

What is claimed is:

1. An information processing method, performed by a terminal, comprising:
performing a first operation; wherein the first operation includes at least one of the following:

transmitting first information to a first base station; wherein the first information is used to indicate first status information of a QoE configuration, and the first status information of the QoE configuration is current status information of a QoE configuration which the terminal is in;

receiving second information transmitted by a second base station; wherein the second information is used to indicate second status information of a QoE configuration, and the second status information of the QoE configuration is status information of a QoE configuration indicated by the second base station for the terminal to be in.

2. The information processing method according to claim 1, wherein the first status information of the QoE configuration or the second status information of the QoE configuration includes at least one of the following:

first state, wherein the first state corresponds to QoE report sending behavior;
second state, wherein the second state corresponds to QoE report stop sending behavior.

3. The information processing method according to claim 1, wherein the first base station and the second base station are the same, and are target base stations for handover by the terminal;

the first operation includes:
transmitting the first information to the target base station;
receiving the second information transmitted by the target base station;
wherein the second status information of the QoE configuration is determined based on the first status information of the QoE configuration and a network status of the target base station.

4. The information processing method according to claim 1, wherein after receiving the second information transmitted by the second base station, the status information of the QoE configuration of the terminal is the second status information of the QoE configuration.

5. The information processing method according to claim 4, wherein the status information of the QoE configuration of the terminal is the second status information of the QoE configuration in case that the second status information of the QoE configuration corresponds to the QoE report stop sending behavior, the method further includes any of the following:

- an NAS layer stops QoE measurement collection;
- an AS layer stops sending QoE report;
- the AS layer stores application layer measurement report;
- the NAS layer stops sending QoE report to the AS layer.

6. The information processing method according to claim 1, wherein when the second status information of the QoE configuration corresponds to the QoE report stop sending behavior, the second information is used to indicate at least one of the following: a QoE reference identifier of the terminal; a first reason value.

7. An information processing method, performed by a first base station, comprising:

performing a second operation; wherein the second operation includes at least one of the following:

receiving first information transmitted by a first device; wherein the first information is used to indicate first status information of a QoE configuration, and the first status information of the QoE configuration is current status information of a QoE configuration which a terminal is in;

transmitting third information to the first device; wherein the third information is used to indicate third status information of a QoE configuration, and the third status information of the QoE configuration is status information of the QoE configuration indicated by the first base station for the terminal to be in;

wherein the first device is the terminal or a second base station.

8. The information processing method according to claim 7, wherein the first status information of the QoE configuration or the third status information of the QoE configuration includes at least one of the following:

first state, wherein the first state corresponds to QoE report sending behavior;

second state, wherein the second state corresponds to QoE report stop sending behavior.

9. The information processing method according to claim 7, wherein the second operation includes:

transmitting third information to the terminal;

wherein the third status information of the QoE configuration is determined based on a network status of the first base station;

or,

wherein the first base station is a target base station for handover by the terminal, and the second base station is a source base station for handover by the terminal;

the second operation includes:

receiving the first information transmitted by the second base station;

or,

wherein the second operation further includes:

transmitting the third information to the terminal;

wherein the third status information of the QoE configuration is determined based on the first status information of the QoE configuration and the network status of the first base station;

or,

wherein the first base station is a target base station for handover by the terminal, the first device is the second base station, and the second base station is a source base station for handover by the terminal;

the second operation includes:

transmitting the third information to the second base station when the terminal starts handover but before accessing the first base station;

wherein the third status information of the QoE configuration is determined based on the network status of the first base station.

10. The information processing method according to claim 7, wherein before performing the second operation, the method further includes:

performing a third operation, wherein the third operation includes at least one of the following:

transmitting fourth information to the second base station, wherein the fourth information is used to indicate whether the first base station supports QoE configuration;

receiving fifth information transmitted by the second base station, wherein the fifth information is used to indicate whether the second base station supports QoE configuration.

11. The information processing method according to claim 7, wherein in case that the third status information of the QoE configuration corresponds to QoE report stop sending behavior, the third information is used to indicate at least one of the following: a QoE reference identifier of the terminal; a second reason value.

12. An information processing method, performed by a second base station, comprising:

performing a fourth operation, wherein the fourth operation includes at least one of the following:

transmitting first information to a first base station; wherein the first information is used to indicate first status information of a QoE configuration, and the first status information of the QoE configuration is current status information of a QoE configuration which a terminal is in;

receiving third information transmitted by the first base station; wherein the third information is used to indicate third status information of a QoE configuration, and the third status information of the QoE configuration is status information of a QoE configuration indicated by the first base station for the terminal to be in;

transmitting the second information or third information to the terminal; wherein the second information is used to indicate second status information of a QoE

configuration, and the second status information of the QoE configuration is status information of the QoE configuration indicated by the second base station for the terminal to be in.

13. The information processing method according to claim 12, wherein the first status information of the QoE configuration or the second status information of the QoE configuration or the third status information of the QoE configuration includes at least one of the following:

first state, wherein the first state corresponds to QoE report sending behavior;

second state, wherein the second state corresponds to QoE report stop sending behavior.

14. The information processing method according to claim 12, wherein the fourth operation includes:

transmitting the second information to the terminal;

wherein the second status information of the QoE configuration is determined based on a network status of the second base station;

or,

wherein the first base station is a target base station for handover by the terminal, and the second base station is a source base station for handover by the terminal;

the fourth operation includes:

transmitting the first information to the first base station;

or,

wherein the first base station is a target base station for handover by the terminal, and the second base station is a source base station for handover by the terminal;

the fourth operation includes:

receiving the third information transmitted by the first base station when the terminal starts handover but before accessing the first base station;

transmitting the third information to the terminal;

wherein the third status information of the QoE configuration is determined based on the network status of the first base station.

15. The information processing method according to claim 12, wherein before performing the fourth operation, the method further includes:

performing a fifth operation, wherein the fifth operation includes at least one of the following:

receiving fourth information transmitted by the first base station, wherein the fourth information is used to indicate whether the first base station supports QoE configuration;

transmitting fifth information to the first base station, wherein the fifth information is used to indicate whether the second base station supports QoE configuration.

16. The information processing method according to claim 12, wherein in case that the second status information of the QoE configuration corresponds to QoE report stop sending behavior, the second information is used to indicate at least one of the following: a QoE reference identifier of the terminal; a first reason value; and/or,

in case that the third status information of the QoE configuration corresponds to the QoE report stop sending behavior, the third information is used to indicate at least one of the following: a QoE reference identifier of the terminal; a second reason value.

17. An information processing device, comprising:

a first transceiver configured to perform a first operation, wherein the first operation includes at least one of the following:

transmitting first information to a first base station; wherein the first information is used to indicate first status information of a QoE configuration, and the first status information of the QoE configuration is current status information of a QoE configuration which a terminal is in;

receiving second information transmitted by a second base station; wherein the second information is used to indicate second status information of a QoE configuration, and the second status information of the QoE configuration is status

information of a QoE configuration indicated by the second base station for the terminal to be in.

18. An information processing device, comprising:

a second transceiver configured to perform a second operation, wherein the second operation includes at least one of the following:

receiving first information transmitted by a first device; wherein the first information is used to indicate first status information of a QoE configuration, and the first status information of the QoE configuration is current status information of a QoE configuration which a terminal is in;

transmitting third information to the first device; wherein the third information is used to indicate third status information of a QoE configuration, and the third status information of the QoE configuration is status information of a QoE configuration indicated by the first base station for the terminal to be in;

wherein the first device is a terminal or a second base station.

19. An information processing device, comprising:

a third transceiver configured to perform a fourth operation, wherein the fourth operation includes at least one of the following:

transmitting first information to a first base station; wherein the first information is used to indicate first status information of a QoE configuration, and the first status information of the QoE configuration is current status information of a QoE configuration which a terminal is in;

receiving third information transmitted by the first base station; wherein the third information is used to indicate third status information of a QoE configuration, and the third status information of the QoE configuration is status information of a QoE configuration indicated by the first base station for the terminal to be in;

transmitting second information or the third information to the terminal; wherein the second information is used to indicate second status information of a QoE configuration, and the second status information of the QoE configuration is status information of a QoE configuration indicated by the second base station for the terminal to be in.

20. An electronic device, comprising: a processor, a memory, and a computer program stored on the memory and executable on the processor; wherein the processor executes the computer program to perform steps of the method according to any one of claims 1 to 6, or the processor executes the computer program to perform steps of the method according to any one of claims 7 to 11, or the processor executes the computer program to perform steps of the method according to any one of claims 12 to 16.