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Sommario/riassunto

Addressing the QoE for improving customer perception when using Added Value Services offered by service providers, from the evaluation to the monitoring and other management processes. The main goal of the book is to present state-of-the-art research results and experience reports in the area of Quality Monitoring for Customer experience management, addressing amongst others currently important topics such as Service-aware Future Internet architecture for Quality of Experience (QoE) management on multimedia applications.
