

Common Questions about Live Learning Data



Scenario 1:

Question: Why do users enter the live - streaming room to claim coupons, sign in, or participate in lucky draws, but their live - streaming viewing time is 0?

Answer: Only when the live - streaming room player is in the playing state will it be regarded as valid learning for reporting. There is no necessary relationship between the actions of claiming coupons, signing in, or participating in lucky draws and the viewing time. It's possible that users only participated in the interaction but did not actually play the live - stream.

Scenario 2:

Question: Why do users who have entered the live - streaming room have a viewing time of 0?

Answer: If users stay in the live - stream for less than 10 seconds, their viewing time will be recorded as 0 seconds.

Scenario 3:

Question: Users use the campus network and enter multiple live - streaming rooms to watch, but their viewing time is 0?

Answer: Some campus networks have restrictions, which prevent the learning data from being reported normally. It is recommended to try switching the network for viewing.

Scenario 4:

Question: Will the learning time be accumulated if users switch between different devices/ports during the live - stream viewing?

Answer: Yes, it will be accumulated.

Revision #2

Created 2026-06-08 04:40:30 UTC by Admin

Updated 2026-06-08 08:35:43 UTC by Admin