USING APPLICARE › USER EXPERIENCE MONITORING

Measuring User Satisfaction - Apdex

Applicare 9.2 · Updated September 13, 2024 · **Pending technical review**

The **Application Performance Index (Apdex) score** quantifies user satisfaction with the performance of web applications and services. It converts various response times into a single score ranging from 0 to 1, with 1 indicating perfect satisfaction and 0 representing complete dissatisfaction. By default, Applicare uses the average response time of transactions as its **Desired response time(T).**

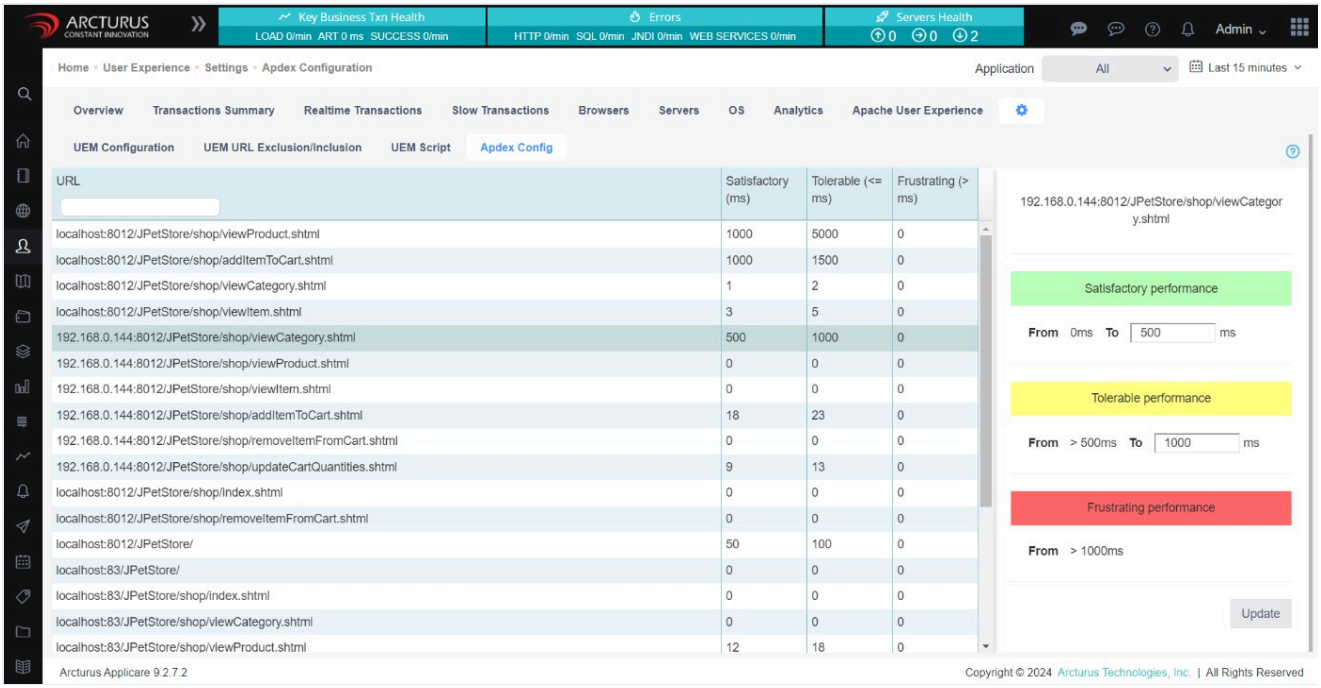
Each transactions is classified as follows:

- **Satisfied:** Response times less than or equal to T.
- **Tolerating:** Response times between T and 4T.
- **Frustrated:** Response times greater than 4T.

The Apdex Score is calculated using the formula:

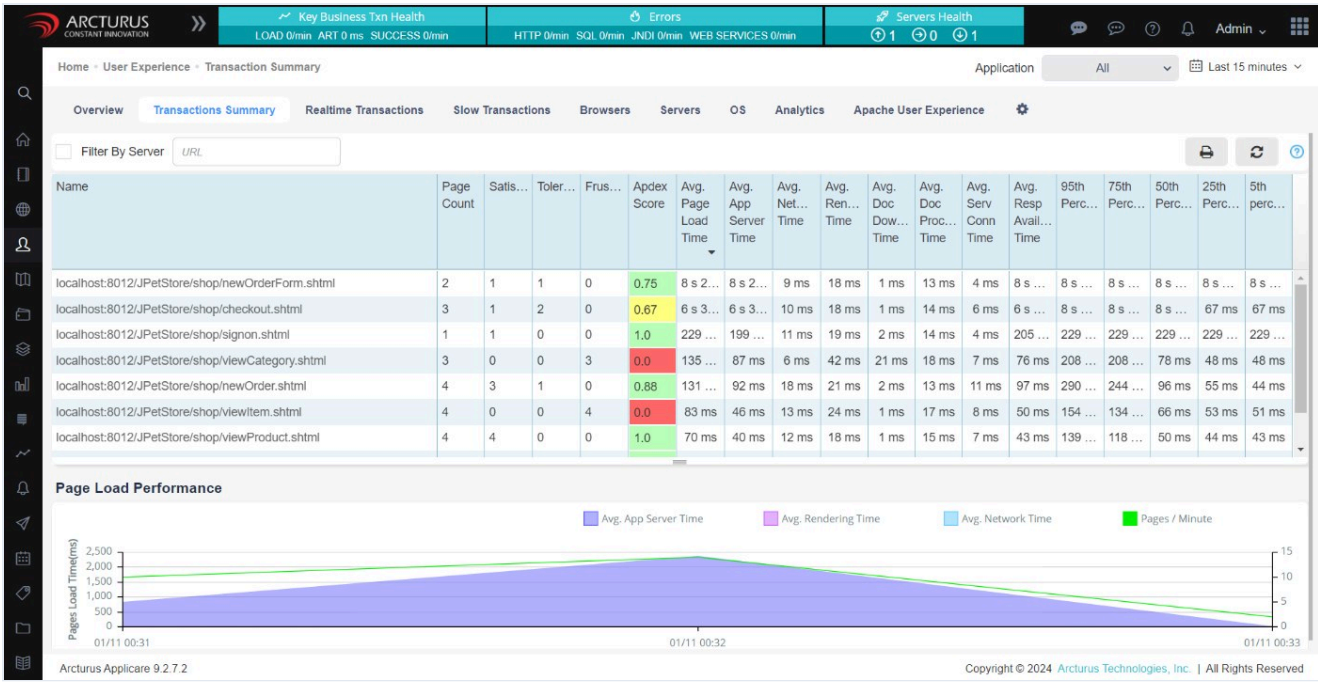
Apdex Score = (Satisfied Count + (Tolerating Count / 2)) / Total Count

You can configure the Apdex threshold for individual transactions in Applicare console by **navigating to Home-> User Experience -> Settings -> Apdex Configuration** screen.



The Apdex score for all the transactions can be viewed under **User Experience -> Transaction summary.**

If no Apdex threshold is set for a transaction, then average response time of that transaction will be used as the default threshold.



Monitoring with Applicare