



Advanced Insights

Have full transparency into the performance of your OpenTok apps with Advanced Insights. With Advanced Insights, customers can identify trends, troubleshoot errors and make informed business decisions quickly with access to project-level data.

Advanced Insights is supported through a user's Account Dashboard, and data can be filtered by date, location and endpoint (device/browser). Users can also access this data through the Insights API, allowing users to ingest data directly into their internal dashboards to programmatically measure performance against other business metrics.

Use Cases

Monitor new location and endpoint launches

Easily monitor the usage, quality and errors of your app, and find out which endpoints are most common in a new region.

Troubleshoot more efficiently

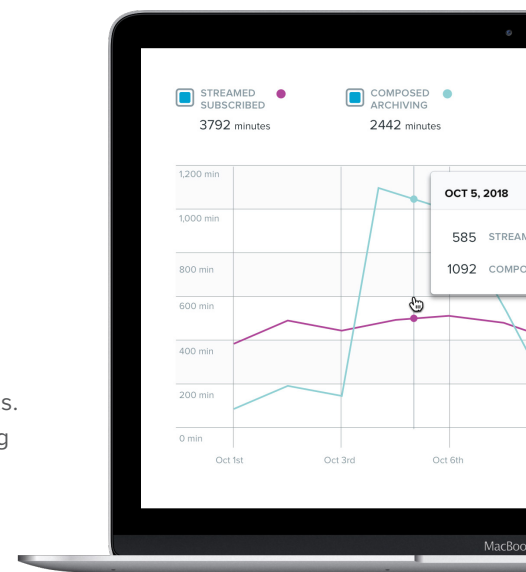
Find out which browsers have the best quality or error rates within a given region.

Analyze trends and insights over time

View your app's usage, quality and errors over time to help inform product decisions.

Efficient debugging

Get a quick health overview of your projects. Identify if a quality or error issue is affecting a certain region or endpoint type, to speed up the debugging process.



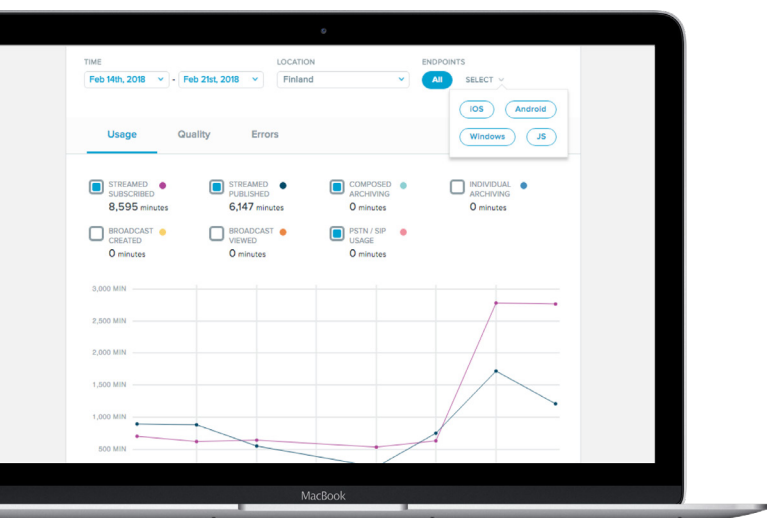
What is WebRTC?

WebRTC (Web Real-Time Communication) is an open standard for embedding real-time communications directly into web browser and mobile applications. WebRTC offers better video quality than predecessor technologies, up to 6x faster connection times, reduced audio/video latency and complete customizability.

Commercial Terms

Advanced Insights is currently in beta and is included with Growth and Enterprise plans.

Advanced Insights is available for customers on the Standard plan as an add-on. To learn more, please [contact us](#).



Technical Specifications

The insights dashboard provides the following types of data:

- Usage data: streamed Published, streamed Subscribed, Archive (composed and individual), Broadcast, Broadcast viewed and PSTN.
- Quality Data: Bitrates and latencies of Subscribed streams.
- Error data: Connect, Publish, and Subscribe error rates.

Each of these are filterable by the following stackable filters:

- Date range of your data
- Location information by country
- Regional information available in the United States
- Endpoint information, including SDK and Browser types.

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