment shall be conducted, if such conformity assessment is desired.

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1 Scope

The present document defines a common set of test sequences that are applicable by any stakeholder in order to provide results that are objective, reproducible and comparable.

It details - in a generic way - the assessment sequences for the 4 types of parameters: Time, Percentage, Number and Opinion Ratings as given in EG 202 843 [i.1].

The present document also provides examples of a set of dedicated assessment sequences for parameters of selected stages of the customer relationship course (QoS Assessment process).

2 References

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the reference document (including any amendments) applies.

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2.1 Normative references

The following referenced documents are necessary for the application of the present document.

- [1] ETSI TS 102 844: "User Group; Quality of Telecom Services; Conformity assessment; Requirements for bodies providing QoS audits and surveys".

2.2 Informative references

The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

- [i.1] ETSI EG 202 843: "User Group; Quality of ICT Services; Definitions and Methods for Assessing the QoS parameters of the Customer Relationship Stages other than utilization".
- [i.2] ITU-T Recommendation P.832: "Subjective performance evaluation of hands-free terminals".
- [i.3] ETSI EG 202 057: "Speech Processing, Transmission and Quality Aspects (STQ); User related QoS parameter definitions and measurements".
- [i.4] ETSI EG 202 009: "User Group; Quality of telecom services".