SVENSK STANDARD

SS-EN IEC 63478-2, utg 1:2026

Fastställd	Sida	Ansvarig kommitté
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Upplevd kvalitet hos konferensutrustning – Del 2: Fordringar

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

Som svensk standard gäller europastandarden EN IEC 63478-2:2025. Den svenska standarden innehåller den officiella engelska språkversionen av EN IEC 63478-2:2025.

Nationellt förord

Europastandarden EN IEC 63478-2:2025

består av:

– **europastandardens ikraftsättningsdokument,** utarbetat inom CENELEC
– **IEC 63478-2, First edition, 2025 - User's quality of experience on multimedia conferencing services – Part 2: Requirements**

utarbetad inom International Electrotechnical Commission, IEC.

ICS 33.160.60

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EUROPEAN STANDARD

NORME EUROPÉENNE

EUROPÄISCHE NORM

EN IEC 63478-2

November 2025

ICS 33.160.60

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)

This European Standard was approved by CENELEC on 2025-11-14. CENELEC members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

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

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

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SEK Svensk Elstandard SS-EN IEC 63478-2, utg 1:2026

European foreword

The text of document 100/4246/CDV, future edition 1 of IEC 63478-2, prepared by TC 100 "Audio, video and multimedia systems and equipment" was submitted to the IEC-CENELEC parallel vote and approved by CENELEC as EN IEC 63478-2:2025.

The following dates are fixed:

•	latest date by which the document has to be implemented at national level by publication of an identical national standard or by endorsement	(dop) 2026-11-30
•	latest date by which the national standards conflicting with the document have to be withdrawn	(dow) 2028-11-30

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CENELEC shall not be held responsible for identifying any or all such patent rights.

Any feedback and questions on this document should be directed to the users' national committee. A complete listing of these bodies can be found on the CENELEC website.

Endorsement notice

The text of the International Standard IEC 63478-2:2025 was approved by CENELEC as a European Standard without any modification.

IEC 63478-2

Edition 1.0 2025-10

INTERNATIONAL STANDARD

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

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INTERNATIONAL ELECTROTECHNICAL COMMISSION

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

FOREWORD

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IEC 63478-2 has been prepared by IEC technical committee TC 100: Audio, video and multimedia systems and equipment. It is an International Standard.

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.

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

– reconfirmed,

– withdrawn, or

– revised.

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 methods[1].

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 63478-3 [2] (International Standard) describes the measurement methods for QoE parameters.

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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.

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.