



User Guide App Experience

Version 01

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1. What is App Experience?

Non-functional testing (QoE testing) measures product behaviour and characteristics. This type of test does not check whether the functionality is working, rather it tests if the functionality is effective. In a way, testing for QoE helps in measuring the app experience.

App Experience can measure app experience and perform software testing conveniently. It calculates a score called App QoE Index (AQI) and provides detailed analysis on the quality of experience (QoE) of the app, including temporal and geospatial analysis. AQI can be analysed further by breaking it into different components. The platform is highly customizable and enables users to analyse QoE on an app or a network through various cuts. There are various useful filters enabling QoE analysis in a city, network, download speed, time of the day, etc. Moreover, the KPIs cards highlight the value of key scores/KPIs. Above all, users can do analysis through customized views: trend line, comparison charts, distribution charts.

App Experience informs on how quality of experience (QoE) parameters are performing for a particular app.

To use App Experience, the first step is to sign up.

If you do not have an account on App Experience, please complete the following steps:

1. Open <https://mozark.ai/apps/synthetic-experience-monitoring/>
2. Follow the online instructions to ensure a successful sign up on App Experience.

2. Getting Started

This user manual shows you on how you can use App Experience to test a native Android or iOS app. You can use the App Experience operations console to create KPIs, upload scripts, create orders, select devices, run or schedule a suite of standard tests, and then view the results on App Experience dashboard.

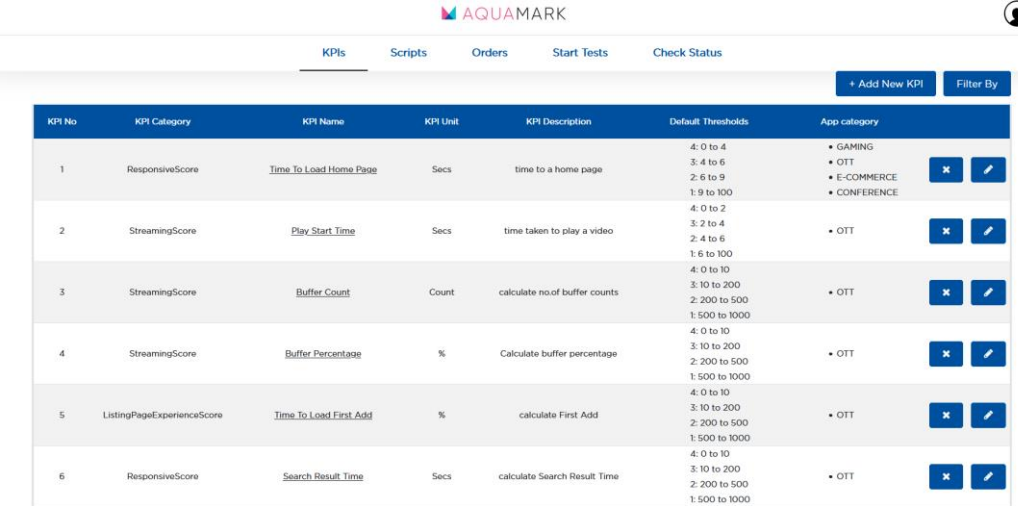
After successfully signing up, sign into Operations Console and App Experience Dashboard using your credentials.

3. Working with Operations Console

This section explains on how to use operations console. Operations console helps a user to manage KPIs, scripts, orders, tests, status for the automated tests used to measure app experience.

3.1 Manage KPIs

This section explains on how to add, delete, and edit a KPI through operations console as given in Figure 01.



KPI No	KPI Category	KPI Name	KPI Unit	KPI Description	Default Thresholds	App category		
1	ResponsiveScore	<u>Time To Load Home Page</u>	Secs	time to a home page	4: 0 to 4 3: 4 to 6 2: 6 to 9 1: 9 to 100	• GAMING • OTT • E-COMMERCE • CONFERENCE	✕	✎
2	StreamingScore	<u>Play Start Time</u>	Secs	time taken to play a video	4: 0 to 2 3: 2 to 4 2: 4 to 6 1: 6 to 100	• OTT	✕	✎
3	StreamingScore	<u>Buffer Count</u>	Count	calculate no.of buffer counts	4: 0 to 10 3: 10 to 200 2: 200 to 500 1: 500 to 1000	• OTT	✕	✎
4	StreamingScore	<u>Buffer Percentage</u>	%	Calculate buffer percentage	4: 0 to 10 3: 10 to 200 2: 200 to 500 1: 500 to 1000	• OTT	✕	✎
5	ListingPageExperienceScore	<u>Time To Load First Add</u>	%	calculate First Add	4: 0 to 10 3: 10 to 200 2: 200 to 500 1: 500 to 1000	• OTT	✕	✎
6	ResponsiveScore	<u>Search Result Time</u>	Secs	calculate Search Result Time	4: 0 to 10 3: 10 to 200 2: 200 to 500 1: 500 to 1000	• OTT	✕	✎

Figure 01: Manage KPIs

a. Add a new KPI

- To add a new KPI, click on “Add New KPI” as given in Figure 02.
- Populate all the mandatory fields -
 - KPI Category
 - KPI Name
 - KPI Unit
 - KPI Description
 - Default Thresholds
 - Outlier
- Filling ‘App Category Relevance’ is optional.

After clicking Add, the new KPI gets added and can be seen in the KPIs table.

Add New KPI

KPI Category*:

KPI Name*:

KPI Unit*:

KPI Description*:
* Description allows only 150 characters

Default Thresholds (enter number without units)*:

Score	Lower	Upper
4	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>

Figure 02: Manage KPIs - Add KPI

b. Delete a KPI

To delete a KPI, click on X symbol as given in Figure 03. After clicking Yes, the KPI will be deleted.

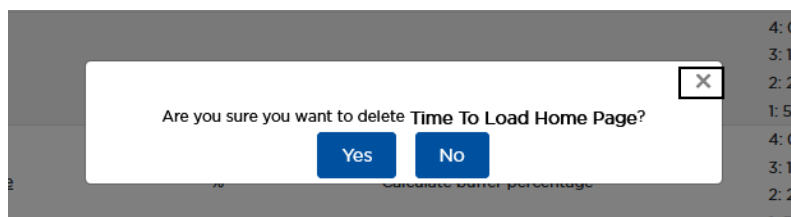


Figure 03: Manage KPIs - Delete a KPI

c. Edit a KPI

To edit a KPI, click on the pen symbol as given in Figure 04. After editing the desired fields, the KPI will be edited.

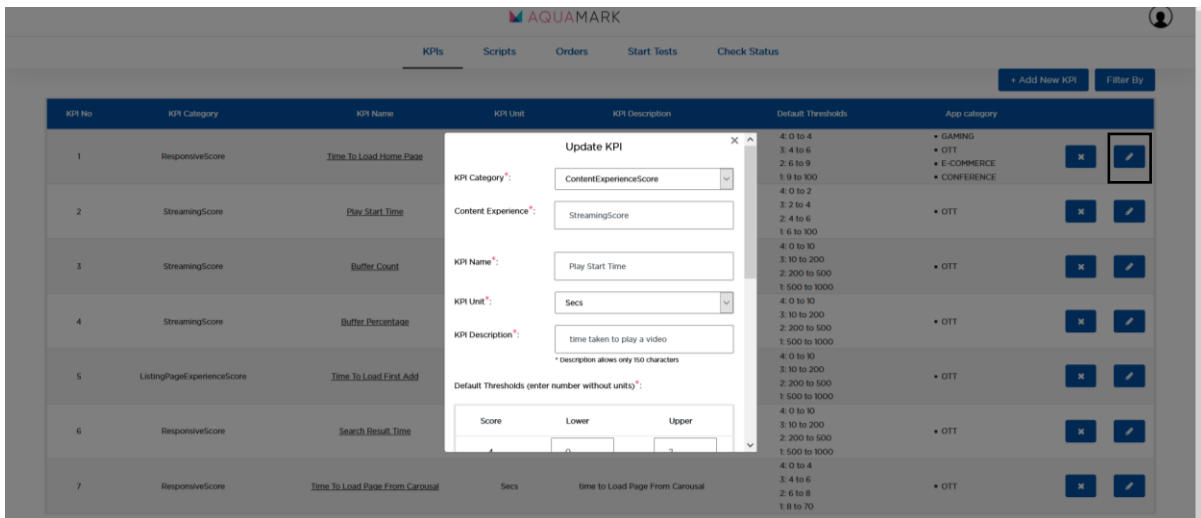


Figure 04: Manage KPIs - Edit a KPI

d. Filter By

Filter by helps in finding the KPIs by giving KPI Name as an input. The corresponding KPIs will get reflected in the table.

3.2 Manage Scripts

This section explains on how to add, delete, and edit a script through operations console as given in Figure 05.

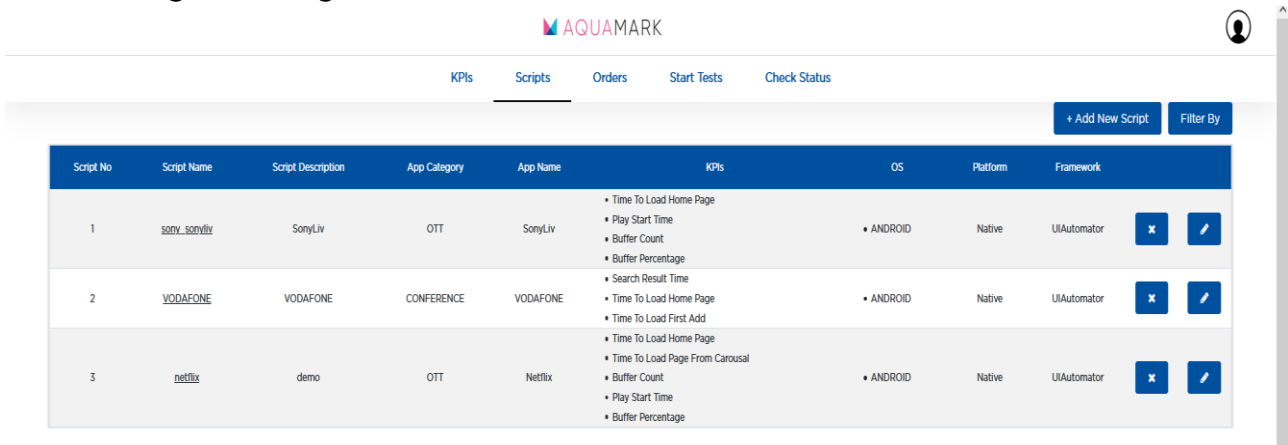
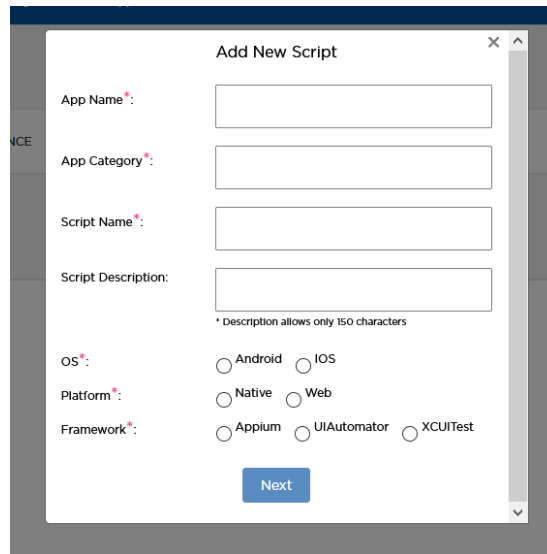


Figure 05: Manage Scripts

a. Add a Script

- Click on “Add New Script” to add a script as given in Figure 06.
- Populate all the mandatory fields -
 - App Name
 - App Category
 - Script Name
 - OS
 - Platform
 - Framework
 - KPIs(after clicking next)

- Filling 'Script Description' is optional. After clicking Add, the new script gets added and can be seen in the scripts table.



The screenshot shows a modal window titled "Add New Script". It contains the following fields and options:

- App Name* (text input)
- App Category* (text input)
- Script Name* (text input)
- Script Description: (text input, with a note: * Description allows only 150 characters)
- OS*: Android iOS
- Platform*: Native Web
- Framework*: Appium UIAutomator XCUITest
- Next (button)

Figure 06: Manage Scripts - Add a Script

b. Delete a Script

To delete a script, click on X symbol as given in Figure 07. After clicking Yes, the script will be deleted.

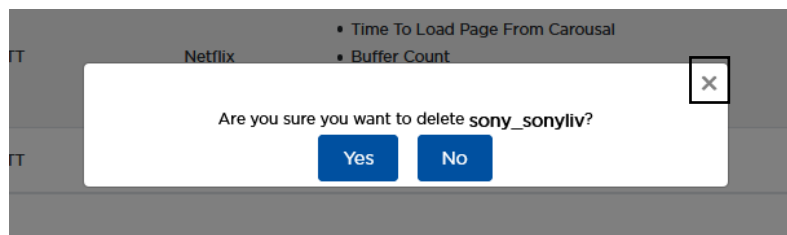


Figure 07: Manage Scripts - Delete a Script

c. Edit a Script

To edit a script, click on the pen symbol as given in Figure 08. After editing the desired fields, the script will be edited.

Update Script

App Name*: SonyLiv

App Category*: OTT

Script Name*: sony_sonyliv

Script Description: SonyLiv
* Description allows only 150 characters

OS*: Android IOS

Platform*: Native Web

Framework*: Appium UIAutomator XCUITest

Next

Figure 08: Manage Scripts - Edit a Script

d. Filter By

Filter by helps in finding the scripts by giving Script Name as an input. The corresponding scripts will get reflected in the table as given in Figure 09.

Script Name

Clear Apply

Script No	Script Name	Script Description	App Category	App Name	KPIs	OS	Platform	Framework
1	sony_sonyliv	SonyLiv	OTT	SonyLiv	<ul style="list-style-type: none"> Time To Load Home Page Play Start Time Buffer Count Buffer Percentage 	• ANDROID	Native	UIAutomator
2	VODAFONE	VODAFONE	CONFERENCE	VODAFONE	<ul style="list-style-type: none"> Search Result Time Time To Load Home Page Time To Load First Add Time To Load Home Page Time To Load Page From Carousel 	• ANDROID	Native	UIAutomator
3	netflix	demo	OTT	Netflix	<ul style="list-style-type: none"> Buffer Count Play Start Time Buffer Percentage 	• ANDROID	Native	UIAutomator
4	Script 01_OTT	-	OTT	Script 01	<ul style="list-style-type: none"> Buffer Percentage 	• ANDROID	Native	Appium

Figure 09: Manage Scripts - Filter By

3.3 Manage Orders

This section explains on how to add, delete, and edit an order(app or telco) through operations console as given in Figure 10.

Order No	Customer Name	Order Type	Benchmarks	Apps	KPIs	OS	Additional Analysis
1	VIDEOTECH_SHAHID	app	Netflix	OTT • SonyLiv • sony_sonyliv • Netflix • netflix	OTT ResponsiveScore • Time To Load Home Page: 100 StreamingScore • Buffer Percentage: 40 • Buffer Count: 30 • Play Start Time: 30	• Android	Pcap analysis: true Vcap analysis: false
2	VODAFONE_QATAR	telco	Artel	OTT • SonyLiv • sony_sonyliv CONFERENCE • VODAFONE • VODAFONE	OTT ListingPageExperienceScore • Time To Load First Add: 100 ResponsiveScore • Search Result Time: 50 • Time To Load Home Page: 50 CONFERENCE ResponsiveScore • Time To Load Home Page: 100	• Android	Pcap analysis: true Vcap analysis: true
3	SonyLiv_Pac	app	Netflix	OTT • SonyLiv • sony_sonyliv • Netflix • netflix	OTT ResponsiveScore • Time To Load Home Page: 50 • Time To Load Page From Carousel: 50 StreamingScore • Play Start Time: 40 • Buffer Count: 30 • Buffer Percentage: 30	• Android	Pcap analysis: true Vcap analysis: false
4	ARTEL	telco	3D_VODAFONE	OTT • SonyLiv • sony_sonyliv CONFERENCE • VODAFONE • VODAFONE	OTT ResponsiveScore • Time To Load Home Page: 100 CONFERENCE ResponsiveScore • Time To Load First Add: 100	• Android	Pcap analysis: true Vcap analysis: false

Figure 10: Manage Orders

a. Add a new Order

There are two kinds of orders. One is App order and another one is a telco order. App orders take into account a specific industry segment and telco orders take into account multiple industry segments.

Populate the below fields in order to create a new order.

i. App Order

1. Select Script(multiple selection)
2. Specify if PCAP and Video needs to be processed
PCAP: {default ON}
Video: {default OFF}
3. App Category(auto-select)
4. Main App (select from a dropdown)
5. Benchmark app(provides apps(scripts) based on app category except for the main app)
6. Weights

ii. Telco Order

1. Select Script (multiple selection)
2. Specify if PCAP and Video needs to be processed
 1. PCAP: {default ON}
 2. Video: {default OFF}
3. Main Telco (free text)
4. Benchmark Telco (free text, multiple inputs)
5. Apps categories (auto-select, inputs)
6. Apps inside each category(auto-select, multiple inputs)
7. Weights for every category

b. Assign Weights to KPIs

While adding weights, select the KPI category and assign the appropriate weights in % to it. Submit only when the summation of all the weights are equal to 100%.

After clicking Submit, provide weights for KPIs. KPIs will get selected from the dropdown as given in Figure 11.

For Telco order, weights for different apps will be added in the same way the weights for different apps are added as given in Figure 12 and 13.

The screenshot shows a dialog box titled "Add App Order" with a close button (X) in the top right corner. Below the title, there is a section labeled "Weights*:" followed by the instruction "Choose AQI Component:". Below this, there is a table with two columns: "KPI Category" and "Weight". The "KPI Category" column contains a dropdown menu, and the "Weight" column contains a text input field. To the right of the input field is a "+" button. Below the table is a blue "Submit" button. At the bottom of the dialog, there are two buttons: "Back" and "Add App Order".

Figure 11: Assign Weights to KPIs for an App Order

The screenshot shows the same "Add App Order" dialog box. The "KPI Category" dropdown is now set to "VideoSubjectiveScore" and the "Weight" input field contains the value "100". To the right of the input field are "X" and "+" buttons. Below the table is a blue "Submit" button. Below the "Submit" button, there is a section labeled "VideoSubjectiveScore" followed by a table with two columns: "KPI Name" and "Weight". The "KPI Name" column contains a dropdown menu, and the "Weight" column contains a text input field. To the right of the input field is a "+" button. At the bottom of the dialog, there are two buttons: "Back" and "Add App Order".

Figure 12: Assign Weights to KPIs for an App Order

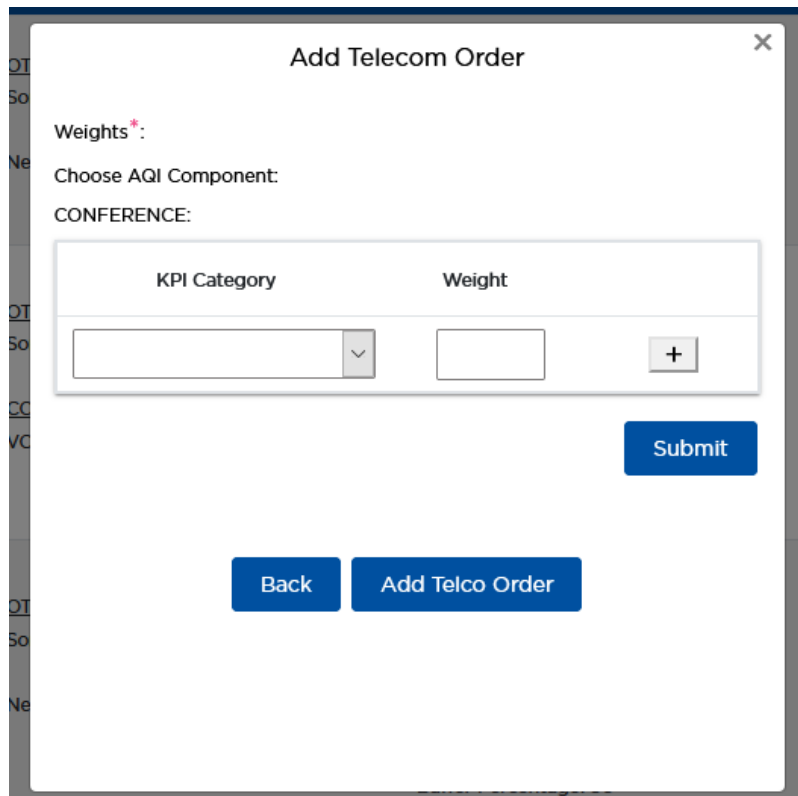


Figure 13: Manage Orders - Add Weights to a Telco Order

c. Delete an Order

To delete an order, click on X symbol as given in Figure 14. After clicking Yes, the order will be deleted.

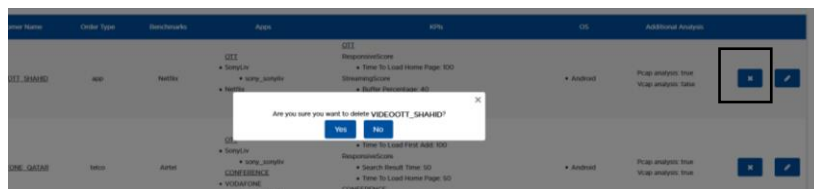


Figure 14: Manage Orders - Delete an Order

d. Edit an Order

To edit an order, click on the pen symbol as given in figure 15. After editing the desired fields, the order will be edited.

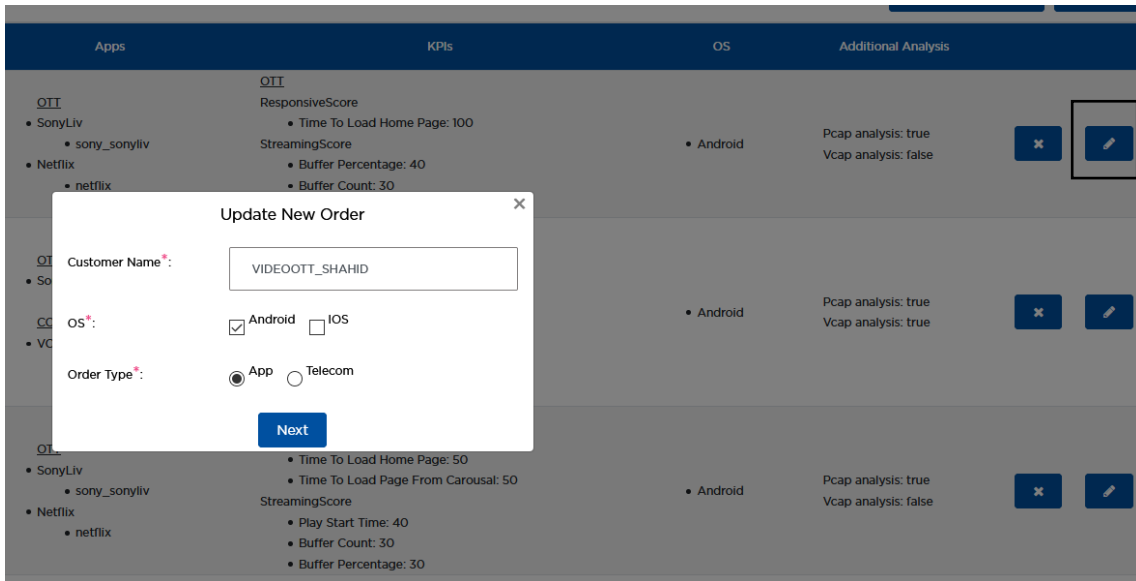


Figure 15: Manage Orders - Edit an Order

e. Filter by

Filter by helps in finding the orders by giving Customer(Order) Name as an input. The corresponding orders will get reflected in the table as given in Figure 16.

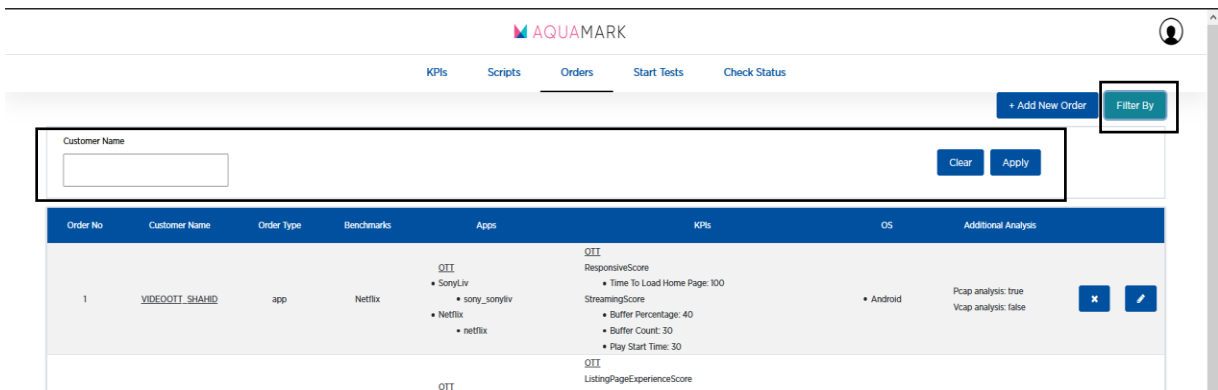


Figure 16: Manage Orders - Filter by

3.4 Start Tests

This section explains on how to schedule both continuous and sporadic tests using operations console as shown in Figure 17.

1. Select Order*: VIDEODOT_SHAHID

2. Select OS*: Android

3. Select Scripts*:

Script Name	
sony_sonyliv	<input checked="" type="checkbox"/>
netflix	<input checked="" type="checkbox"/>

4. Capture*: PCAP Video

5. Time between start of tests(minutes)*: 10
* Time interval should be minimum 10 minutes

6. Recurrence*: Schedule

Start Time*: 10/11/2020 18:00

End Time*: 10/11/2020 21:00

Test Type*:

Continuous Test (24 hours in a day)

Tests for certain slots in a day and in certain days of the week

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Slot 01: 00:00

Slot 02: 00:00

Get Devices

7. Select Devices*:

Filter By

City	Telco	IMEI	Clear	Apply
<input type="text"/>	<input type="text"/>	<input type="text"/>		

Device No	Device Model	OS	IMEI	Network	Telco	City	
1	moto e5 plus	Android 8.0.0	355528096800991	No network type if no internet	VODAFONE IDEA	NA	<input type="checkbox"/>
2	SM-M205F	Android 9	3556670483755	MOBILE	JIO	Noida	<input checked="" type="checkbox"/>
3	moto e5 plus	Android 8.0.0	355528096807832	WIFI	-	New Delhi	<input checked="" type="checkbox"/>
4	SM-M107F	Android 9	3596130969311	WIFI	-	Shahapur	<input type="checkbox"/>

8. Tray Description*: Enter Description Start Test

* Maximum 150 characters are allowed

Figure 17: Start Tests

- To start a test, populate and click the below fields:
 - Select Order
 - Select OS
 - Select Scripts
 - Capture
 - Time between start of two tests
 - Recurrence
 - One Time
 - Schedule
 - Get Devices
 - Filter By
 - Tray Description

Now click 'Start Tests'. You will get a success message that the tests are scheduled.

3.5 Check Status

This section explains on how to check, delete or edit the tests that are scheduled through operations console.

To view devices and test results, click as given in Figure 18.

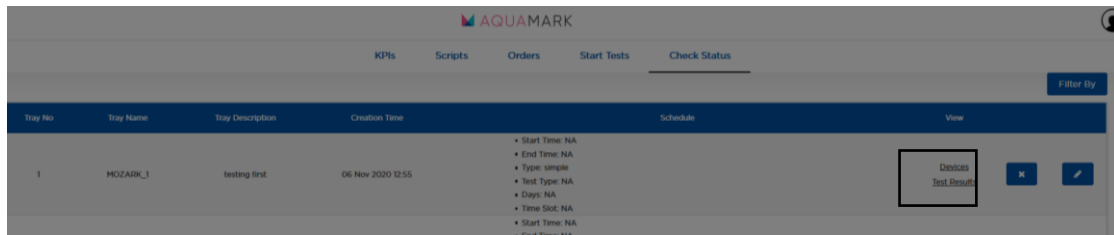


Figure 18: Check Status - View Devices, Test Results

You can delete trays(a group of devices) and a device. But you cannot delete test results.

To delete a tray and to delete a device in a tray, click on X symbol as given in Figure 19. After clicking 'Yes' as given in Figure 20, the tray or a device in a tray will be deleted.

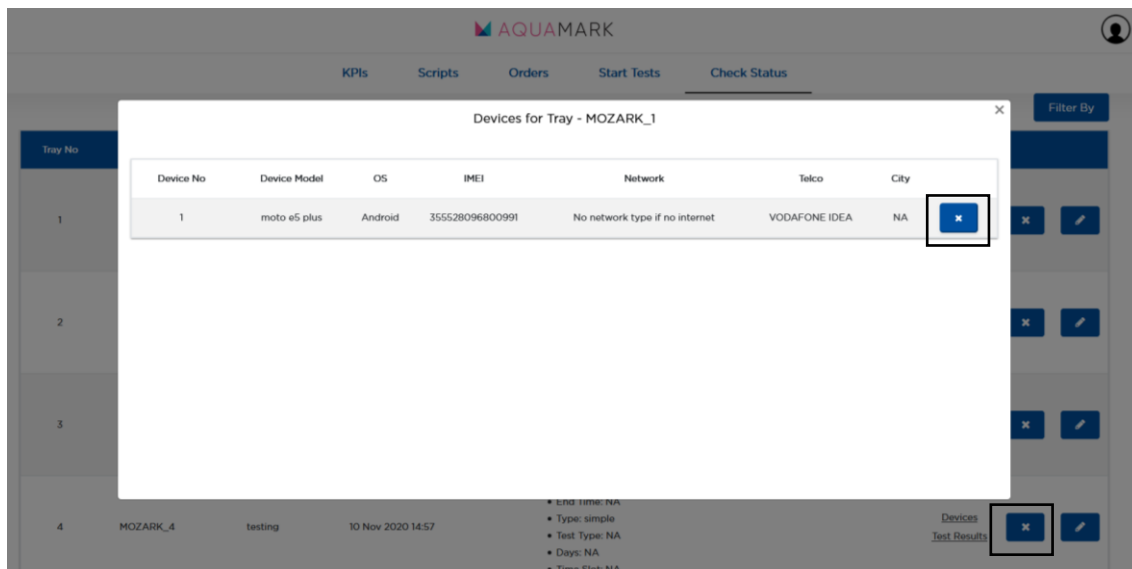


Figure 19: Check Status - Delete Devices, Delete a Device

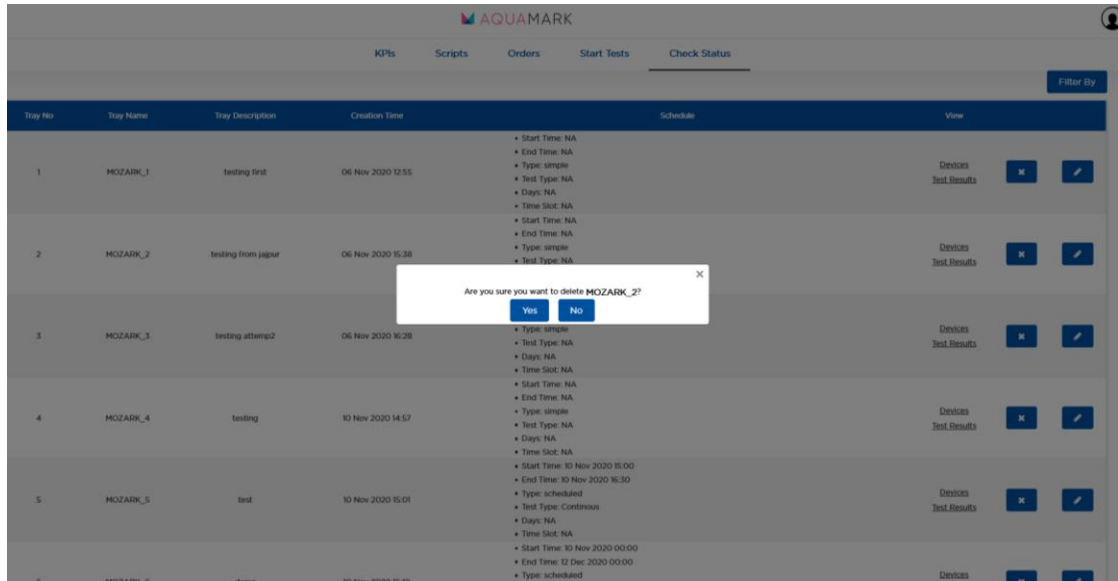


Figure 20: Check Status – Click ‘Yes’ to delete a device or a tray(a group of devices)

To edit a tray, click on the pen symbol as given in Figure 21. After editing the desired fields, the tray will be edited.

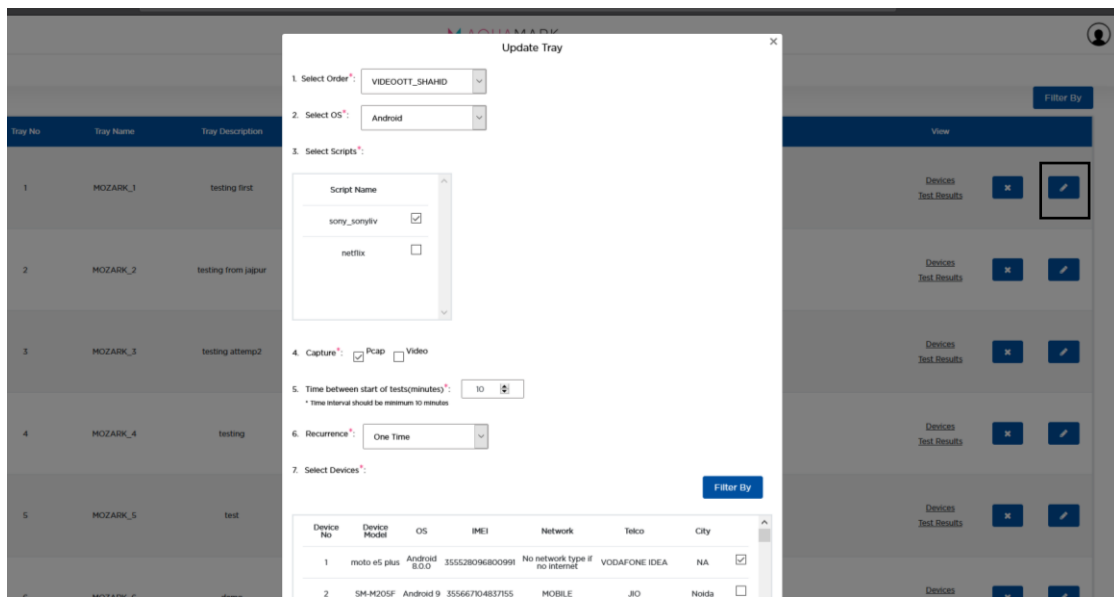


Figure 21: Check Status - Edit a Tray

f. Filter by

‘Filter by’ helps in finding the trays by giving tray name as an input. The corresponding trays will get reflected in the table as shown in Figure 22.

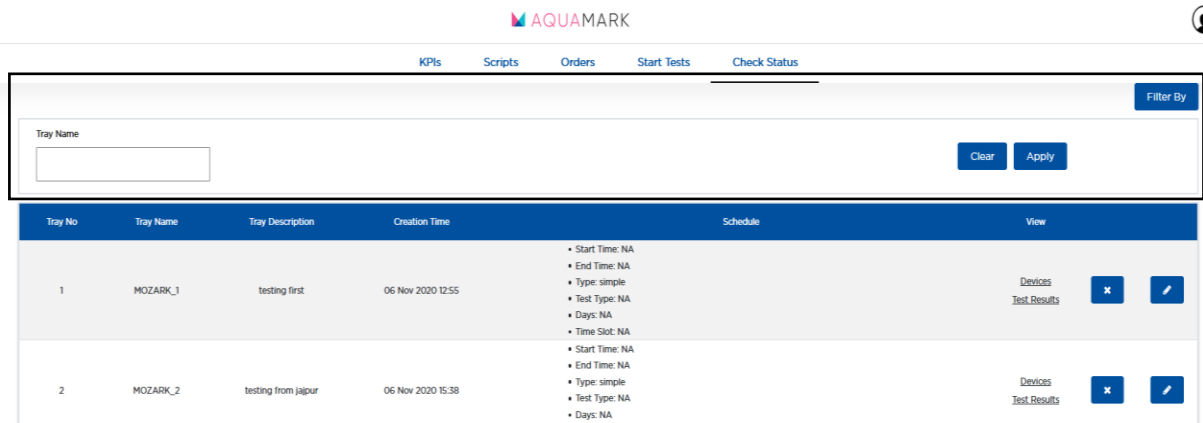


Figure 22: Check Status - Filter By

4. Working with Dashboard

This section explains on how to use App Experience dashboard. App Experience Dashboard helps the users to view the results from the automated tests and analyse the test results to assess the performance of the apps taken into consideration.

4.1 Monitoring

This section explains on how to use 'Monitoring' section of App Experience dashboard. You can add, delete, edit different kinds of cards aggregating indices and metrics and charts such as comparison charts, distribution charts, bar graphs to aid in your analysis across different networks conditions, geographies, network operators, etc.

a. Add a Card

1. To add a new card, click on 'Add Card' as given in Figure 23
2. Select KPI type to choose from metric (raw value) and index (aggregated score)
3. Select the KPI to display
4. Choose relevant conditions for which you want to create the card
5. Click on 'Add Score' to show the card on the dashboard as given in Figure 24

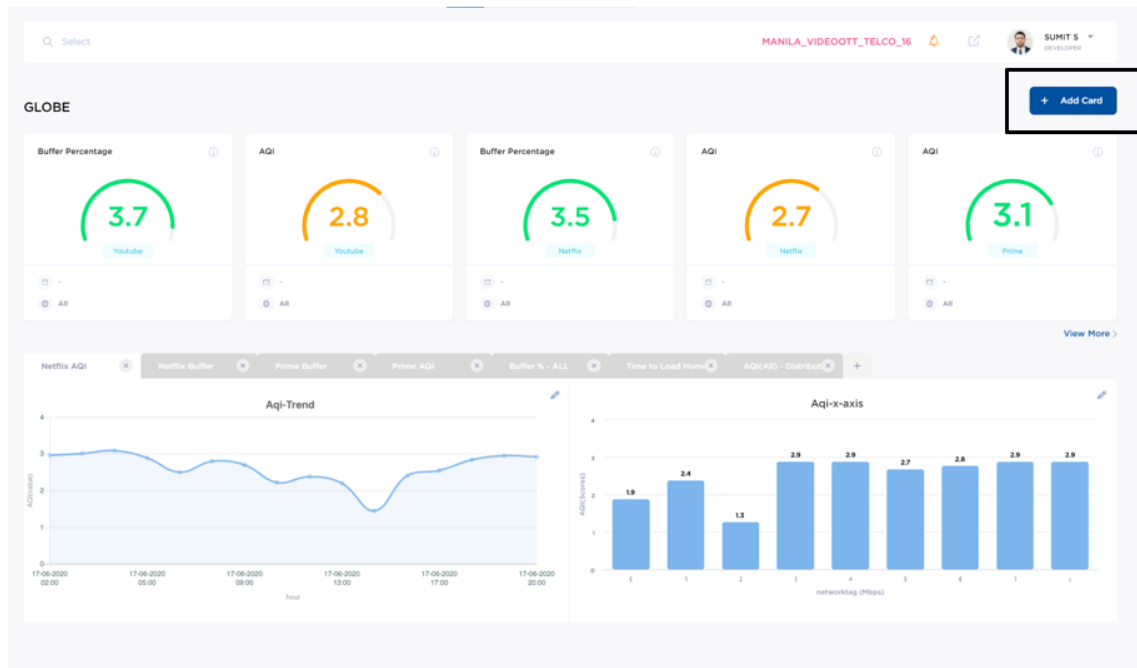


Figure 23: Monitoring - Add a Card

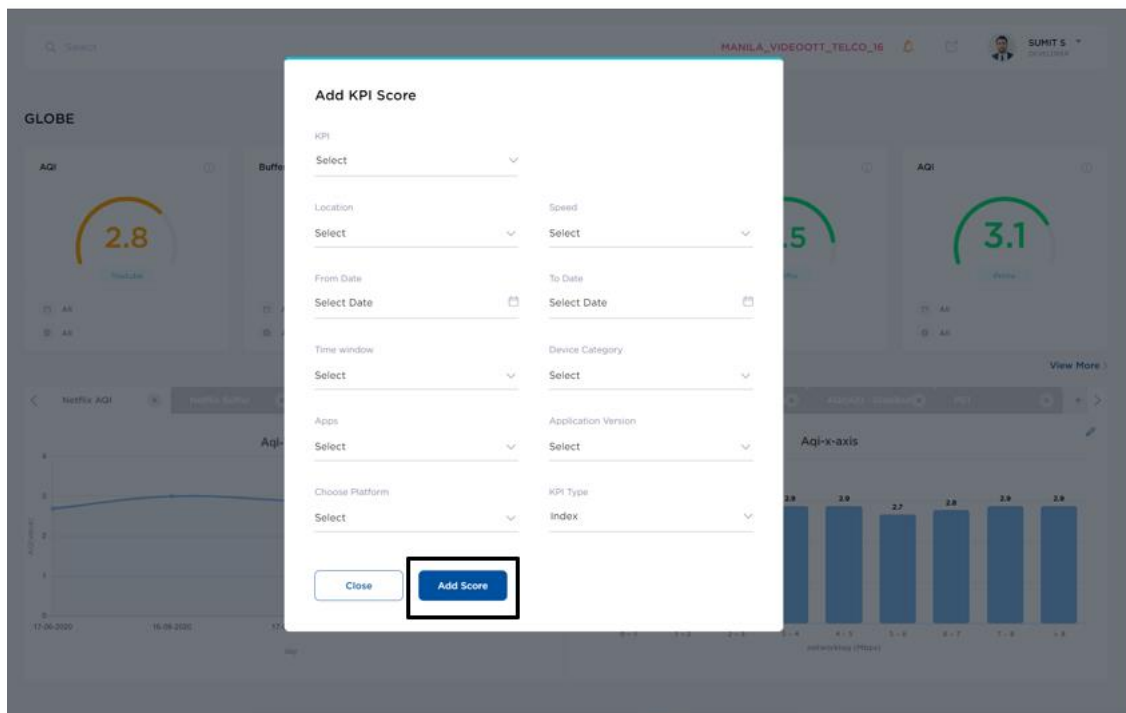


Figure 24: Monitoring - Add KPI Score

b. View More Cards

1. To view all cards together, click on 'View More' as given in Figure 25.

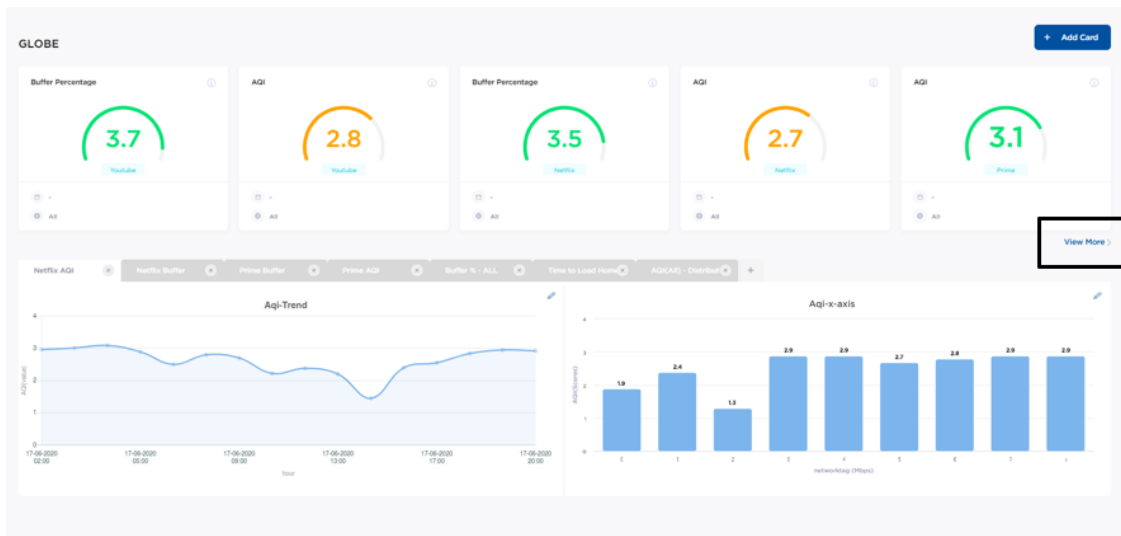


Figure 25: Monitoring - View More Cards

e. Rearrange Cards

1. To rearrange the cards after all cards are made, click on the green drag-and-drop button present over one of the cards and drag and drop the cards to their new position as given in Figure 26. Newly created cards are added at the end of the rows. First five cards from the View more section are displayed on the dashboard.

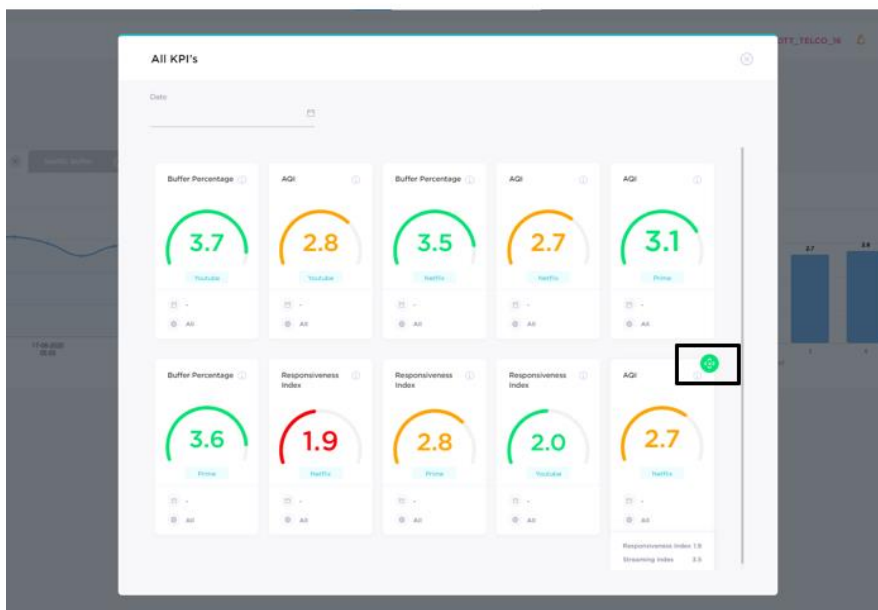


Figure 26: Monitoring - Rearrange Cards

f. Edit a Card

1. To edit a card click on encircled i in the top right hand side of the card as shown in Figure 27.

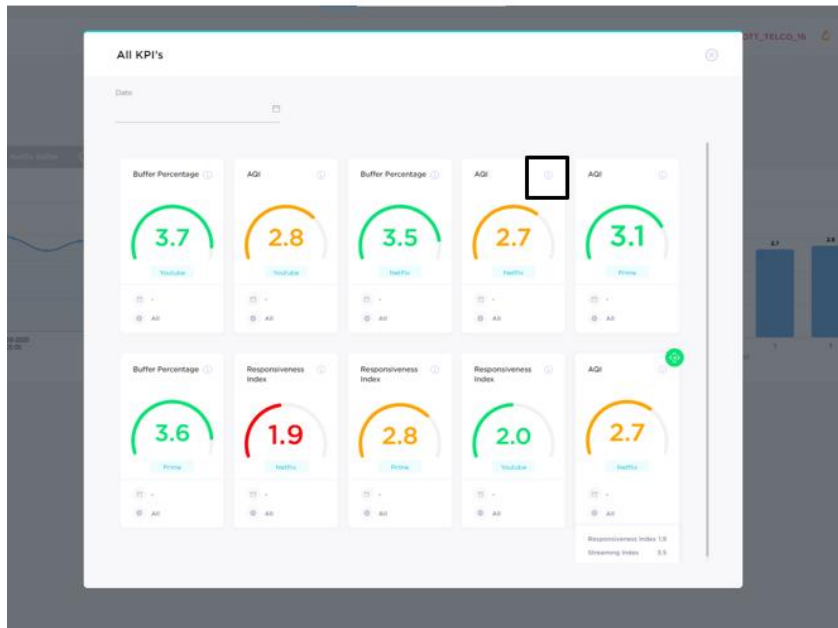


Figure 27: Monitoring - Edit a Card

2. Edit the details of the card as you require and click on 'Add Score' as given in Figure 28.

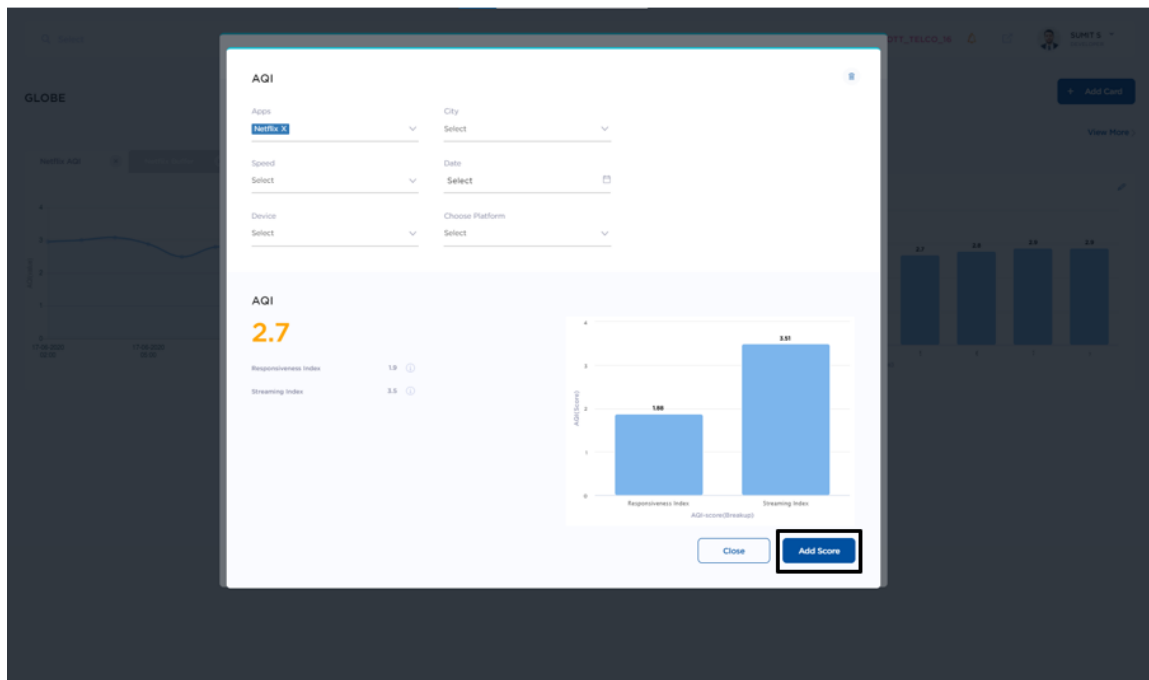


Figure 28: Monitoring - Add Score

g. Delete a Card

1. To delete the card, click on bin icon and your card will be deleted as given in Figure 29.

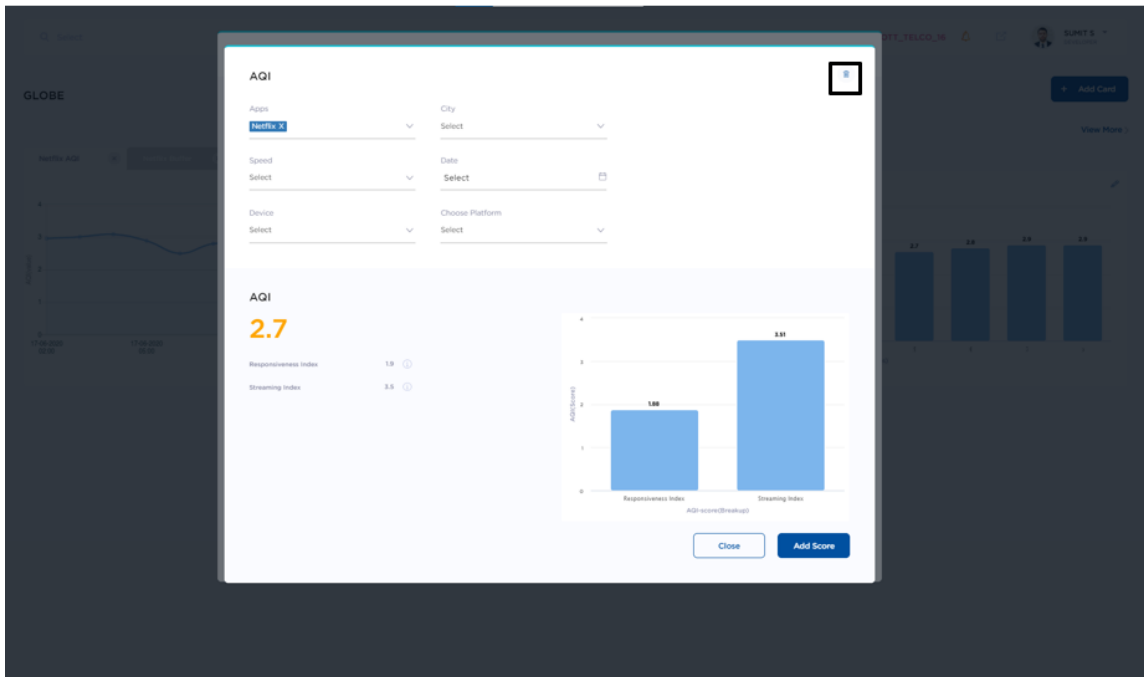


Figure 29: Monitoring - Delete a Card

h. Add a Graph

1. To add a new Graph page, click on the + icon as shown in Figure 30.

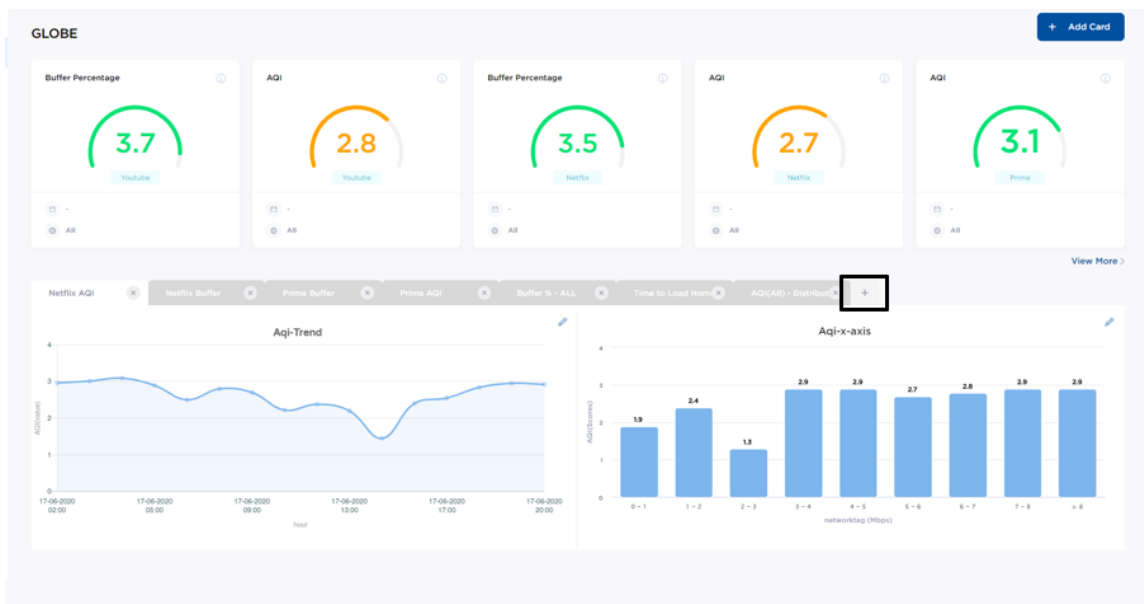


Figure 30: Monitoring - Add a Graph page

2. Double tap to rename the page tab and click outside the field to save it

3. Click on 'Add Graph' to add a new graph as given in Figure 31.

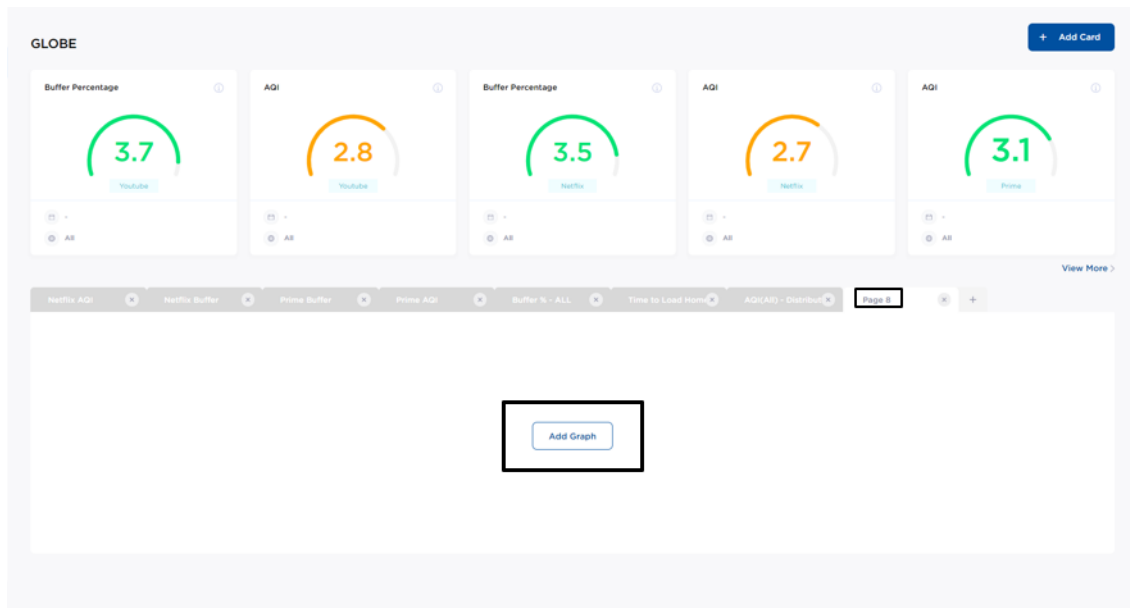


Figure 31: Monitoring - Add Graph

4. Choose from the 3 different graph types – Timeseries (trend analysis), Compare (condition wise analysis) and Distribution (histogram) as given in Figure 32.
5. Select KPI type to choose between metric (raw value) and index (aggregated score)
6. Select the KPI to display
7. Choose relevant conditions for which you want to create the graph
8. Click on 'Add Score' to show the graph on the dashboard

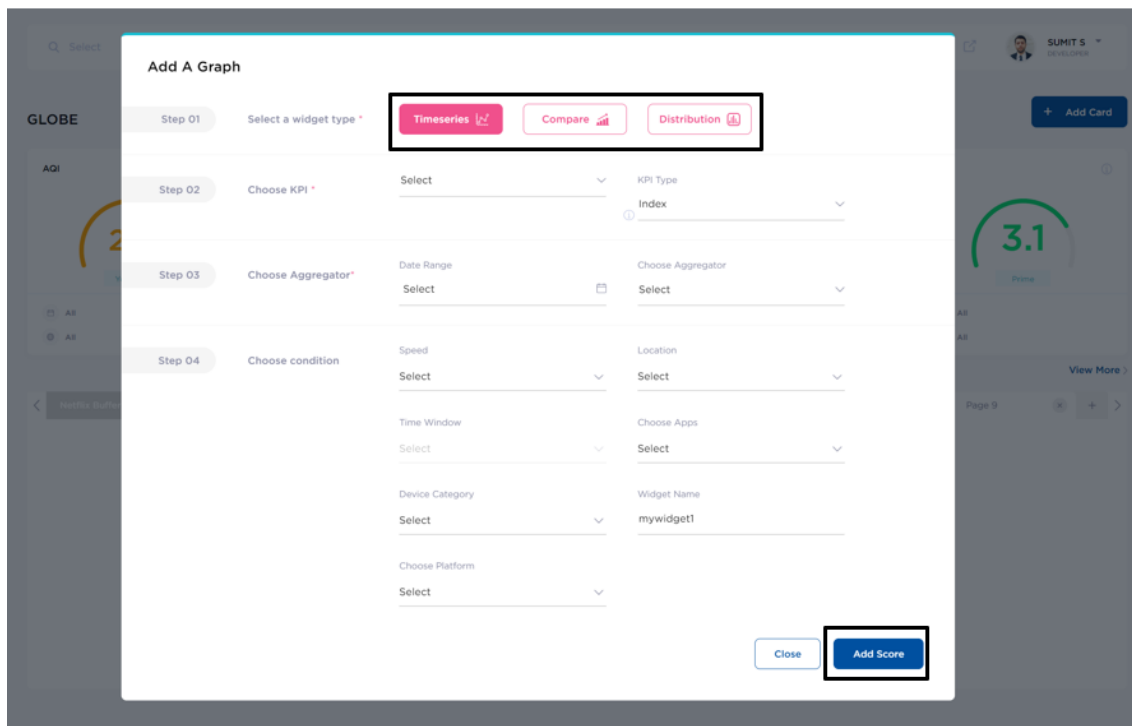


Figure 32: Monitoring - Choose different graph types

i. Edit a Graph

1. To edit a graph, click on the pen located on top right hand side of the selected graphs in Figure 33.

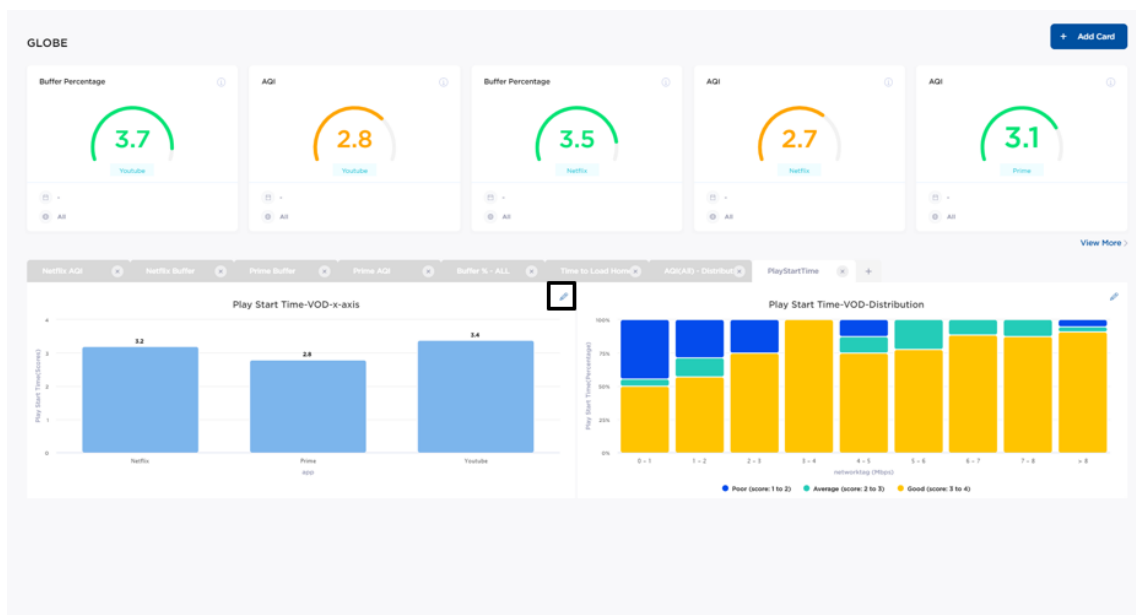


Figure 33: Monitoring - Edit a Graph

2. Edit your KPI's and conditions as required and click on Update to publish the updated graph as shown in Figure 34.

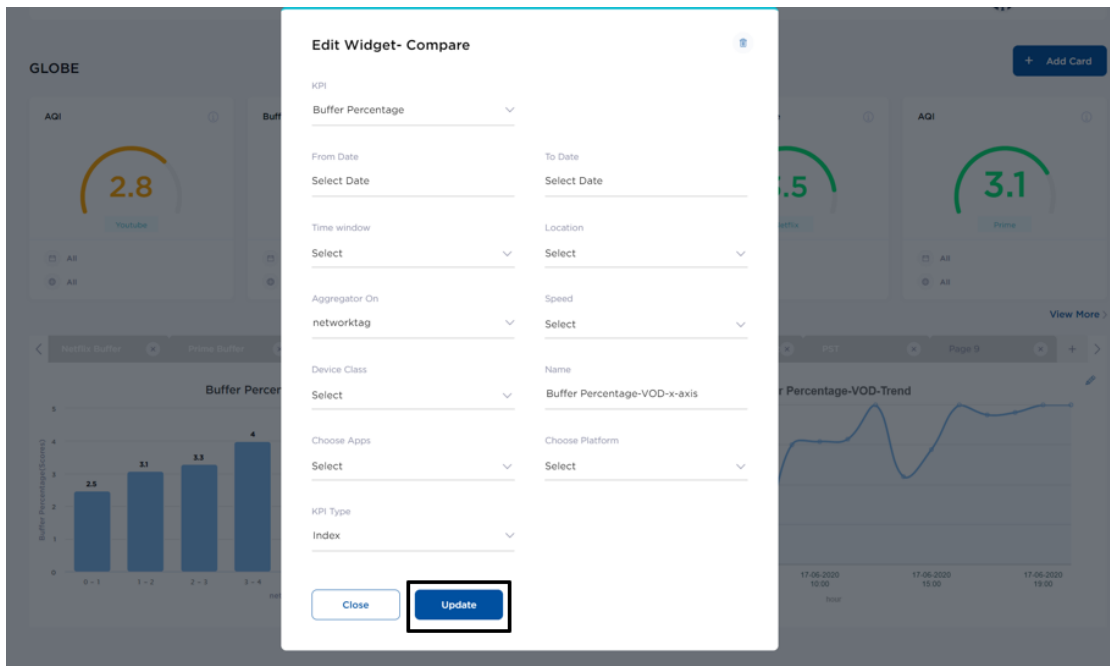


Figure 34: Monitoring - Edit KPIs

j. Delete a Graph

1. Click on the bin icon to delete a graph as shown in Figure 35.

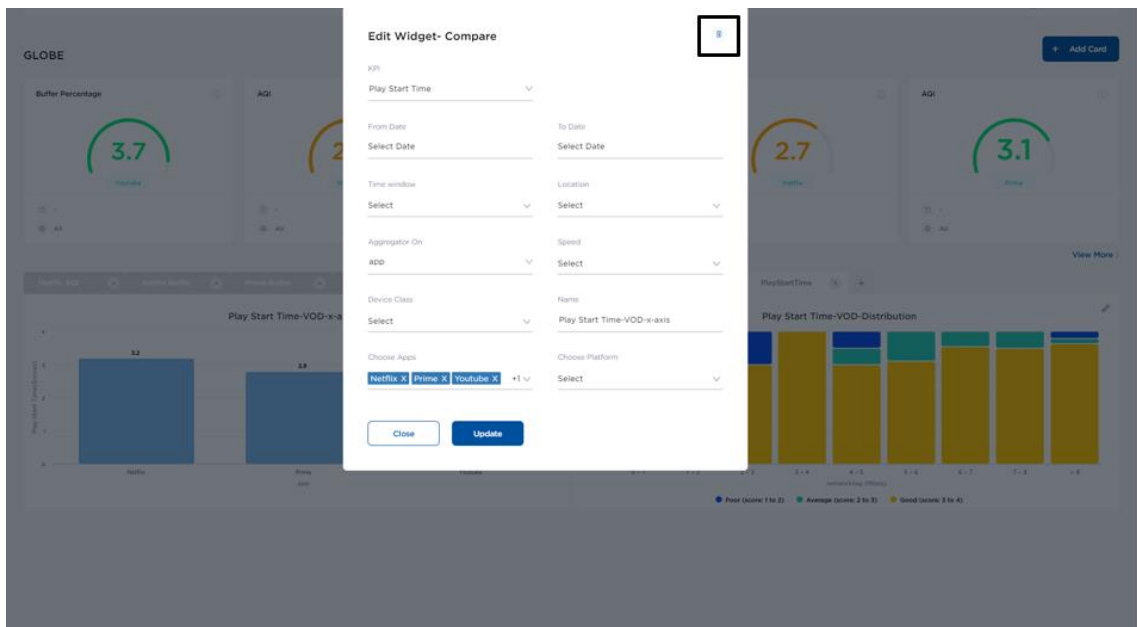


Figure 35: Monitoring - Delete a Graph

k. Delete the Graphs Tab

Click on the X on the tab to delete the complete Graph Tab as given in Figure 36.

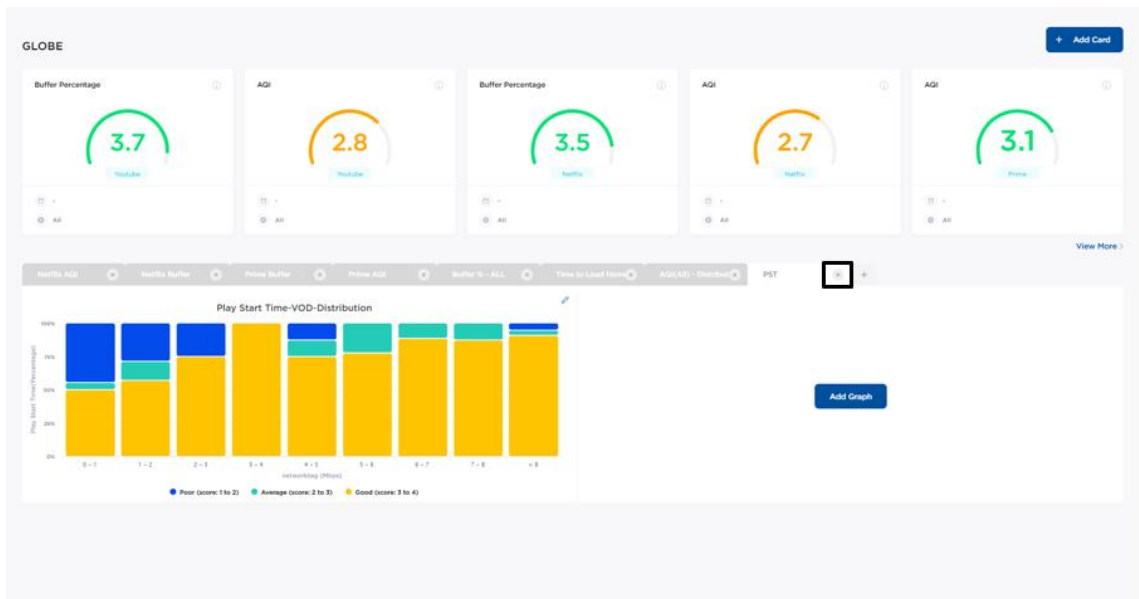


Figure 36: Monitoring - Delete the Graphs tab

4.2 Benchmarking

This section explains on how to use 'Benchmarking' section of App Experience dashboard. You can add, edit, delete different kinds of cards aggregating indices and metrics and charts such as comparison charts, distribution charts, bar graphs to aid in your analysis across different peers.

a. Add a Card

1. To add a new card, click on Add Card as given in Figure 37.

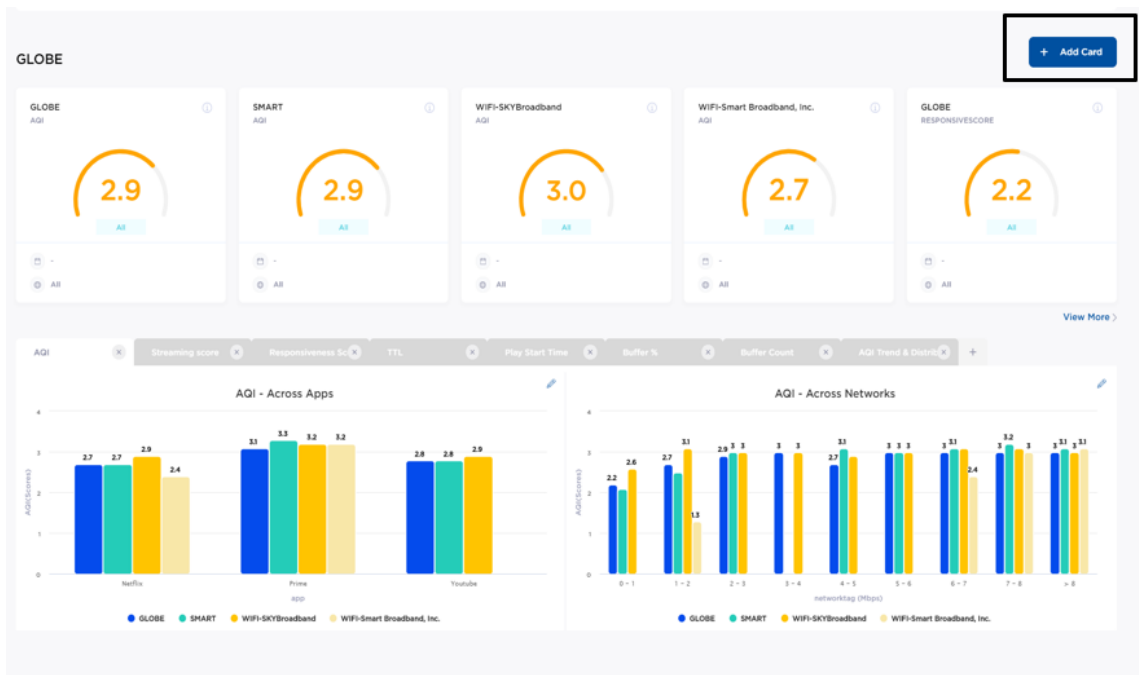


Figure 37: Benchmarking - Add a Card

b. Add more cards

1. Select KPI type to choose from metric (raw value) and index (aggregated score)
2. Select the KPI to display
3. Choose relevant conditions for which you want to create the card
4. Click on 'Add Score' to show the card on the dashboard as given in Figure 38.

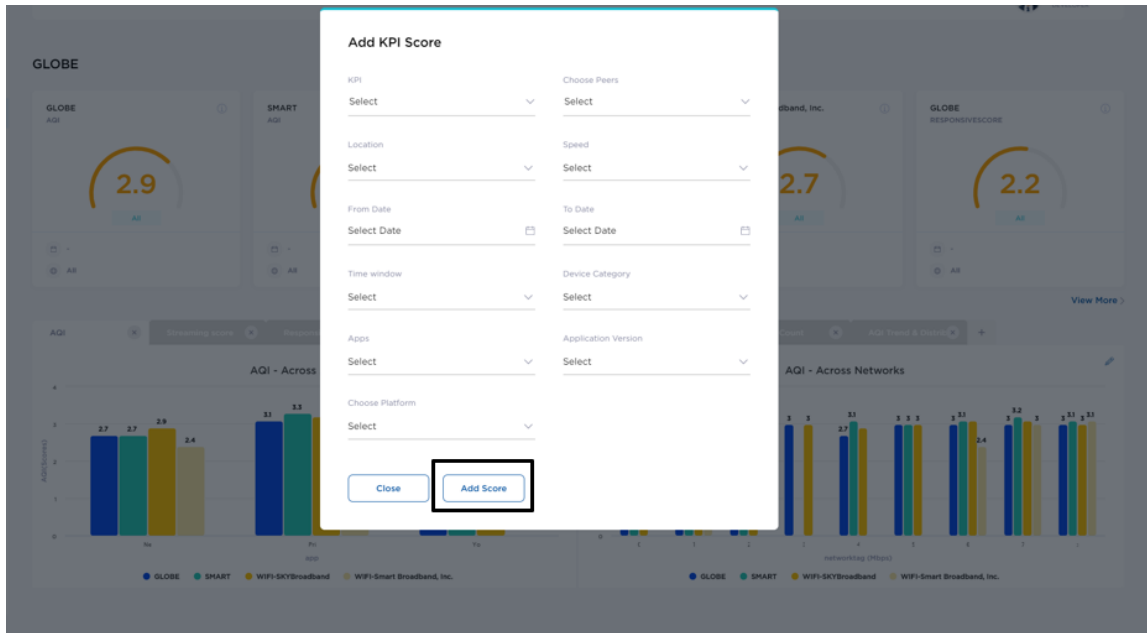


Figure 38: Benchmarking - Add more cards

c. View More Cards

1. To view additional cards click on View More as given in Figure 39.

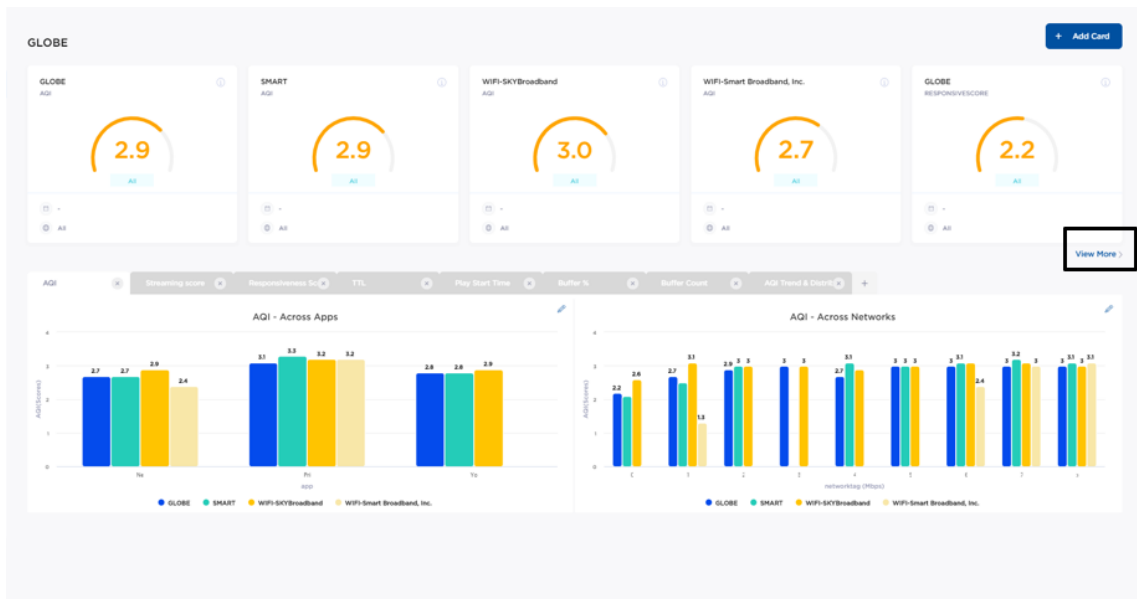


Figure 39: Benchmarking - View More Cards

d. Rearrange Cards

To rearrange the cards after all cards are made, click on the green drag-and-drop button present over one of the cards and drag and drop the cards to their new position as shown in Figure 40.

Newly created cards are added at the end of the rows. First five cards from the View more section are displayed on the dashboard

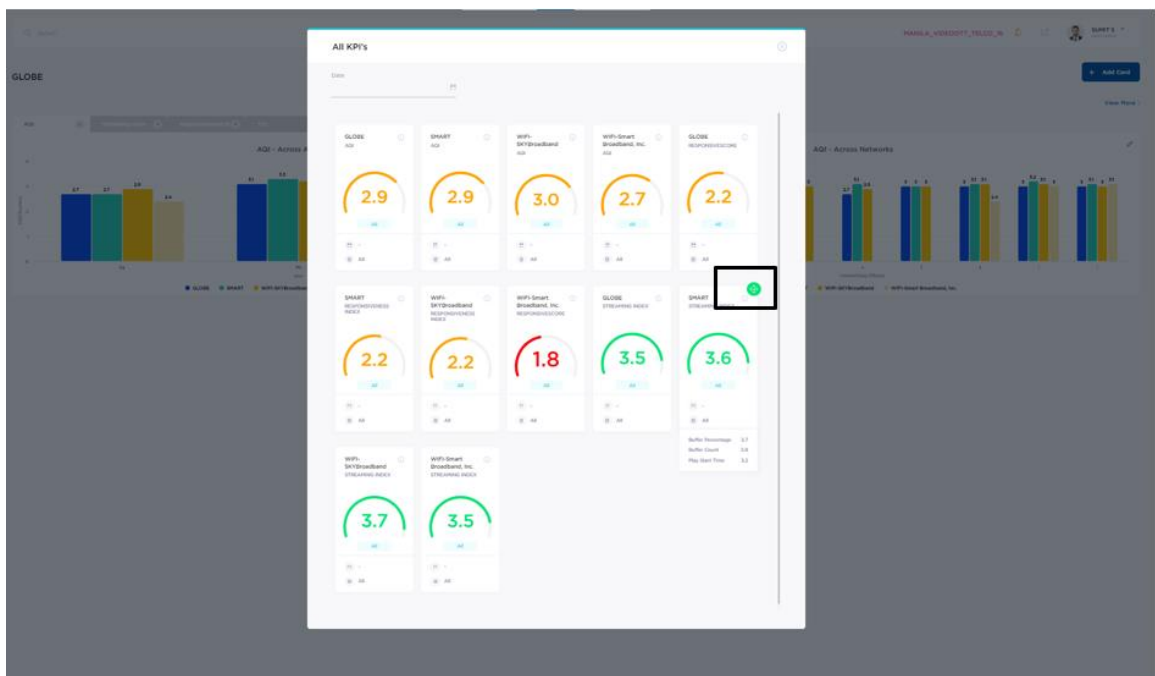


Figure 40: Benchmarking - Rearrange Cards

e. Edit a Card

1. To edit a card click on pen at top right hand side of the card as given in Figure 41.

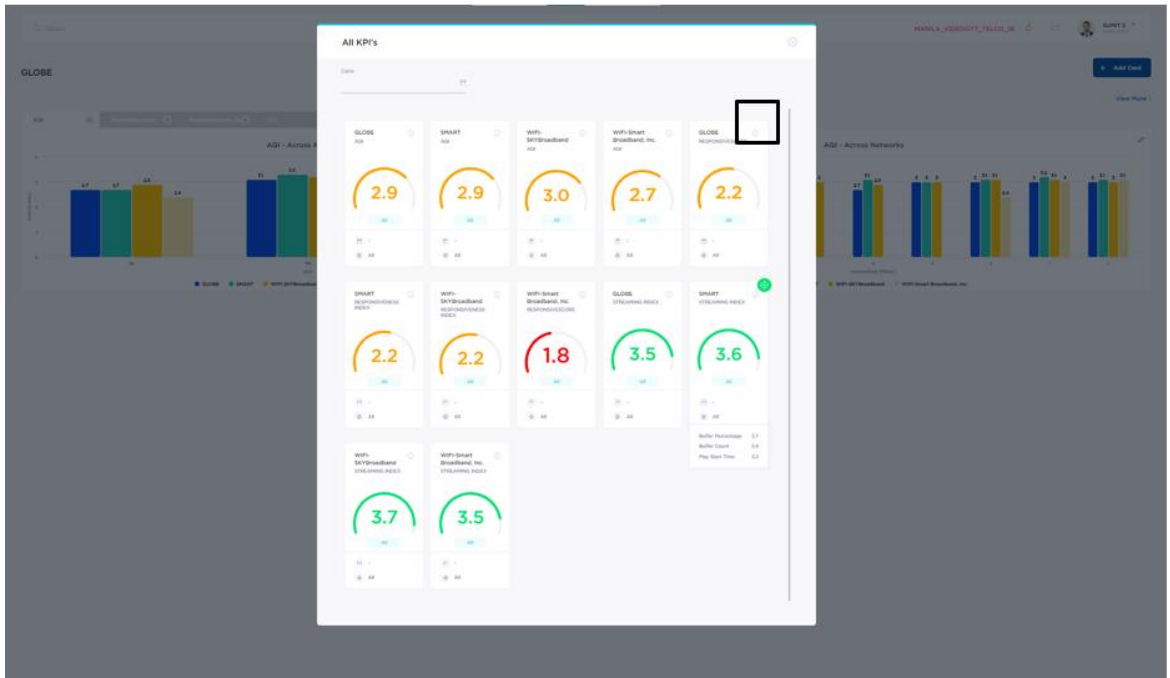


Figure 41: Benchmarking - Edit a Card

2. Edit the details of the card as you require and click on 'Add Score' as given in Figure 42.

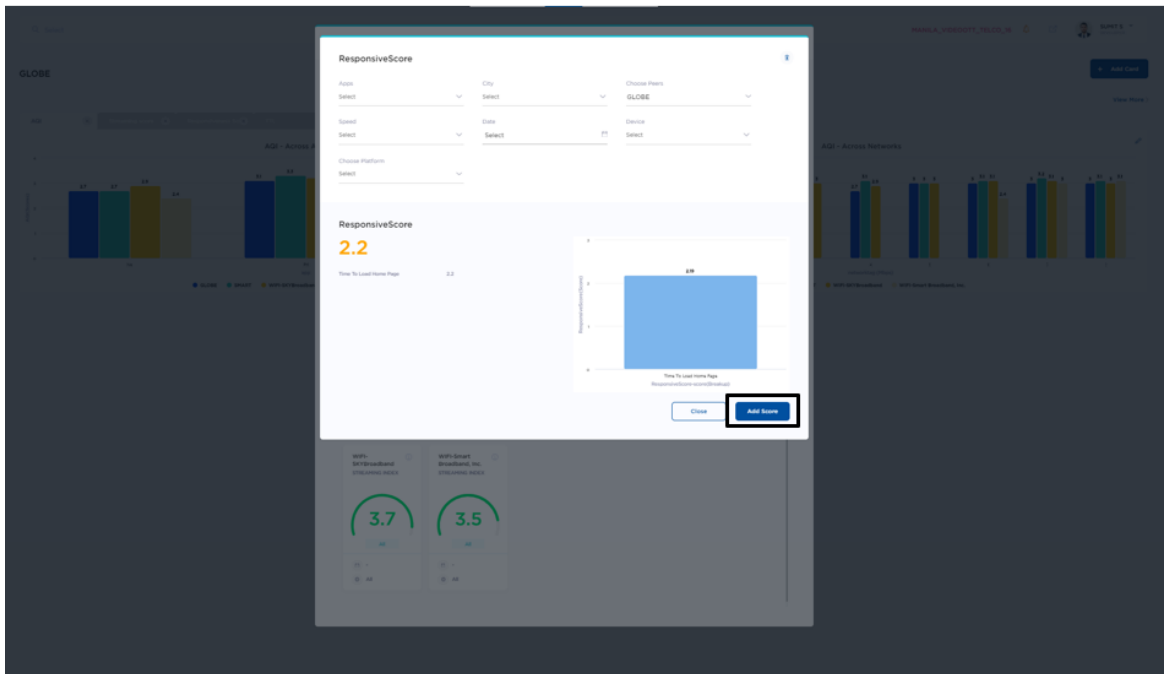


Figure 42: Benchmarking - Add Score

f. Delete a Card

To delete the card, click on bin icon as shown in Figure 43 and your card will be deleted.

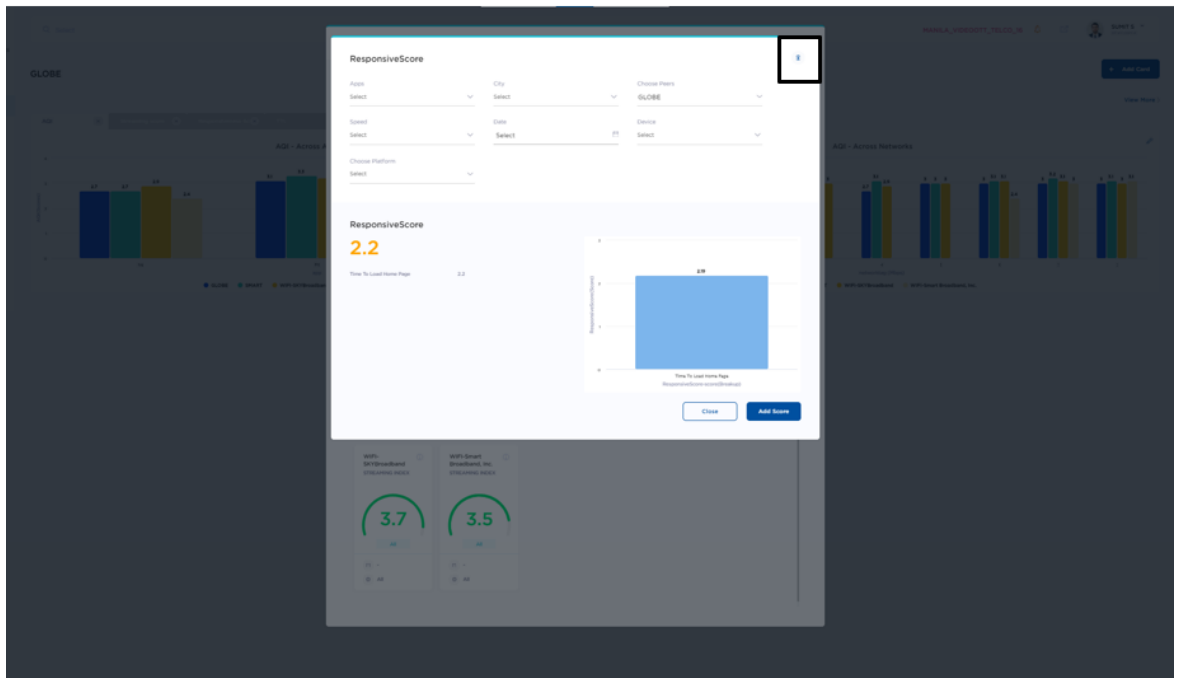


Figure 43: Benchmarking – Delete a Card

g. Add a Graph

1. To add a Graph, click on the + icon as shown in Figure 44.

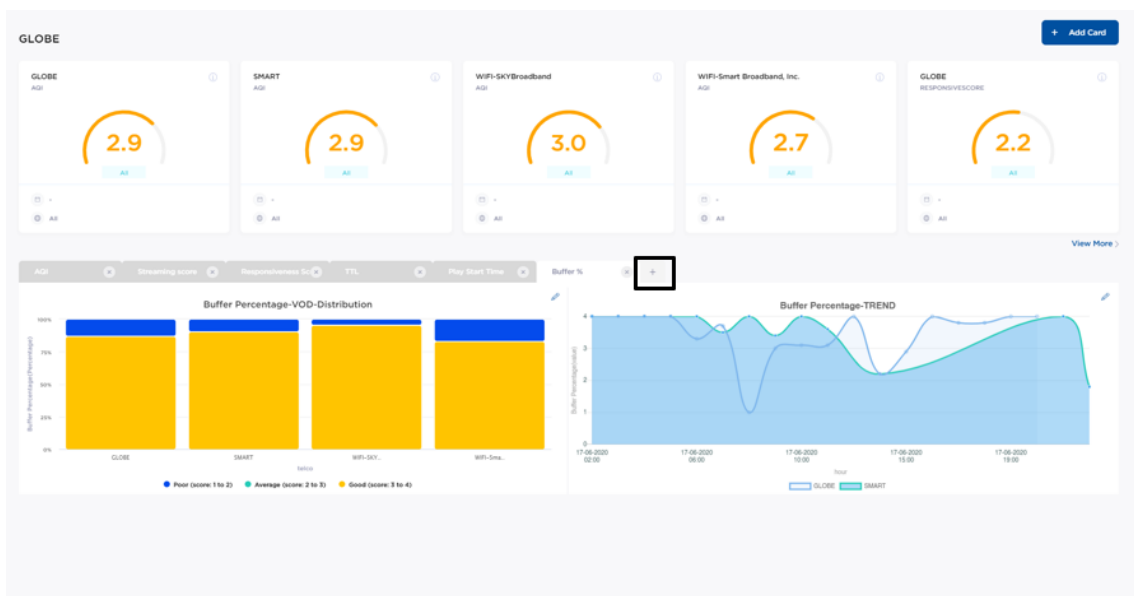


Figure 44: Benchmarking - Add a Graph

2. Double tap to rename the page tab and click outside the field to save it.

3. Click on 'Add Graph' to add a new graph as given in Figure 45.

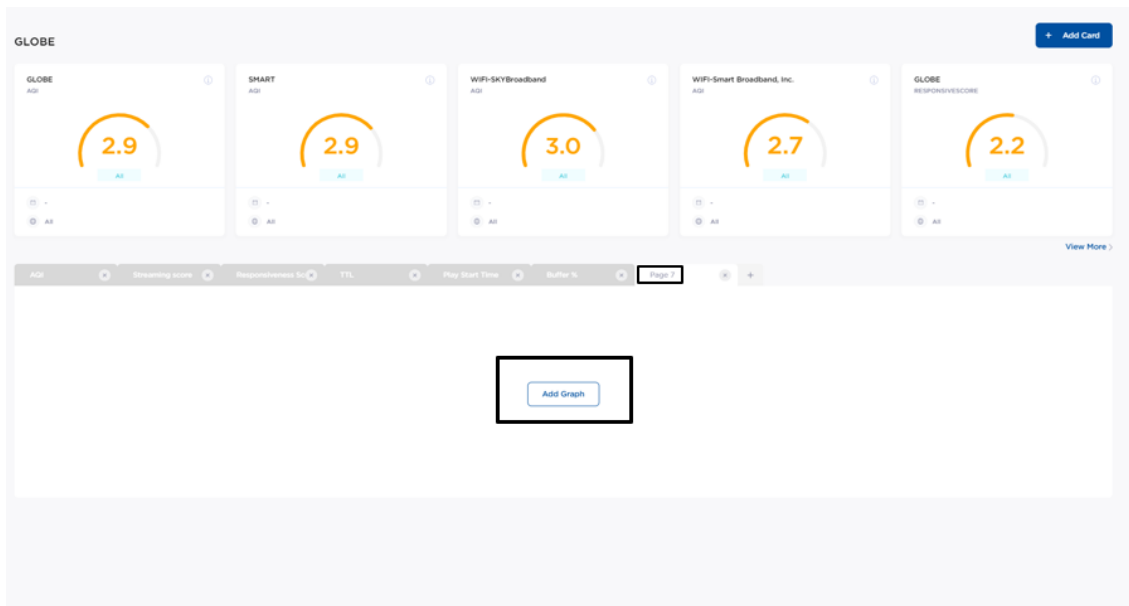


Figure 45: Benchmarking- Add Graph

3. Choose from the 3 different graph types – Timeseries (trend analysis), Compare (condition wise analysis) and Distribution (histogram)
4. Select KPI type to choose between metric (raw value) and index (aggregated score)
5. Select the KPI to display
6. Choose relevant conditions for which you want to create the graph
7. Click on 'Add Score' to show the graph on the dashboard as given in Figure 46.

The 'Add A Graph' dialog is shown with the following configuration:

- Step 01: Select a widget type** - Timeseries (highlighted with a red box), Compare, Distribution
- Step 02: Choose KPI** - Buffer Count-VOD
- Step 03: Choose Aggregator** - Date Range: Select, Choose Aggregator: Hour
- Step 04: Choose Peers** - GLOBE x SMART x
- Step 05: Choose condition** - Speed: Select, Location: Select, Time Window: Select, Choose Apps: Select, Device Category: Select, Widget Name: Buffer Count-VOD-Trend, Choose Platform: Select

The 'Add Score' button is highlighted with a red box.

Figure 46: Benchmarking - Add Score

h. Edit a Graph

1. To edit a graph, click on the pen located on top right hand side of the selected graphs as given in Figure 47.

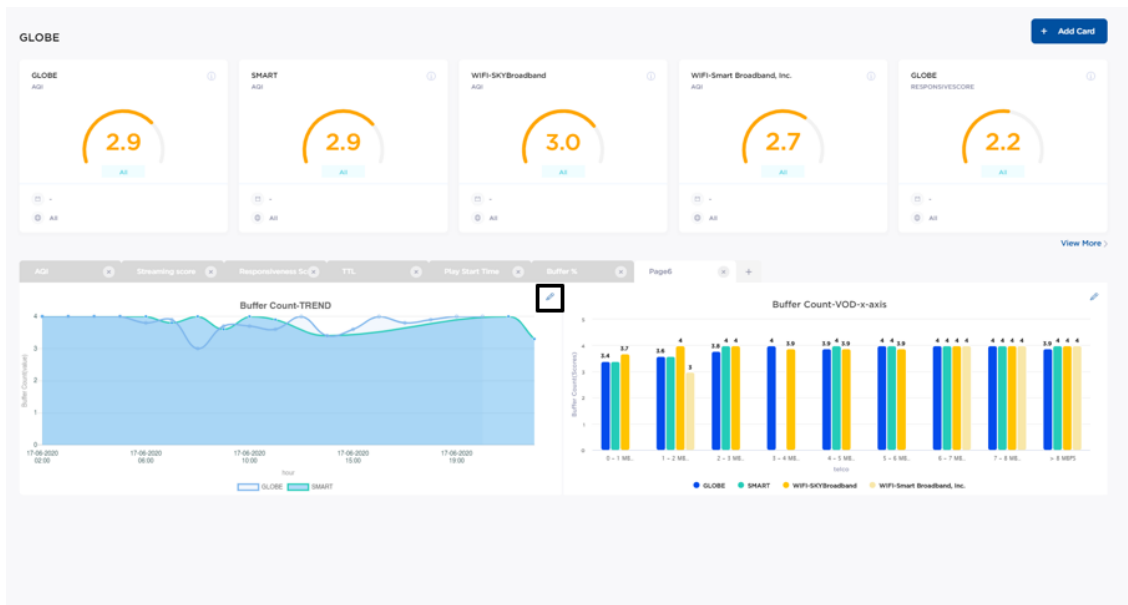


Figure 47: Benchmarking - Edit Graph

2. Edit your KPI's and conditions as required and click on Update to publish the updated graph as given in Figure 48.

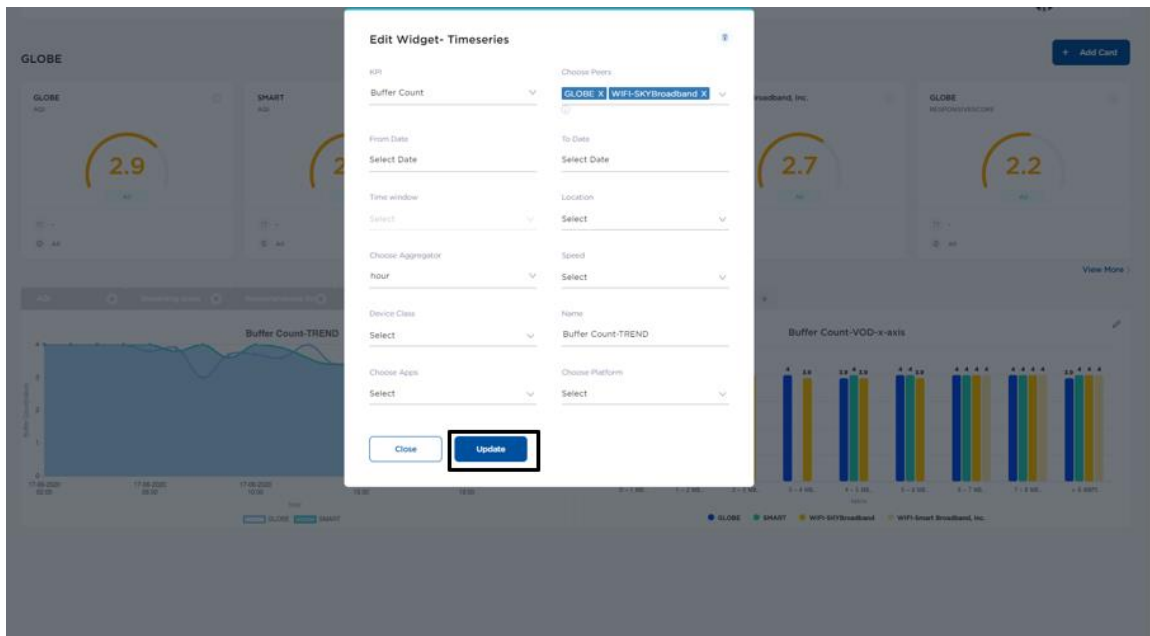


Figure 48: Benchmarking - Edit KPIs

i. Delete a Graph

Click on the bin icon to delete a graph as given in Figure 49.

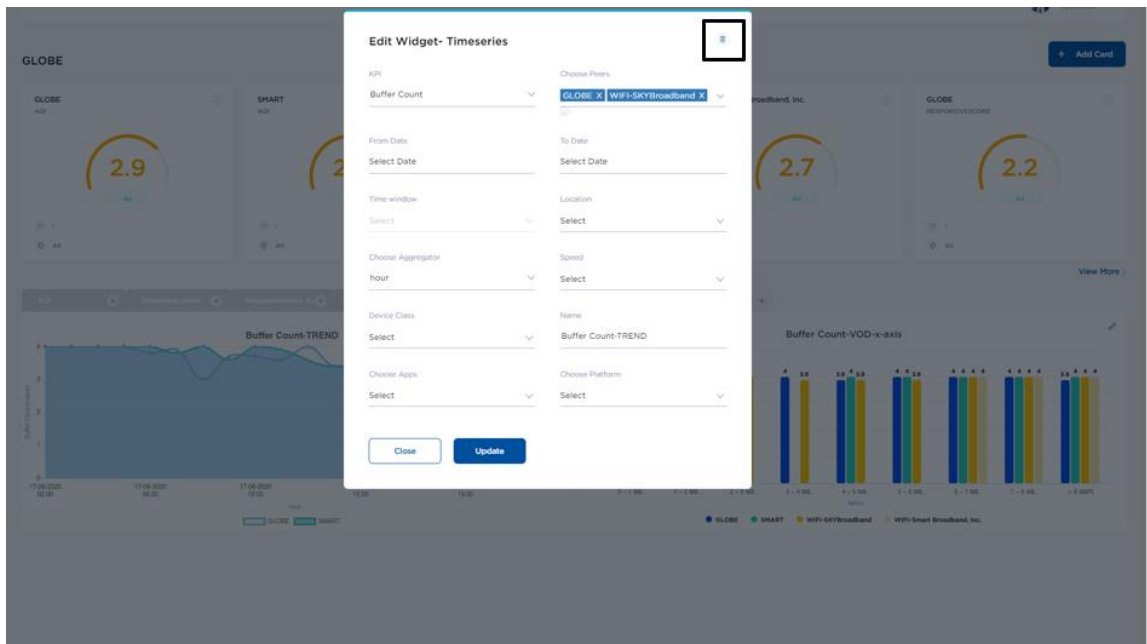


Figure 49: Benchmarking – Delete a Graph

j. Delete the Graphs Tab

Click on the X on the tab to delete the complete Graph Tab as given in Figure 50.

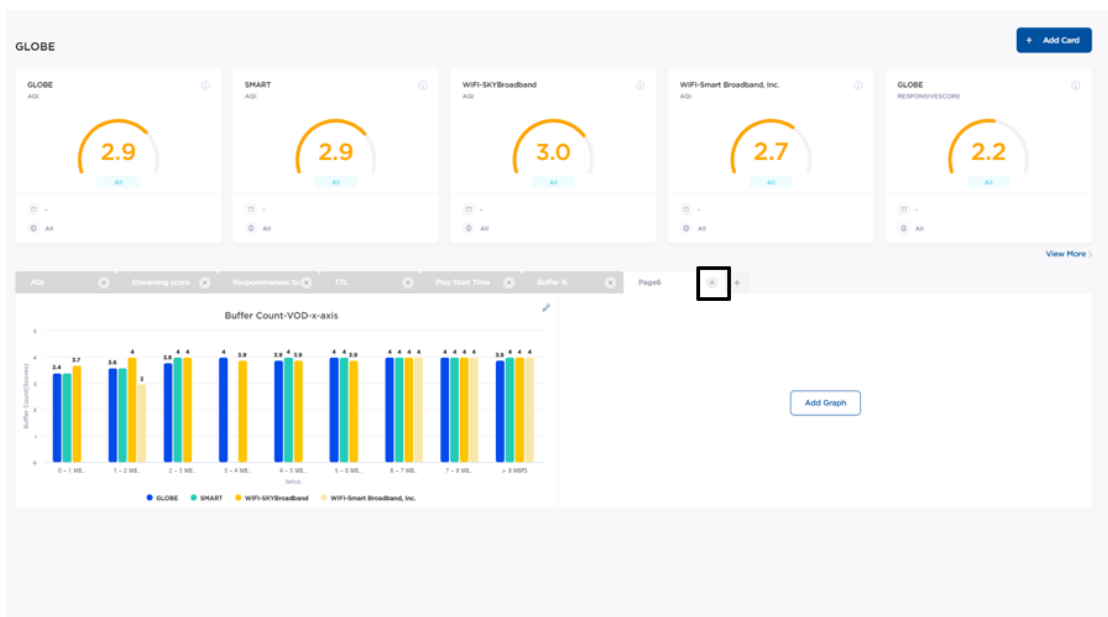


Figure 50: Delete the Graphs Tab

4.3 Performance

This section explains on how to use 'Performance' section of App Experience dashboard. You can analyse the test results from different PCAPs processed and captured when testing was done through server wise analysis, capturing videos, waterfall analysis, burst analysis, timeseries analysis.

4.3.1 Pre-requisite

1. To check Performance of a particular Test ID, click on 'Change' as shown in Figure 51.

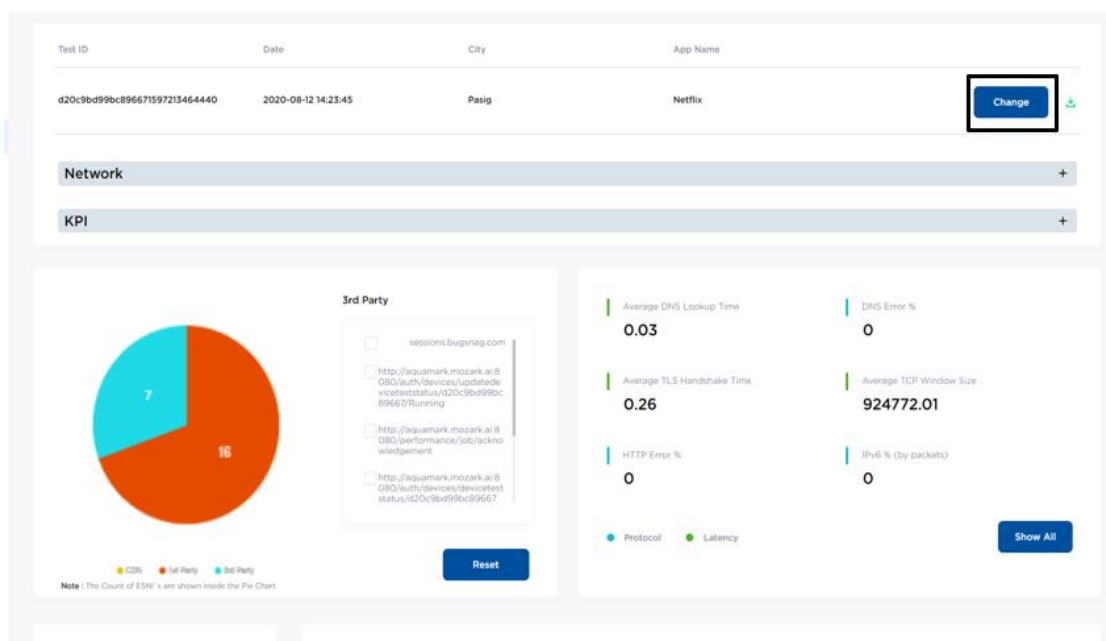


Figure 51: Performance - Change

2. Select your KPI's to find a custom test you are looking for or Select a test from Results Part with us without Video Capture available as shown in Figure 52.

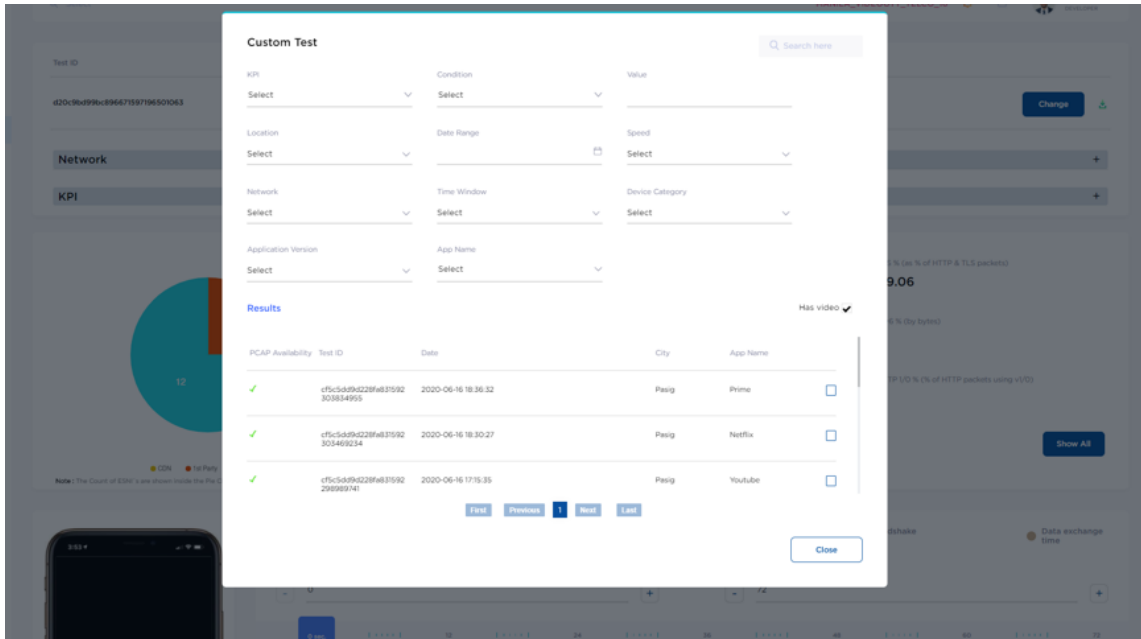


Figure 52: Performance - Select your KPIs

3. View Network and KPI Values

Click on the + icon on left hand side of Network and KPI Parts to view it's respective values as given in Figure 53.

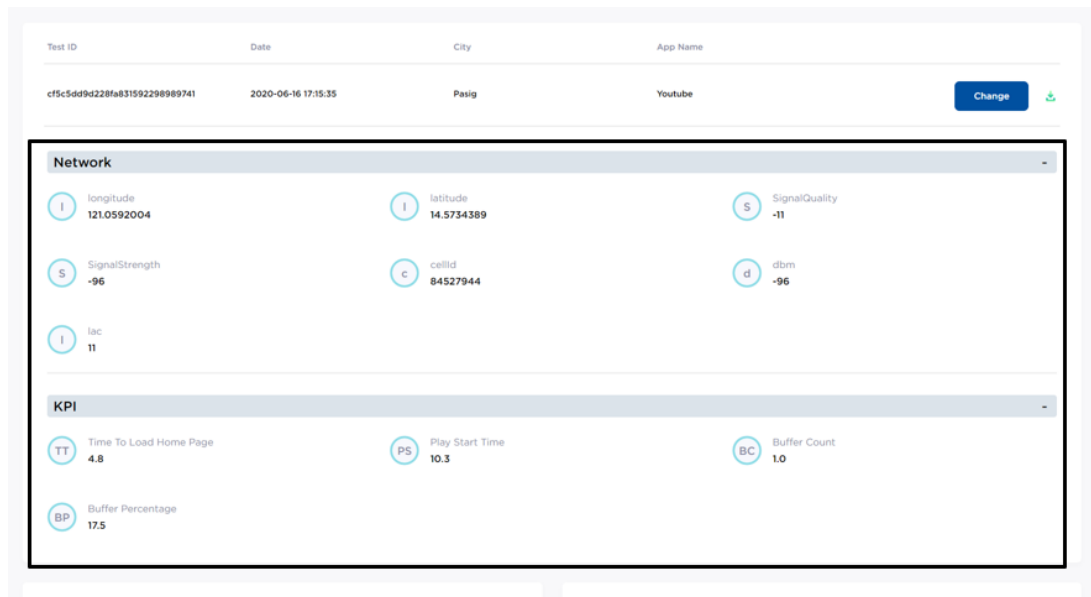


Figure 53: Performance - View Network and KPI Values

4.3.2 Server Name Analysis

This part shows you all types of ESNI's being called by the app. (E.g.: YouTube). Either they are by CDN, 1st Party or 3rd Party. The count of each type of ESNI called is shown within the pie chart as given in Figure 54.

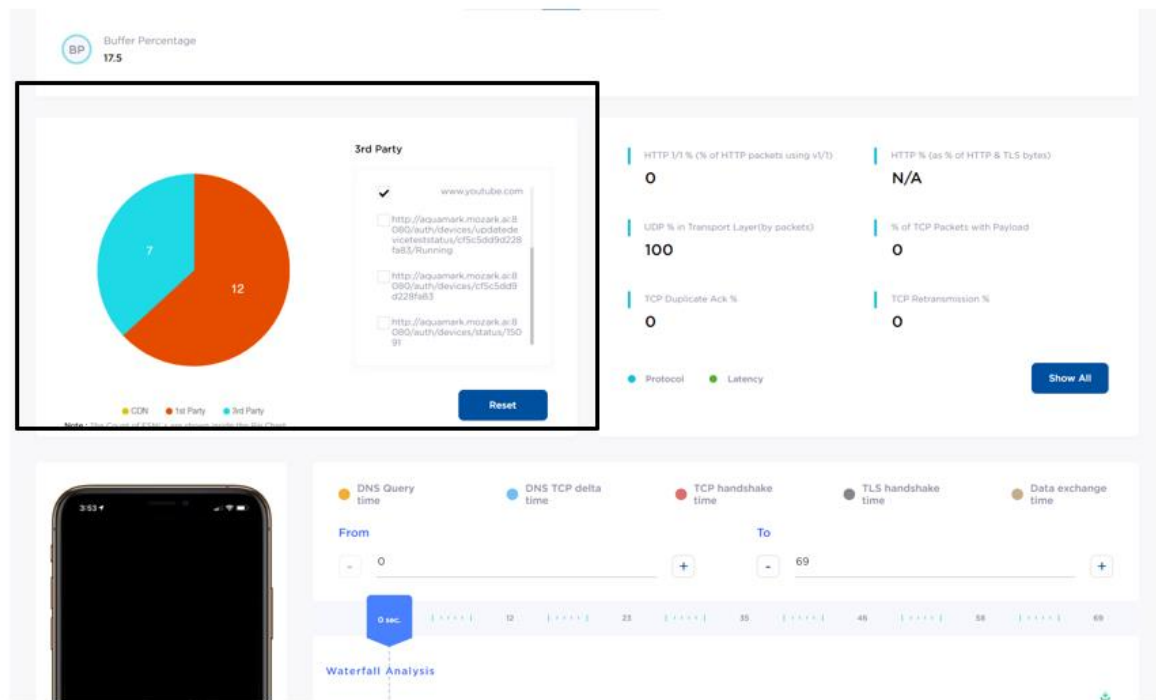


Figure 54: Performance - Server Name Analysis

4.3.3 View Video Capture (VCAP)

In this section of the Performance dashboard, you can view the Video Capture of the whole test being conducted as marked in Figure 55. If the VCAP is not on, it won't show any video.

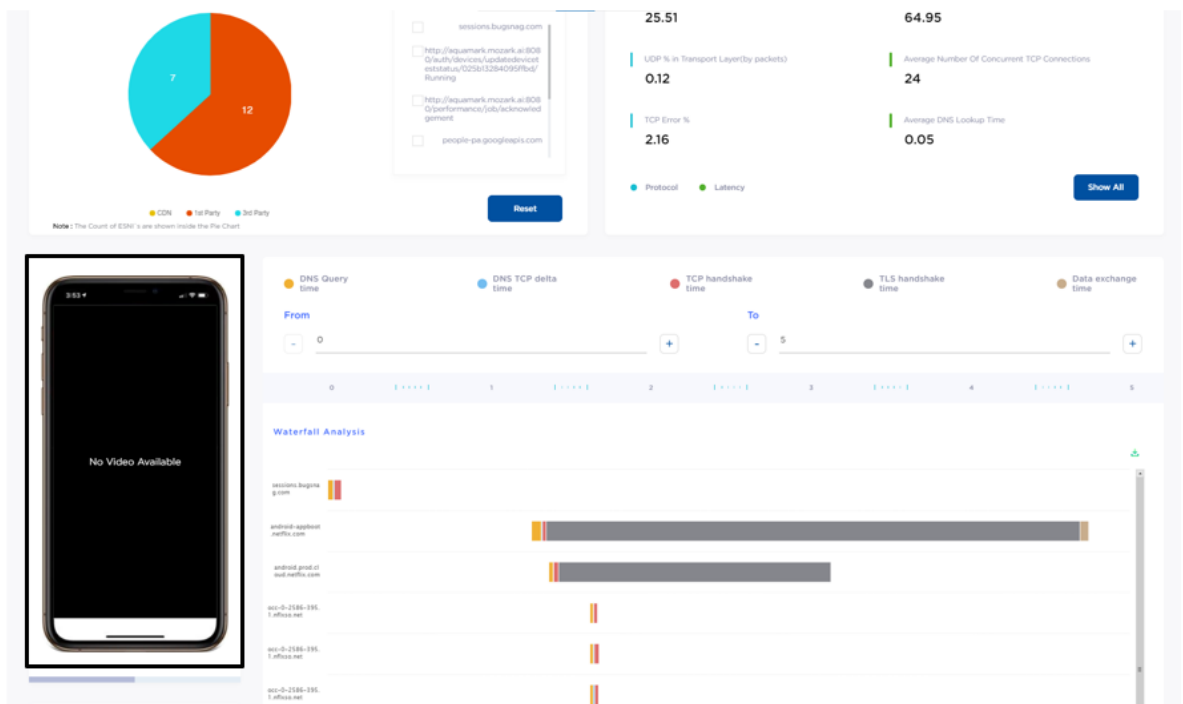


Figure 55: Performance - View Video Capture

4.3.4 Waterfall Analysis

1. Across the Video Capture part, you can see all the protocols that are called and at the timing when the apps open as given in Figure 56.
2. You can select the time frame depending on how detailed analysis you wish to do. You can also save the waterfall analysis as an image.

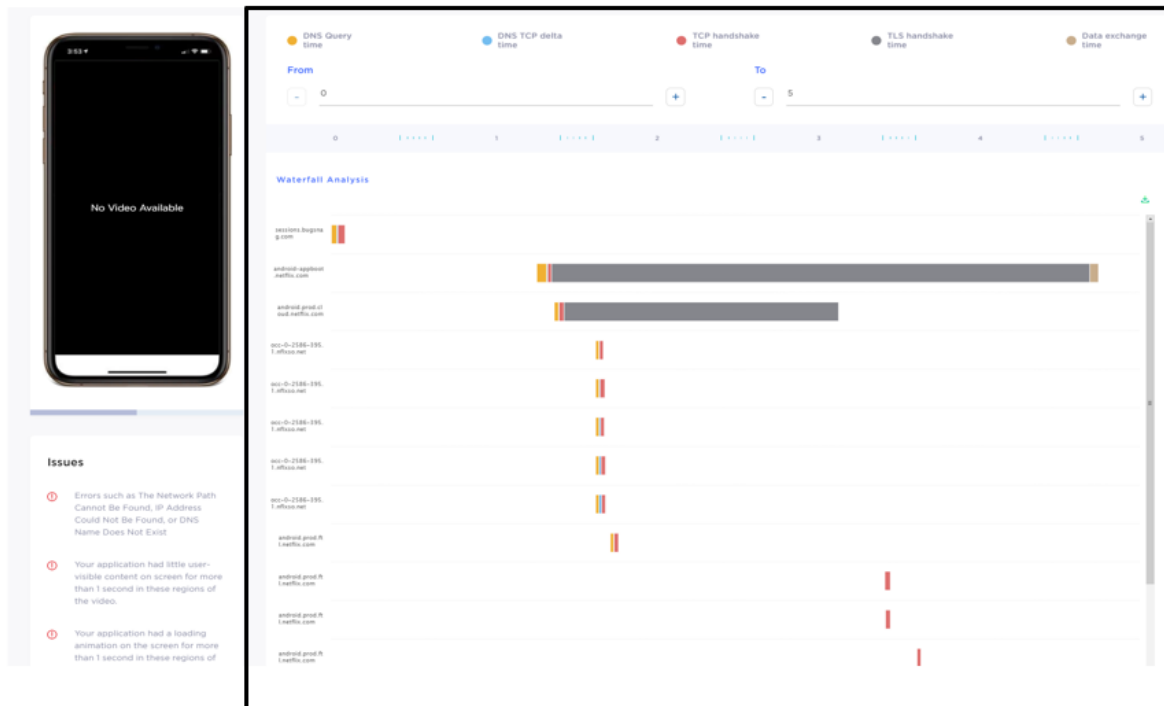


Figure 56: Performance - Waterfall Analysis

4.3.5 Burst Analysis

1. Select what protocol's Burst Analysis you would like to review by selecting from the dropdown as given in Figure 57.



Figure 57: Performance - Burst Analysis

4.3.6 Timeseries Analysis

Select the Protocol from the drop down to view its Timeseries Analysis Score as given in Figure 58.



Figure 58: Performance - Timeseries Analysis

4.4 Diagnostics

This section explains on how to use 'Diagnostics' section of App Experience dashboard. You can analyse the test results from different PCAPs processed and captured when testing was done through comparison analysis, trend analysis across different peers, network conditions, network layers.

4.4.1 Select KPI

Click on 'Change' as shown in Figure 59 and select the KPI's you wish to diagnose.

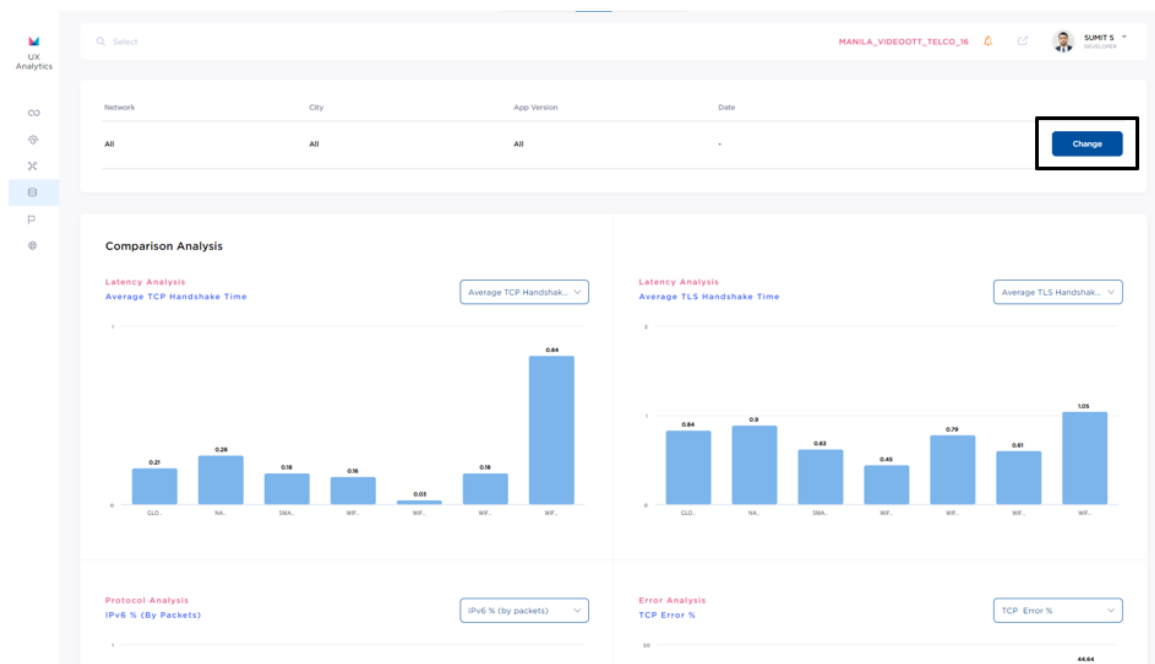


Figure 59: Diagnostics - Select KPIs

2. Select the KPI's and click on 'Update' as given in Figure 60.

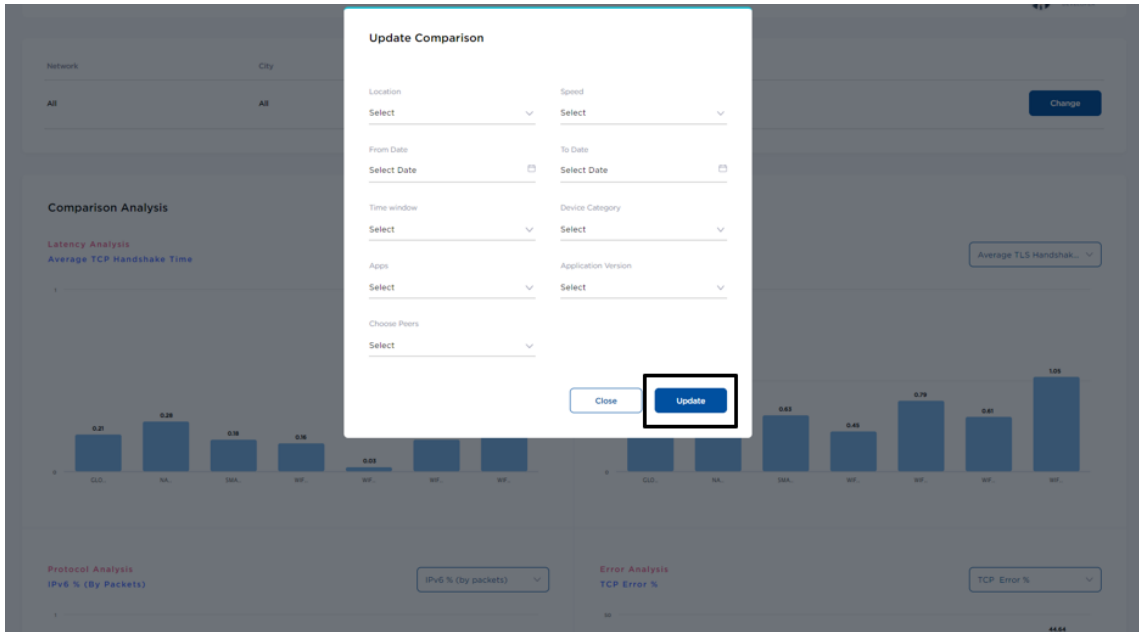


Figure 60: Diagnostics - Update

4.4.2 Comparison Analysis

Select the Latency, Protocol and Error KPI's from individual dropdowns to compare with each other as given in Figure 61.



Figure 61: Diagnostics - Comparison Analysis

4.4.3 Trend Analysis

Select how do you wish to see the trends – Weekly, Daily, or Hourly as given in Figure 62.

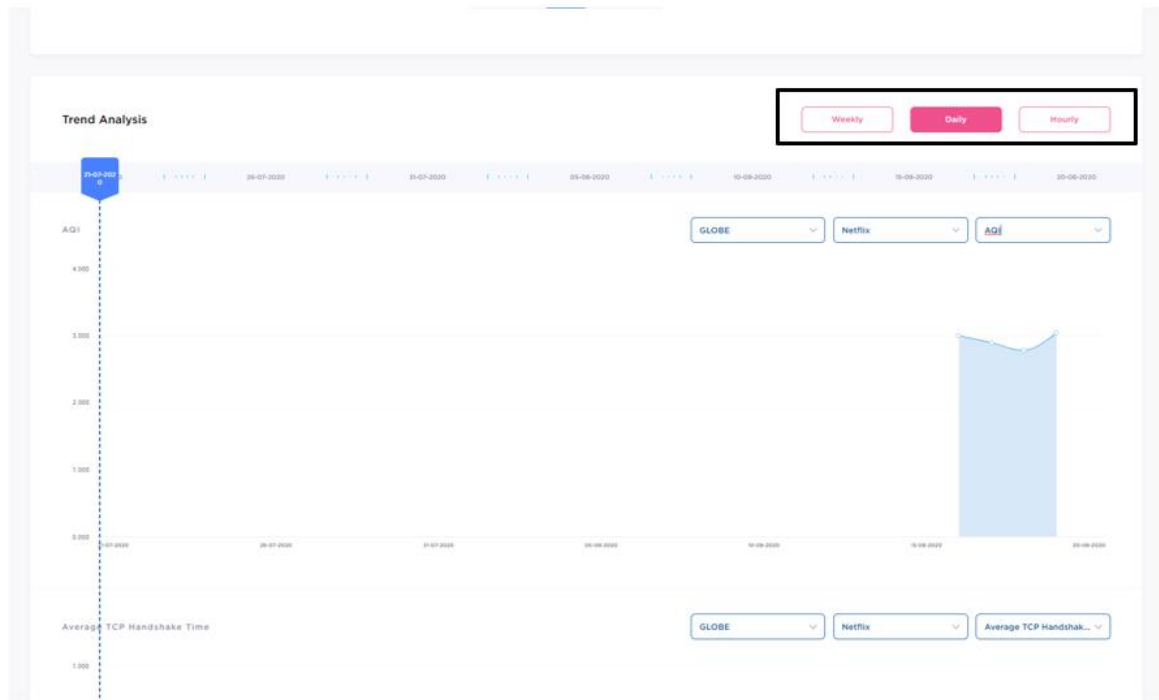


Figure 62: Diagnostics - Trend Analysis

a. App KPI based

1. Select the Network, App and App KPI whose trend you want to analyse as shown in Figure 63.

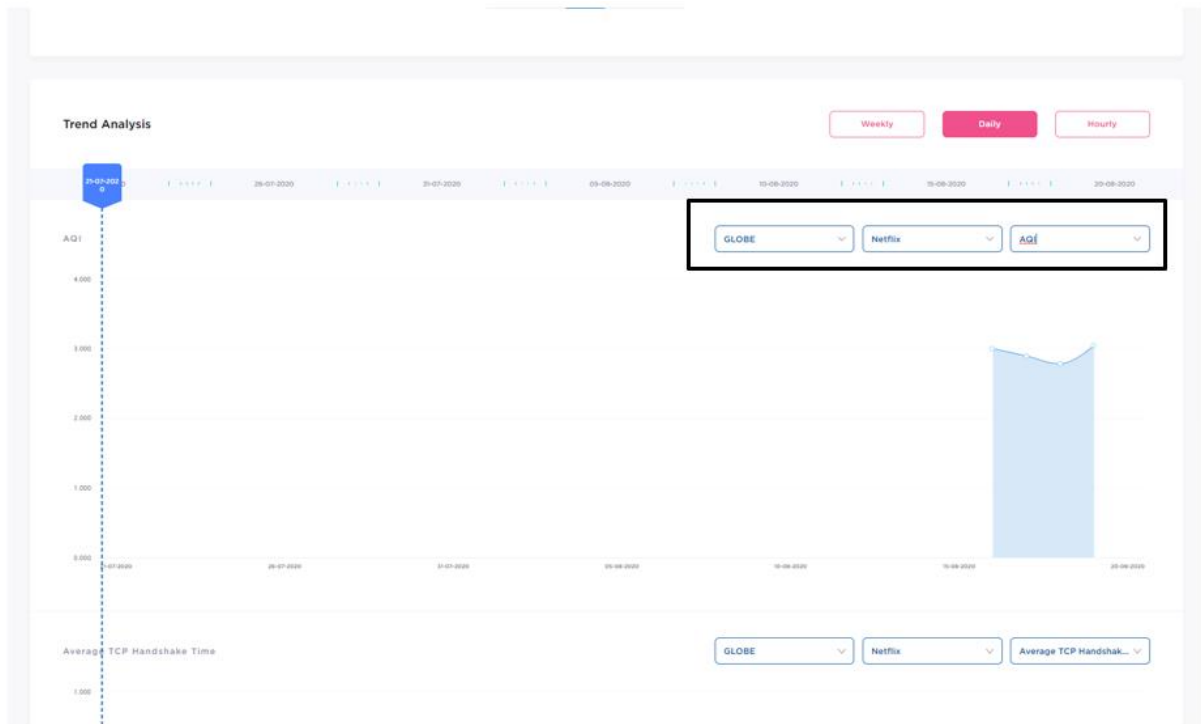


Figure 63: Diagnostics - App KPI based

b. Network KPI based

Select the Network, App and Network KPI whose trend you want to analyse as given in Figure 64.

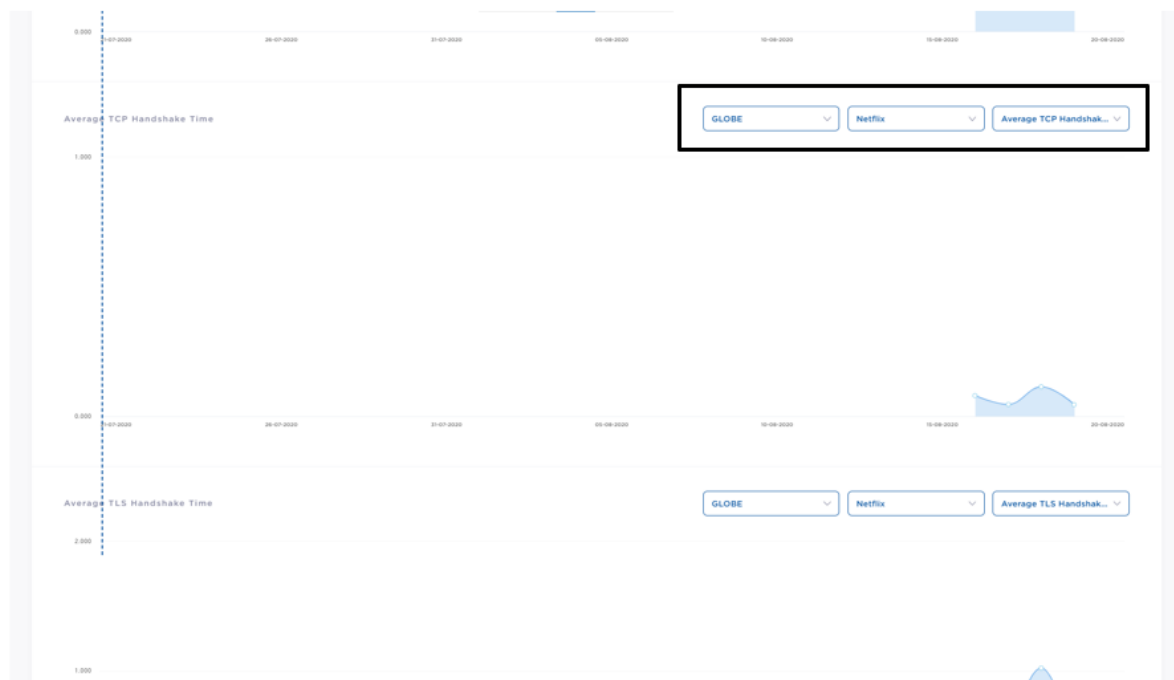


Figure 64: Diagnostics - Network KPI based

4.5 Wiki

In this section, you can view UX KPIs, Diagnostic KPIs and details regarding data collection.

1. UX KPI's

Scroll down to see the UX KPIs and their respective weightage scores as shown in Figure 65.

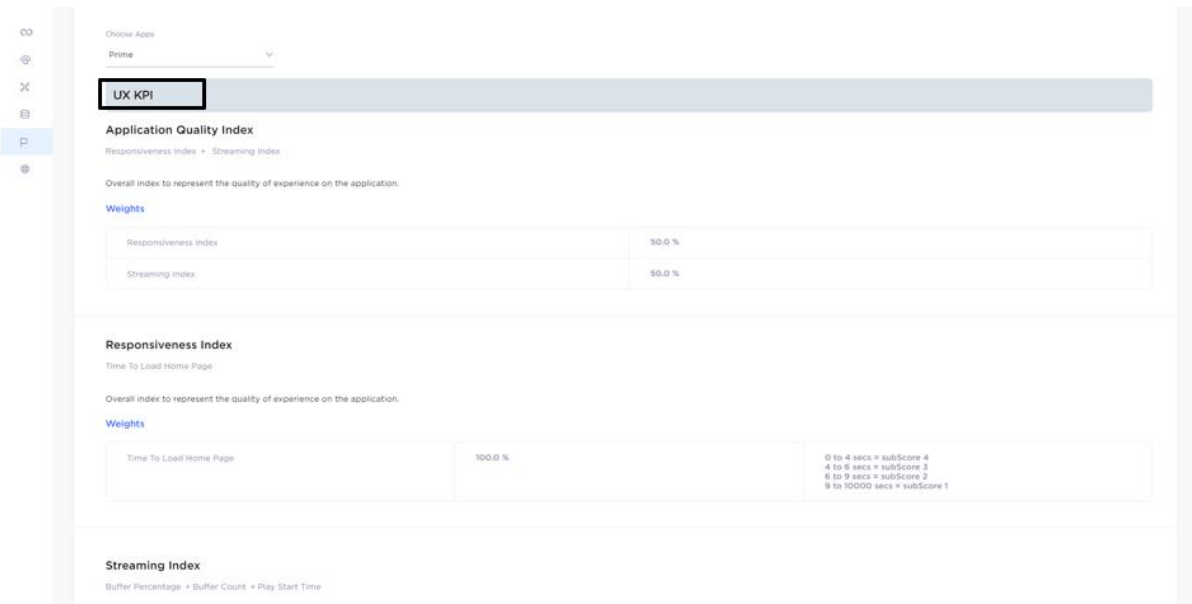


Figure 65: Wiki - UX KPIs

2. Diagnostic KPI's

When you scroll down to Diagnostic KPIs section, you will view the apps KPIs in their respective categories and units mentioned as shown in Figure 66.

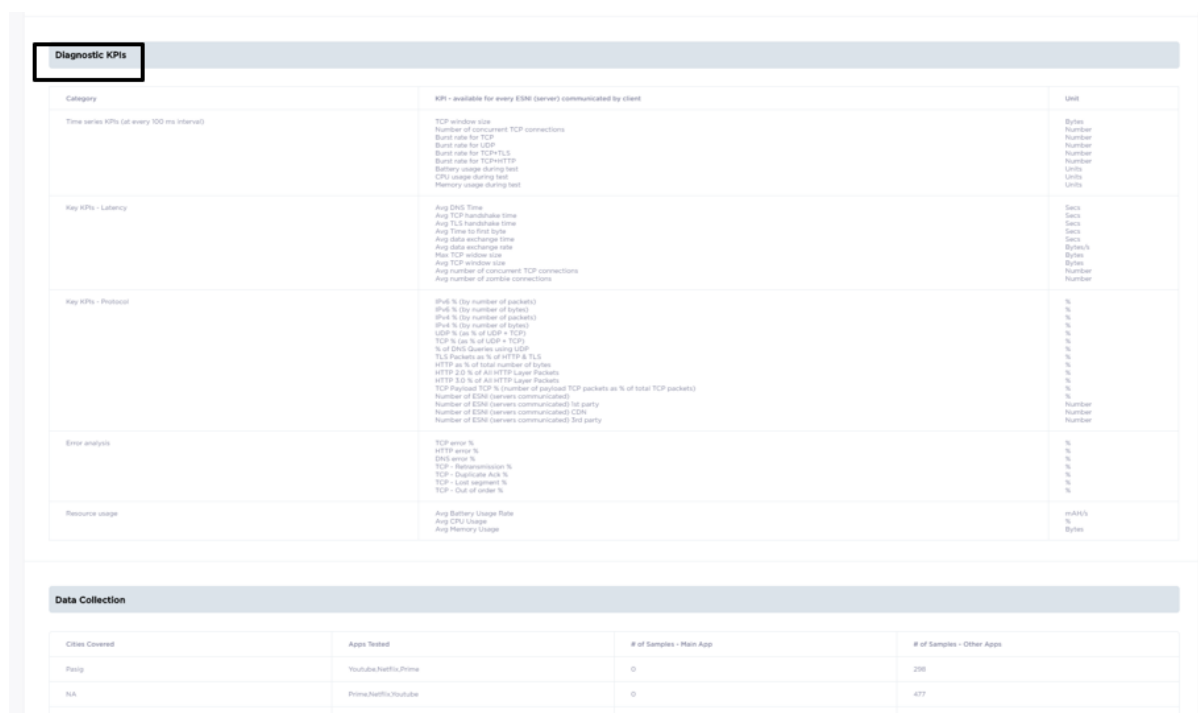


Figure 66: Wiki - Diagnostic KPIs

3. Data Collection

In the date section, you can set the dates to view the data/results for a particular data collection period as shown in Figure 67.

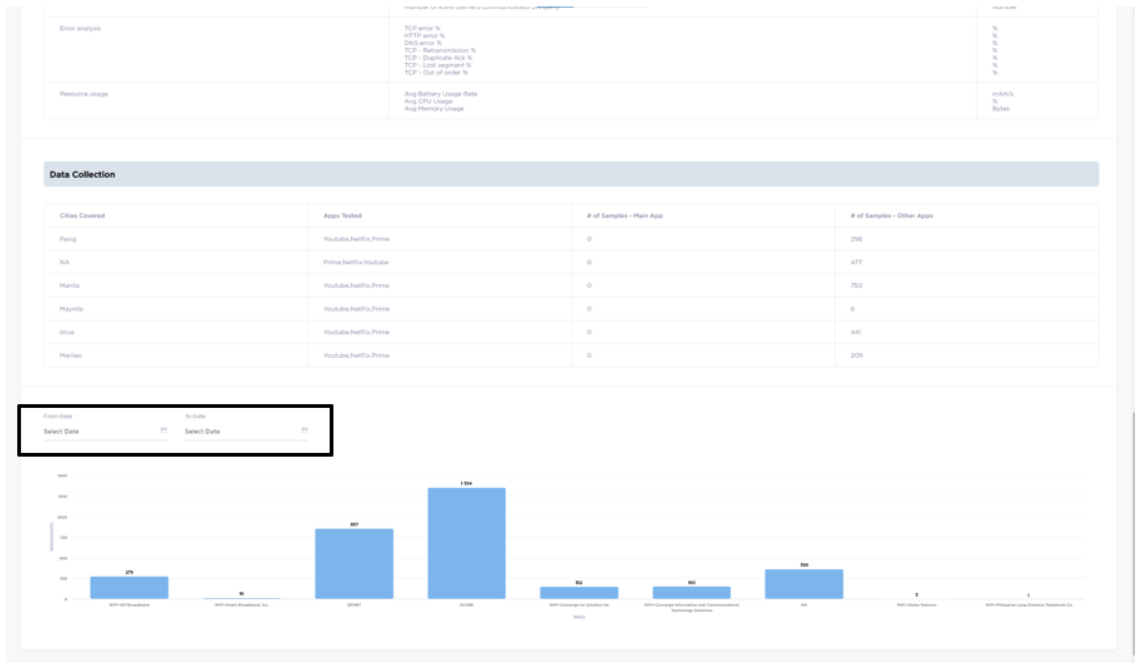


Figure 67: Wiki - Data Collection

4.6 Settings

This section is only available to admin users. Click on Continue under any card to open that section as given in Figure 68.

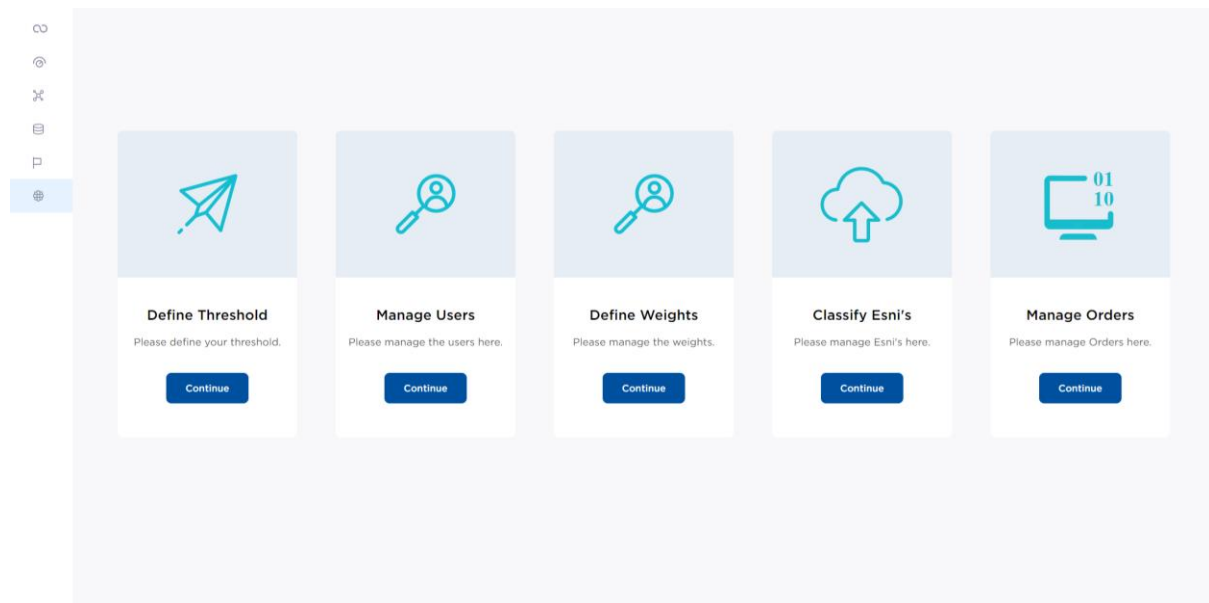


Figure 68: Settings - Continue

1. Define Threshold

a. Select Index

In this section, you can change cut-off values in raw KPIs that determine index scores from a range of 1 to 4. Select the index whose thresholds you want to edit by clicking on the name as given in Figure 69.

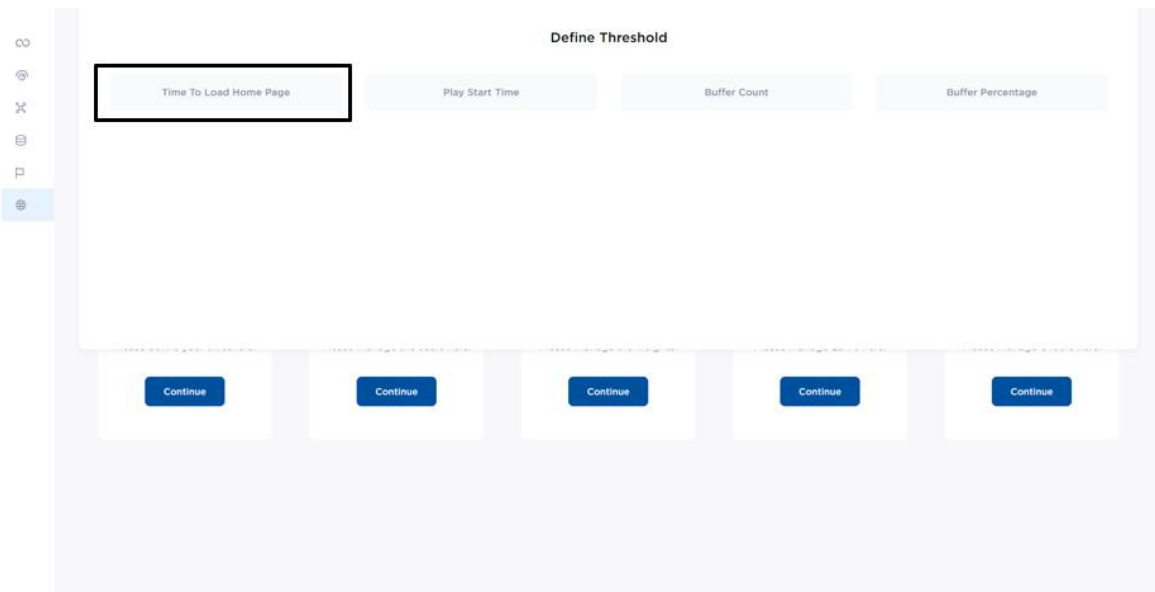


Figure 69: Settings - Define Threshold

b. Configure Index

Edit value by assigning values to each score. Keep note of not missing out on score range, i.e. the value in “greater than” for a score should be equal to the value in “less than or equal to” in the previous row. Proceed ahead by pressing on Continue as given in Figure 70.

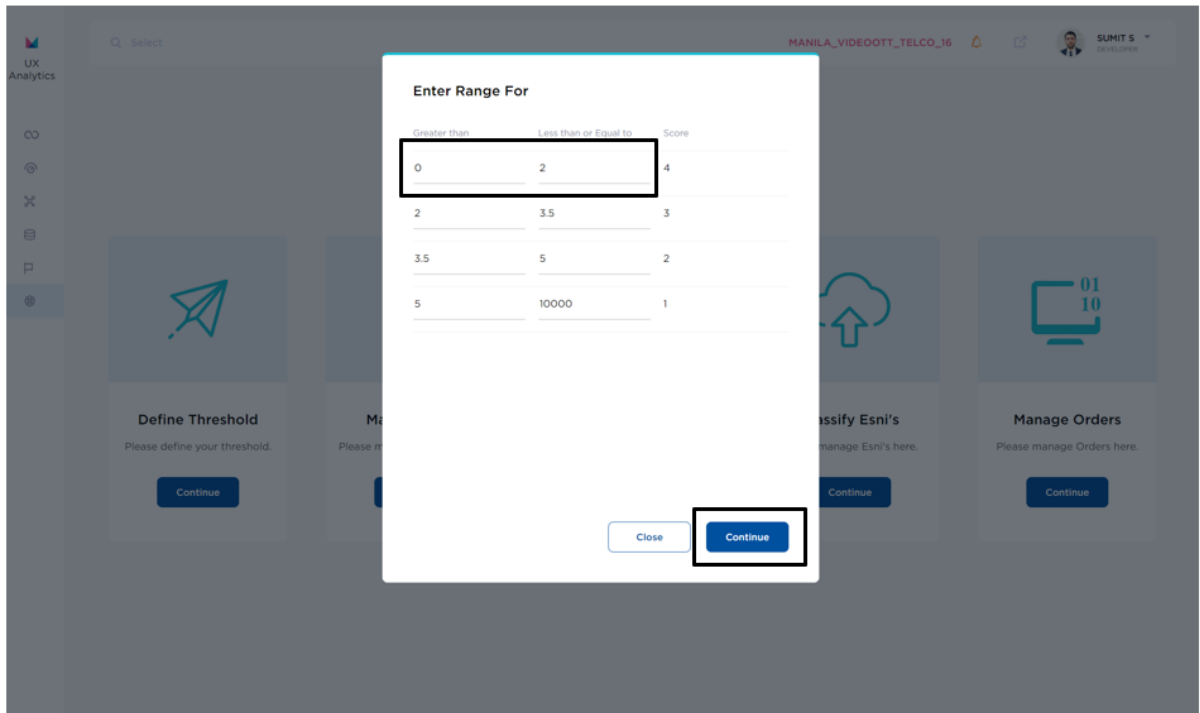


Figure 70: Settings - Configure Index

2. Manage Users

In this section, you can Add (by pressing the create user button), edit and enable/disable users as given in Figure 71.

Manage Users							Create User
Name	Email	Access	Time	Date	Edit	Enable/Disable	
sumit	sumit@mozark.ai	Admin	12:41	17-Feb-2020		<input type="checkbox"/>	
shubham	shubham@mozark.ai	User	12:36	29-Feb-2020		<input type="checkbox"/>	
voot	vootpoc@mozark.ai	User	10:49	20-Mar-2020		<input checked="" type="checkbox"/>	
vodafone_qatar_poc	vodafone_qatar_poc@mozark.ai	User	13:40	20-Mar-2020		<input type="checkbox"/>	
SonyLiv	sonyliv@mozark.ai	User	22:46	9-Apr-2020		<input type="checkbox"/>	
Nirav	nirav@Mozark.ai	User	17:02	21-Apr-2020		<input type="checkbox"/>	
Guest	guest@mozark.ai	User	09:44	4-Jun-2020		<input type="checkbox"/>	
Sourabh	sourabh@mozark.ai	Admin	12:54	18-Jun-2020		<input type="checkbox"/>	
Abdou	Guest1@mozark.ai	User	16:16	19-Jun-2020		<input type="checkbox"/>	
Abdou	Guest2@mozark.ai	User	16:19	19-Jun-2020		<input type="checkbox"/>	
Abhishek	TEST1@mozark.ai	User	11:24	30-Jun-2020		<input type="checkbox"/>	
Chandrasekar	chandra@mozark.ai	Admin	11:58	1-Jul-2020		<input type="checkbox"/>	

Figure 71: Settings - Manage Users

3. Define Weights

a. Select Weight

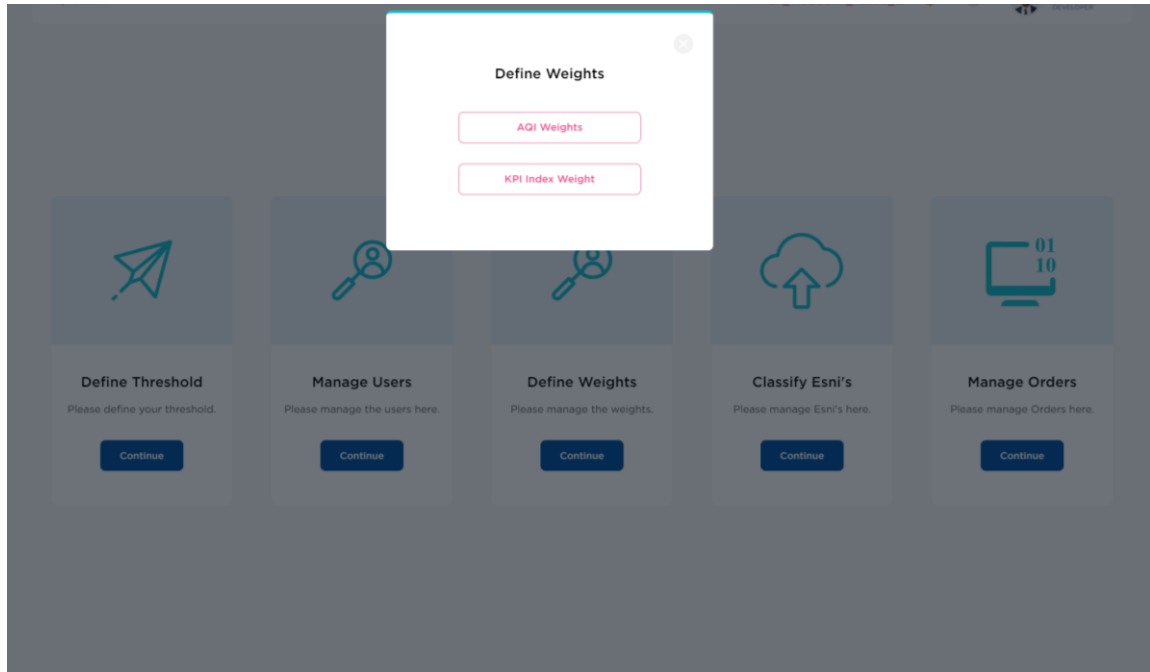


Figure 72: Settings - Select Weight

b. Configure Weight

Configure weights assigned to base index to configure calculation methodology of aggregate index in this section. Click on the Weight name to proceed ahead. Assign weight out of 100 to the scores as per desired configuration. Please ensure that all weights add up to exactly 100%. Press Save to save configuration and continue as given in Figure 73.

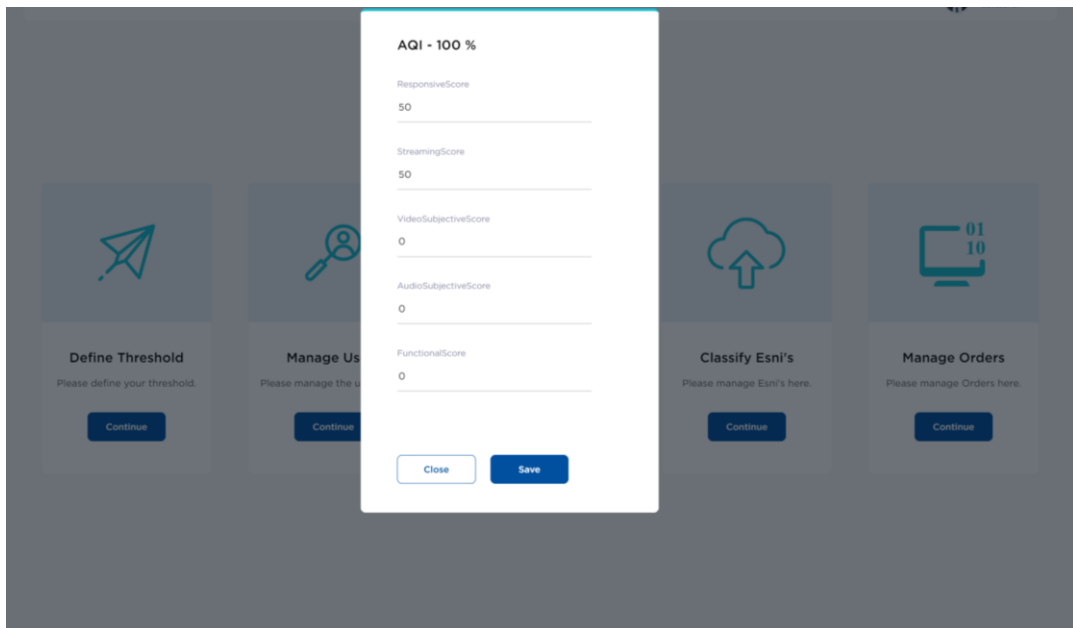


Figure 73: Configure Weights

4. Classify ESNI

Configure ESNIs in to 1st party, 3rd party, and CDN categories to view network performance across different ESNI on a categorical level. Select the App, whose ESNIs you want to edit. Next, select the ESNI class. Finish by assigning keywords from the ESNI that you want to assign under App-ESNI class combo. Previous settings can be edited/deleted as given in Figure 74.

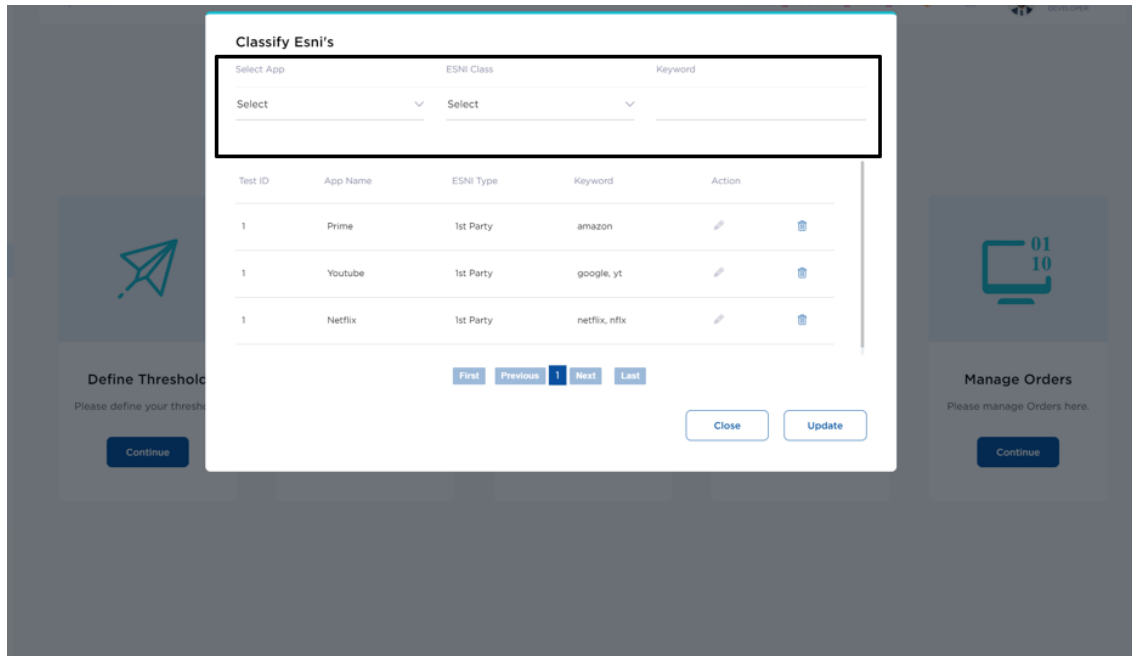


Figure 74: Settings - Classify ESNIs

5. Document History

S.No	Date	Version Number
1.	Dec 4, 2020	1.0

6. Resources

This section contains links to product video tutorials that can help you in getting started with App Experience.

Product Videos

(<https://www.youtube.com/channel/UCdcRIhyX-ZzYWRCvrSillHg>):

1. How to perform experience testing on MOZARK?
<https://www.youtube.com/watch?v=UQ4mSY-uGvM>
2. How to measure app experience?
<https://www.youtube.com/watch?v=Px5-bHOwXwk>

7. Support

For further assistance, you can reach out to enquiry@mozark.ai.