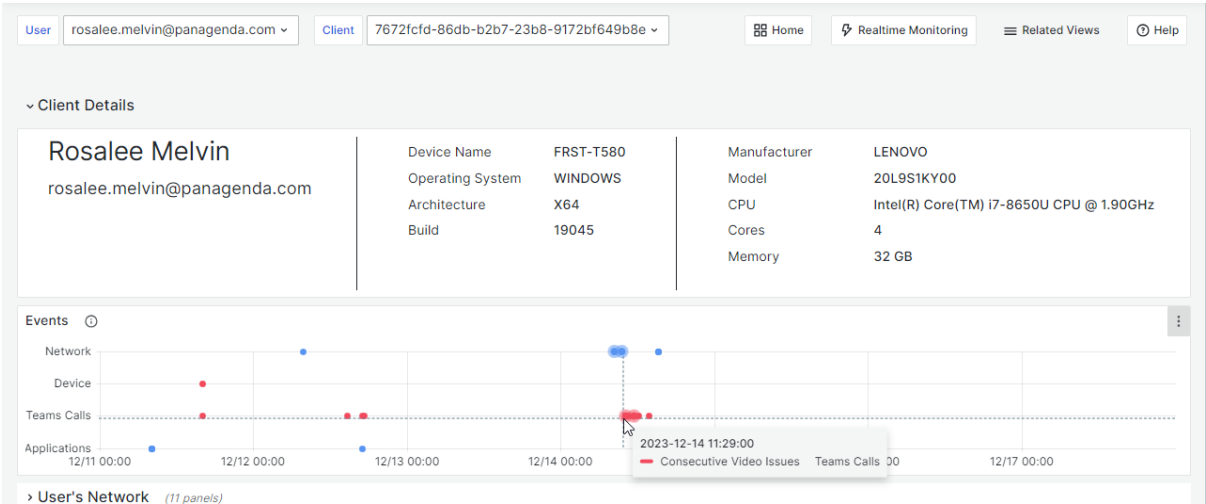


Jade Release Notes (Dec 2023)

Events Timeline

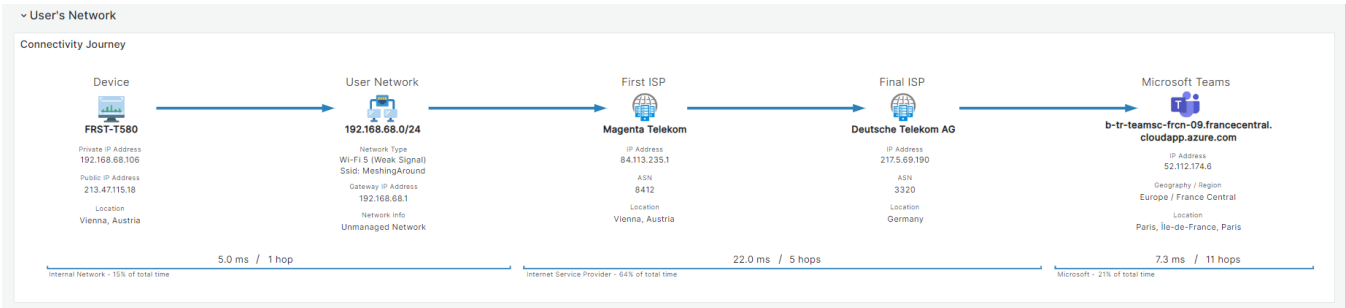
OfficeExpert TrueDEM provides lots of insights and information. However, sometimes you want to quickly see across the board what is going on in order to see relations and impacts. That's why we've introduced the Events timeline on the User Details. This table shows the major changes and problem in relation to other changes and problems going on. Areas in which events are posted are: Network (WIFI, BSSID, etc.), Device (CPU, RAM, etc.) Teams Calls (bad calls, audio, video, etc.) and Applications (installed, removed updated)



We will be extending this feature in the future so keep your eyes peeled for further updates!

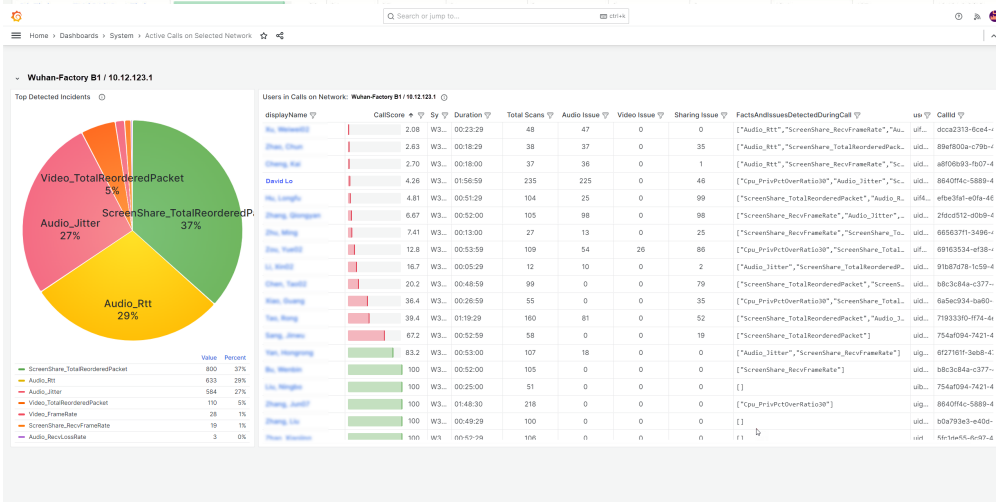
Connectivity Journey

Another change is that we now added a visual representation of a user's connection to the Microsoft Teams cloud. Highlighting all the important connections points from device to (home/remote) local network to ISP to Microsoft Cloud. As a connection can route over multiple ISP's before it hits the cloud we include both the first and last ISP the user touches.



Live Teams Calls overview page

On the new live Teams Call Overview page organizations can get a birds eye view of how many calls are going on, in which of their networks and which of them are having problems. You can click through to get more information on the types of problems users are having in a specific network as well as dive even deeper to open the streaming metrics for a specific user in a call. Giving you unprecedented insight into what is going on at any time of the day with Teams calls across your organization.



Note: There is a slight processing interval before the data is portrayed

The real time Call Data – Details page is further enhanced to show more clearly what is going on during a call. This includes seeing the type of errors that occur, the consecutive problems with audio, video or screen sharing as they are happening along a timeline and the changes that occur at the same time. All aimed at giving you quick insight into where the problem is likely to originate from.



We've also included links back to the Call Quality Debug page (in order to quickly navigate from there to any other participants of this call) and a link to the streaming metrics page if you are looking at an ongoing call and want to see the limited data set without processing delay.

[Open Streaming Metrics \(only during a live call\)](#)

[Link to Call Quality Debug Page](#)

[Home](#)

Call List replaced

You asked and we delivered!

In the old situation there were several ways of finding and accessing a call. Through the call list (accessible from the Search page), from the Teams Call section on the user details page and through the Live Call Overview page. Each of these methods had there pro's and cons with one showing more calls and the other more details like participants and problem areas. So we decided to bring all of it together into one. The new call list is now located on the Teams Call List tab in the User Experience page (accessible through the user search). This tab already contained certain call KPI's but is now extended with a list of calls the user made in the last 7 days. With the option to extend that to all calls in the last 21 days.

panagenda

Home / User Search / User Experience

Preview

Mercy Law

mercy.law@panagenda.com

Go to Advanced User Details

From 2023-12-26 14:46 To 2024-01-09 14:46

Select Last ...
Last 7 days
Last 14 days
Last 21 days

User Insights

User Experience

Teams Call List

Device Summary

Total Calls

Calls with Issues detected

Average Duration

P2P Calls

Group Calls

Primary Audio Device

Primary Video Device

Average Jitter

Average MOS

Average Packet Loss

User had problems

Others had problems

Managed networks

Unmanaged networks

Low Avg. Wi-Fi

High Avg. CPU

High Avg. Jitter

High Avg. RTT

Monitored devices

Start	Duration	Attendees	User Quality	Others Quality	Network	Avg. Wi-Fi SL...	Avg. CPU	Avg. Memory	Avg. Jitter	Avg. RTT	Teams Version	Has 64bit T...
1/8/2024 10:31...	48m 37s	CD CPEI	🟢	🟢	10.220.83.29	12%	73%	13.2	108ms	1.6.00.33567		✓
1/8/2024 10:12...	07m 50s	CD CPEI	🟢	🟢	10.220.83.29	15%	74%	8.2	110ms	1.6.00.33567		✓
1/8/2024 10:12...	00m 00s	CD FG FV GS SF	🔴	🔴	KPN			48	137ms			
1/8/2024 9:16:4...	07m 53s	CD CPEI	🟢	🟢	10.220.83.29	13%	63%	9.5	102ms	1.6.00.33567		✓
1/8/2024 7:10:4...	21m 23s	CD FG	🟢	🟢	10.220.83.29	24%	64%	8	105ms	1.6.00.33567		✓
1/8/2024 7:10:2...	00m 09s	CD FG	🟢	🟢	Spectrum Built...	0%		20	144ms			
1/8/2024 5:57:2...	08m 18s	CD FG GS	🟢	🟢	10.220.83.29	31%	69%	8.4	102ms	1.6.00.33567		✓
1/8/2024 5:00:1...	47m 57s	CD FG FG GS SF	🟢	🟢	10.220.83.29	23%	68%	9.6	43ms	1.6.00.33567		✓

Per call, you have an overview of participants, as well as indicators that tell you where the problems occurred.

Accessing live calls directly from the call list

With the new call list we also added the feature of showing you*, when the user is in call. And not just show, it also allows you to open directly the Real Time Call Data - Details page with streaming metrics page for that call as it is happening. This makes it possible to dive into a call as it is happening for a user that for instance is reporting problems to you.

panagenda

Home / User Search / User Experience

Preview

Mercy Law

mercy.law@panagenda.com

Go to Advanced User Details

From 2024-01-02 15:02 To 2024-01-04 15:02

Select Last ...

User Insights

User Experience

Teams Call List

Device Summary

In a teams call 34m 56s

Click here to see live metrics.

Total Calls

Calls with Issues detected

Average Duration

P2P Calls

Group Calls

Primary Audio Device

Primary Video Device

Average Jitter

Average MOS

Average Packet Loss

User had problems

Others had problems

Managed networks

Unmanaged networks

Low Avg. Wi-Fi

High Avg. CPU

High Avg. Jitter

High Avg. RTT

Monitored devices

Start	Duration	Attendees	User Quality	Others Quality	Network	Avg. Wi-Fi SL...	Avg. CPU	Avg. Memory	Avg. Jitter	Avg. RTT	Teams Version	Has 64bit T...
1/8/2024 10:31...	48m 37s	CD CPEI	🟢	🟢	10.220.83.29	12%	73%	13.2	108ms	1.6.00.33567		✓
1/8/2024 10:12...	07m 50s	CD CPEI	🟢	🟢	10.220.83.29	15%	74%	8.2	110ms	1.6.00.33567		✓
1/8/2024 10:12...	00m 00s	CD FG FV GS SF	🔴	🔴	KPN			48	137ms			

Agent Manager

Release management – insider channel

As part of the new TrueDEM Manager version 6 an branch concept in our auto-update model was introduced to have specific users assigned to a preview versus General Availability (GA) release track.

On average, we release incremental updates to our agents 2-3 times per month. We understand that this is too frequent for the entire user population in most enterprises. Therefore this new branch model will give you more control over who gets what release of the TrueDEM agent.

Each time a new TrueDEM agent update package is generated in the Microsoft store, this is automatically added to our distribution points for the Preview Branch (Insider Channel). Any user that is set to preview would get this update installed within one day. Preview users can expect to silently receive 2-3 agent updates per month.

OfficeExpert also has a General Availability, or GA Branch (Enterprise Channel). The GA branch is usually updated once a month. All recent Preview branch releases which have been deployed to previews users for at least 2 weeks are evaluated for stability, security and overall impact experienced when operating on preview users. The optimal version with the proper testing time is selected and assigned to be the new GA.

Organizations can use roles to assign users to either the Insider (Preview) or Enterprise (GA) channel. More information about this feature can be found here: [How to use the Insider Channel](#)

Fixes & other improvements

We constantly strive to enhance our product. Check the [Intermediate fixes & updates on the portal](#) page for a full list of updates!

**Please be aware that there can be a delay in the button being portrayed of ~1 to 4 minutes due to processing.*