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User's quality of experience on multimedia conferencing services - Part 2: Requirements

Táto norma obsahuje anglickú verziu európskej normy.
This standard includes the English version of the European Standard.

Táto norma bola oznámená vo Vestníku ÚNMS SR č. 03/26

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EUROPEAN STANDARD

EN IEC 63478-2

NORME EUROPÉENNE

EUROPÄISCHE NORM

November 2025

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English Version

**User's quality of experience on multimedia conferencing services
- Part 2: Requirements
(IEC 63478-2:2025)**

Qualité de l'expérience de l'utilisateur pour les services de
conférence multimédia- Partie 2: Exigences
(IEC 63478-2:2025)

Qualität der Nutzererfahrung (QoE) bei Multimedia-
Konferenzdiensten - Teil 2: Anforderungen (IEC 63478-
2:2025)

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European Committee for Electrotechnical Standardization
Comité Européen de Normalisation Electrotechnique
Europäisches Komitee für Elektrotechnische Normung

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EN IEC 63478-2:2025 (E)**European foreword**

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IEC 63478-2

Edition 1.0 2025-10

INTERNATIONAL STANDARD

NORME INTERNATIONALE

**User's quality of experience on multimedia conferencing services -
Part 2: Requirements**

**Qualité de l'expérience de l'utilisateur pour les services de conférence
multimédia –
Partie 2: Exigences**



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User's quality of experience on multimedia conferencing services - Part 2: Requirements

FOREWORD

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The text of this International Standard is based on the following documents:

| Draft | Report on voting |
|--------------|------------------|
| 100/4246/CDV | 100/4339/RVC |

Full information on the voting for its approval can be found in the report on voting indicated in the above table.

The language used for the development of this International Standard is English.

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This document was drafted in accordance with ISO/IEC Directives, Part 2, and developed in accordance with ISO/IEC Directives, Part 1 and ISO/IEC Directives, IEC Supplement, available at www.iec.ch/members_experts/refdocs. The main document types developed by IEC are described in greater detail at www.iec.ch/publications.

A list of all parts in the IEC 63478 series, published under the general title *User's quality of experience on multimedia conferencing services*, can be found on the IEC website.

The committee has decided that the contents of this document will remain unchanged until the stability date indicated on the IEC website under webstore.iec.ch in the data related to the specific document. At this date, the document will be

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INTRODUCTION

With the global COVID-19 pandemic, meetings for business and education purposes shifted from face-to-face to virtual. Consequently, a range of multimedia conferencing services were developed, enabling users to choose and enjoy conferencing services based on personal preferences. To ensure optimal user experience, it is essential to measure the quality of experience (QoE) for multimedia conferencing services. However, there is currently a lack of standardized methods for measuring a user's QoE in this context. Thus, there is a pressing need to provide standards for measuring and evaluating a user's QoE for multimedia conferencing services.

Traditionally, quality of service (QoS) has been measured for network data communication, represented by objective index values like delay, throughput, and jitter. In contrast, QoE represents a user's level of satisfaction with a specific service and reflects a human emotional quality. As such, QoE is subject to overall service performance from the user's perspective. In the case of multimedia conferencing services, measuring QoE is challenging due to varying user preferences, as well as varying services and application characteristics. Therefore, a unified framework is necessary to measure and evaluate a user's QoE for multimedia conferencing services.

This document aims to provide standards for enhancing a user's QoE for multimedia conferencing services. The IEC 63478 series specifies general considerations and requirements to enhance a user's QoE and measurement methods for associated QoE parameters.

The IEC 63478 series consists of the following parts:

- Part 1: General;
- Part 2: Requirements; and
- Part 3: Measurement methods¹.

IEC 63478-1 (Technical Report) describes general considerations to measure users' QoE.

IEC 63478-2 (International Standard) describes the requirements to be considered to measure users' QoE.

IEC 63478-3² (International Standard) describes the measurement methods for QoE parameters.

¹ Under preparation. Stage at time of publication: IEC CDV 63478-3:2025.

² Under preparation. Stage at time of publication: IEC CDV 63478-3:2025.

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1 Scope

This part of IEC 63478 describes the requirements to measure users' quality of experience (QoE) on multimedia conferencing services.

2 Normative references

There are no normative references in this document.

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