**3GPP TSG SA WG 1 Meeting #107 S1-242312**

**Maastricht, The Netherlands, 19 – 23 Aug 2024** *(revision of S1-242034)*

**Source:** **Nokia, Nokia Shanghai Bell, Telefonica, China Mobile, Huawei, Qualcomm, Ericsson, Vodafone, Telecom Italia, LG Uplus, Orange, Rakuten Mobile, Erillisverkot, KPN, CableLabs, China Unicom, KT Corp., BT, China Telecom, Reliance Jio, Spark NZ, Telenor, SK Telecom, ZTE, DISH Network, MediaTek, UK Home Office**

**Title: New SID: Study on assisted user feedback in the IMS**

**Document for: Approval**

**Agenda Item: 4**

3GPP™ Work Item Description

Information on Work Items can be found at <http://www.3gpp.org/Work-Items>   
See also the [3GPP Working Procedures](http://www.3gpp.org/specifications-groups/working-procedures), article 39 and the TSG Working Methods in [3GPP TR 21.900](http://www.3gpp.org/ftp/Specs/html-info/21900.htm)

*Title:* Study on assisted user feedback in the IMS

Acronym: FS\_IMSAssistedUserFeedback

Unique identifier:

Potential target Release: Rel-20

# 1 Impacts

{For Normative work, identify the anticipated impacts. For a Study, identify the scope of the study}

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Affects: | UICC apps | ME | AN | CN | Others (specify) |
| Yes |  |  |  | x |  |
| No |  |  | x |  |  |
| Don't know | x | x |  |  |  |

# 2 Classification of the Work Item and linked work items

## 2.1 Primary classification

This work item is a …

|  |  |
| --- | --- |
| X | Study |
|  | Normative – Stage 1 |
|  | Normative – Stage 2 |
|  | Normative – Stage 3 |
|  | Normative – Other\* |

**\* Other = e.g. testing**

## 2.2 Parent Work Item

For a brand-new topic, use “N/A” in the table below. Otherwise indicate the parent Work Item.

|  |  |  |  |
| --- | --- | --- | --- |
| Parent Work / Study Items | | | |
| Acronym | Working Group | Unique ID | Title (as in 3GPP Work Plan) |
|  |  | N/A |  |

## 2.3 Other related Work Items and dependencies

|  |  |  |
| --- | --- | --- |
| Other related Work /Study Items (if any) | | |
| Unique ID | Title | Nature of relationship |
| N/A |  |  |

# 3 Justification

Network operators offering IP Multimedia Subsystem (IMS) services have interest in enhancing their IMS services by offering innovative engagement from their users as a potential way to optimize their network, provide better services, reduce churn or enable new revenue opportunities. For example, the collected user feedback can be used to improve their network operations as well as the overall user experience and satisfaction about IMS services.

In the context of current IMS services, including data channel-based services, various scenarios could be addressed, as an opportunity for the network operator to enhance the current experience and possibly to take follow-up actions based on a received user feedback, for example:

* Operator’s voice service quality reporting, e.g., to help the network improve its QoE and customer satisfaction, detect potential network issues, or verify the impact on perceived QoE and customer satisfaction in case of underlying network issues detected.
* Robocall/spam callers or messengers reporting to the network, e.g., to help marking/blocking spam numbers
* Rating of IMS Data Channel applications in the DC app catalogue
* Reacting to video ringback tone, for example like/dislike/subscribe
* Navigating in automated support calls

Contextual information may be provided together with such interactive feedback opportunities to assist and/or influence user behaviour (e.g., current number of “likes” or already reported spams, current rating of DC application etc). Similarly, feedback opportunities may be restricted in their form to be as objective and inambiguous as possible (e.g., via limited choices, predefined values and avoiding free-form text).

In general, these scenarios require proper addressing of user privacy aspects, which could be subject to regulatory requirements, such as:

1) enabling the user to opt-in/opt-out of receiving feedback opportunities from the operator;

2) protecting user privacy for data shared by the user in responses to the operator.

Furthermore, such scenarios should target user satisfaction and avoid negative impacts on user experience e.g. via annoying invasive solicitations.

Thus, instead of addressing such scenarios individually which may lead to partial considerations, it is proposed to comprehensively study the potential use cases related more generally to direct user interaction related to IMS services with network operators. The study will identify proper service requirements that are common to such scenarios and use cases, whilst analysing existing available features which could already address them as well as avoiding negative impacts on critical IMS based services and on user privacy.

# 4 Objective

This study is aiming at identifying use cases, providing gap analysis and defining potential requirements to enable direct user feedback related to IMS-based services, further allowing operators to control the feedback opportunities, the access to actual user feedback and to react accordingly.

The objectives are:

* + Identify a set of specific user feedback “types” to be standardized (e.g., call quality rating, spam reporting), and the related applicable IMS services (e.g. voice, video, messaging).
  + Identify use cases and service requirements to enable (under regulatory, network operator and/or user control) user feedback related to selected IMS services, in order to:
    - Enable direct user feedback towards the network operator related to the identified IMS services.
    - Enable user feedback opportunities in scope of the study in scenarios involving IMS users of different network operators.
    - Support the enabled user feedback opportunities in scope of the study to be restricted by a network operator (e.g., to specific predefined and/or pre-formatted actions, to network-initiated user interaction opportunities only).
    - Support the UE to configure preferences related to the handling of user feedback opportunities received from the network
  + Identify privacy related requirements (e.g. user consent, opt-in/opt-out, user feedback data processing) related to the introduction of direct user feedback opportunities in order to comply with regulations (e.g. EU GDPR) and to support users towards non-invasive interactions (e.g. ignore all user feedback opportunities).
  + Provide a gap analysis between the identified potential new requirements and existing functionalities of IMS and 5GS, including the user consent framework.
  + Consider security aspects (e.g. protection against user feedback’s DDoS attacks) as an integral part of the study, in particular so that any new proposed requirement do not adversely impact existing critical IMS based services (e.g. voice, emergency calls, etc.).
  + Consider related charging aspects.

Note 1: MMI requirements are out of scope of this study.

Note 2: Direct user feedback related to non-IMS services (e.g. web/HTTP/streaming based applications etc) are out of scope of this study.

Note 3: Whether and how to use IMS signalling in order to propose and/or collect user feedback is out of scope of this study.

Note 4: General user consent requirements and mechanisms for 3GPP services have been specified in TS 33.501, whether and how to adopt these user consent mechanisms to meet the identified requirements is out of scope of this study.

# 5 Expected Output and Time scale

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New specifications {One line per specification. Create/delete lines as needed} | | | | | |
| Type | TS/TR number | Title | For info  at TSG# | For approval at TSG# | Rapporteur |
| TR | 22.8xx | Study on assisted user feedback in the IMS | SA#106 (Dec. 2024) | SA#107 (Mar. 2025) | TBD |

|  |  |  |  |
| --- | --- | --- | --- |
| Impacted existing TS/TR {One line per specification. Create/delete lines as needed} | | | |
| TS/TR No. | Description of change | Target completion plenary# | Remarks |
|  |  |  |  |

# 6 Work item Rapporteur(s)

TBD

# 7 Work item leadership

SA1

# 8 Aspects that involve other WGs

Specifications regarding IMS (including security & privacy).

# 9 Supporting Individual Members

{At least 4 supporting Individual Members are needed. There is an expectation that these companies will provide resources to progress the work. Note that having 4 supporting companies is a necessary but not sufficient condition: the usual TSG approval process by consensus is needed for the WID approval}

|  |
| --- |
| Supporting IM name |
| Nokia |
| Nokia Shanghai Bell |
| Telefonica |
| China Mobile |
| Huawei |
| Qualcomm |
| Ericsson |
| Vodafone |
| Telecom Italia |
| LG Uplus |
| Orange |
| Rakuten Mobile |
| Erillisverkot |
| KPN |
| CableLabs |
| China Unicom |
| KT Corp. |
| BT |
| China Telecom |
| Reliance Jio |
| Spark NZ |
| Telenor |
| SK Telecom |
| ZTE |
| DISH Network |
| MediaTek |
| UK Home Office |