

# OfficeExpert TrueDEM

## Call Analytics compared to Microsoft

A case study

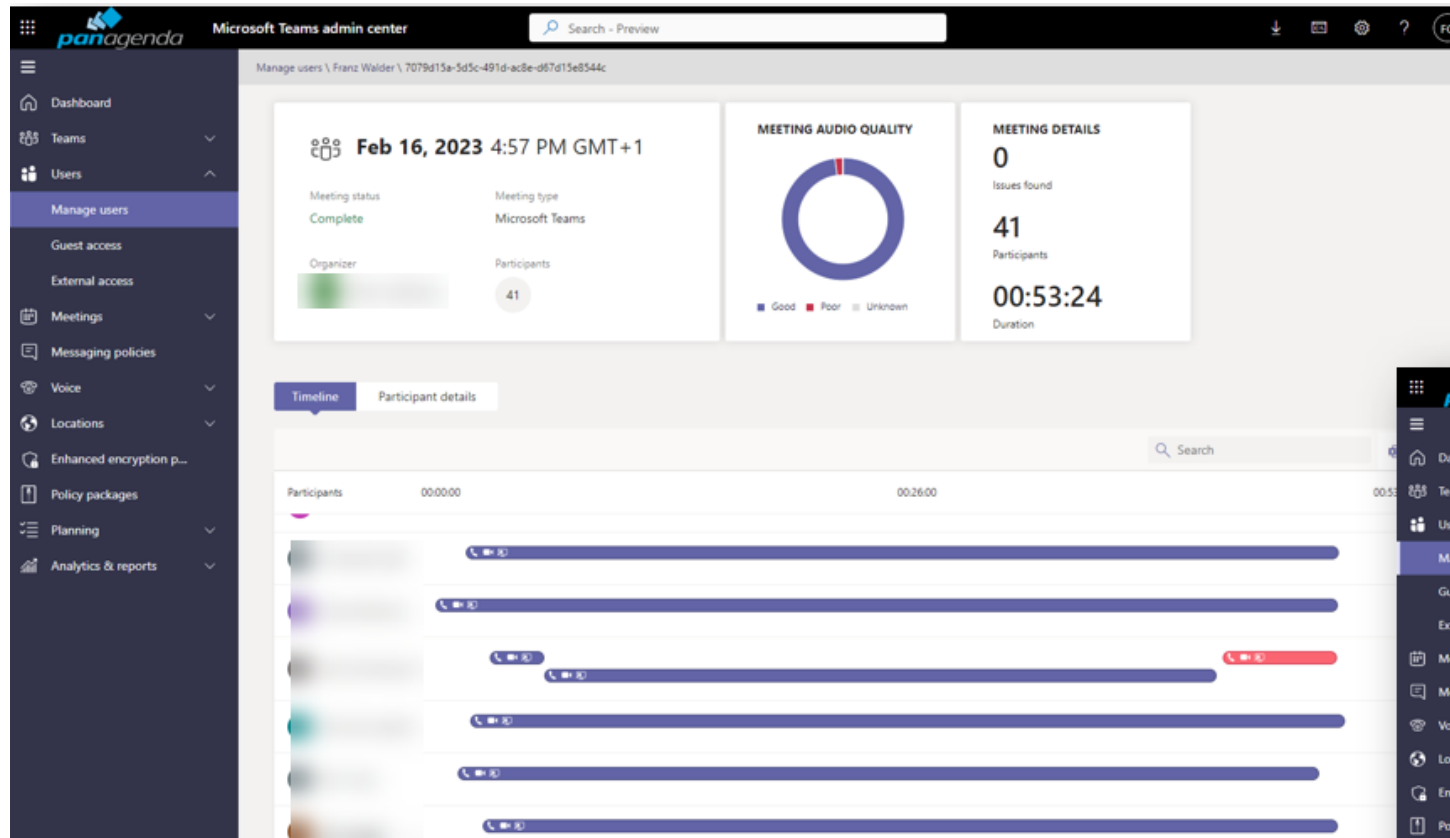
Make Your Data Work For You

## Example

A user complains that the video for the presenter of a meeting he just attended was bad and 'choppy'.

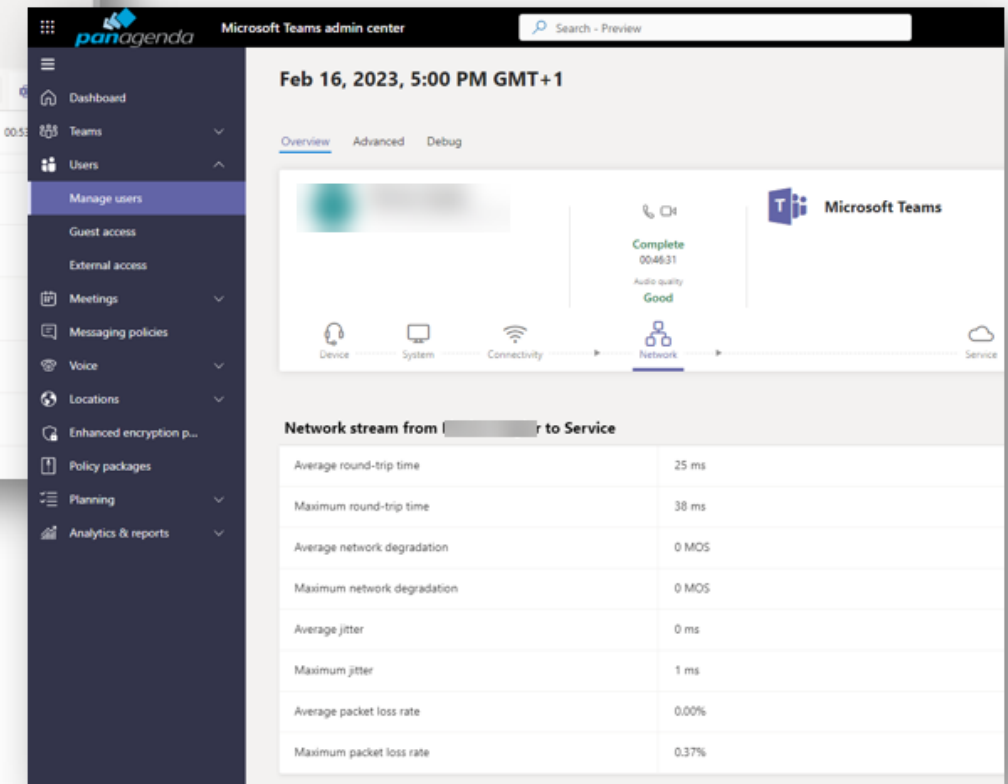
What does **Microsoft** show us  
versus  
what **Office TrueDEM** shows us?

# Microsoft CQD

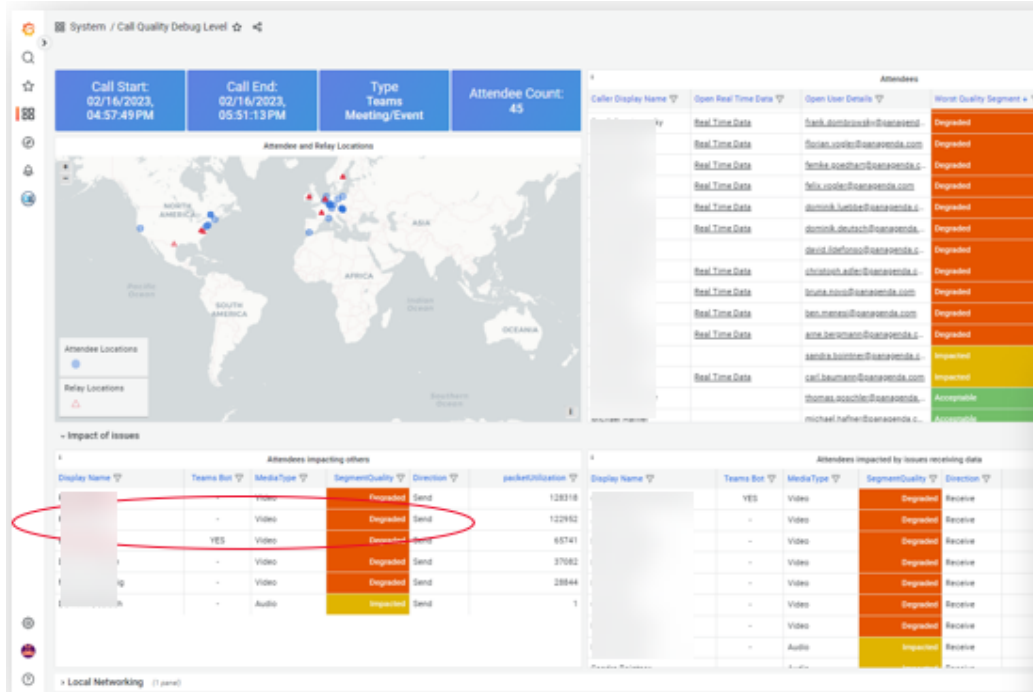


<- According to CQD: All is fine, only one user showed as having a partially degraded experience and it wasn't [blurred]

Looking at [blurred] individual data, nothing much can be seen as all data is highly summarized or averaged. ->

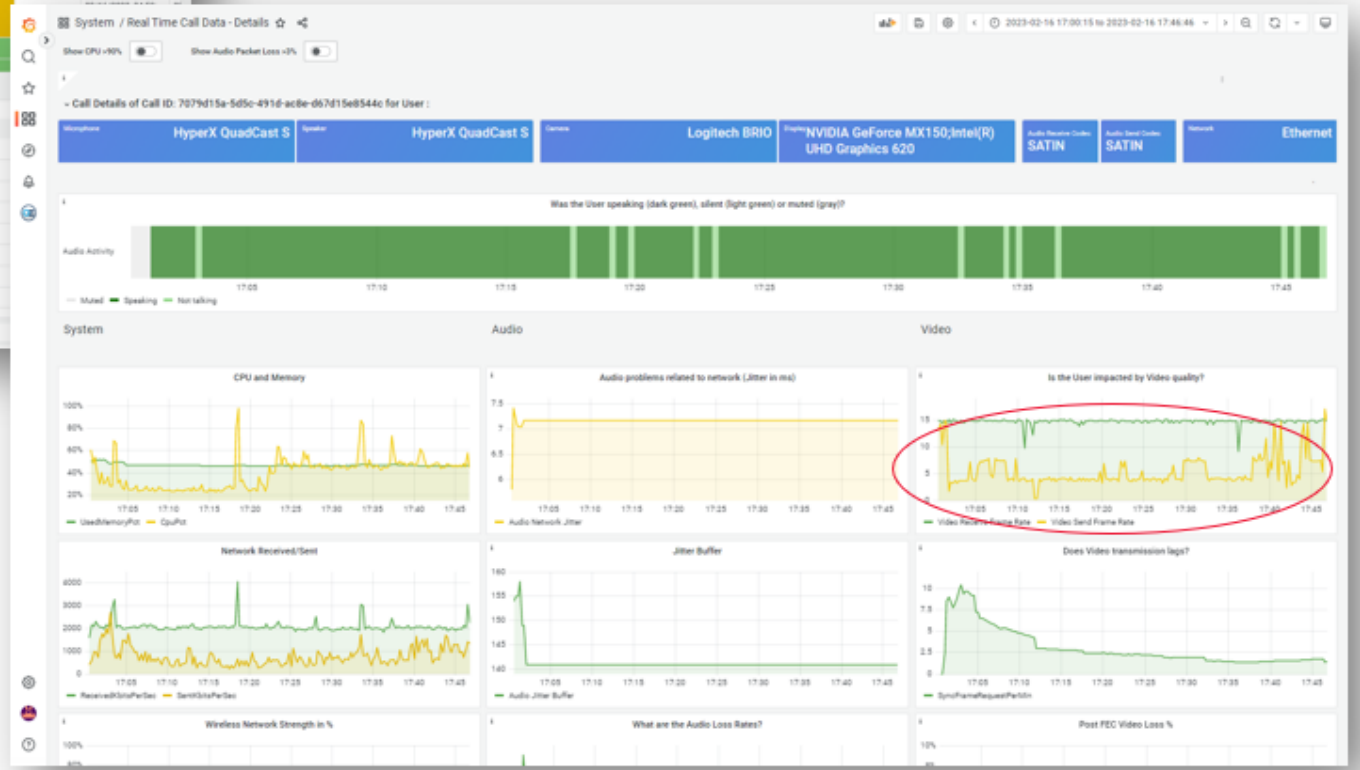


# OfficeExpert TrueDEM data on the same call...



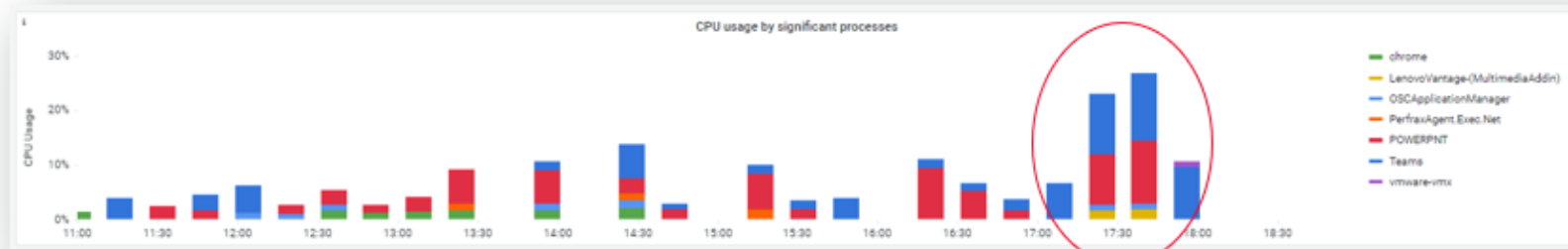
<- According to TrueDEM: Nearly all users had some sort of impact during the call (Call Quality Debug page). And both [redacted]'s outgoing video stream as well as many of the other participants incoming video streams seemed to be affected.

Diving into [redacted]'s individual TrueDEM data, We see that apart from the Video Frame Sent Rate, everything seems to be within what is to be expected. The video frame sent rate however seems to be very low. Averaging around 4-5 on a scale of 1-30 where higher is better (according to Microsoft) ->



# OfficeExpert TrueDEM data correlation

To align what was going on, we then looked at [REDACTED]'s User Details page. All looked ok, including the CPU and processes running. Teams and PowerPoint are taking up CPU which is to expected but I also notice two other processes.



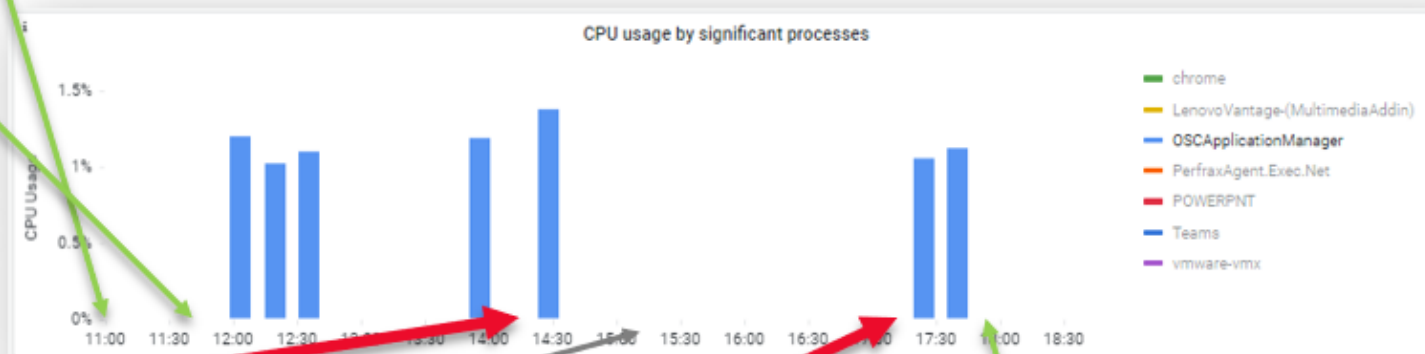
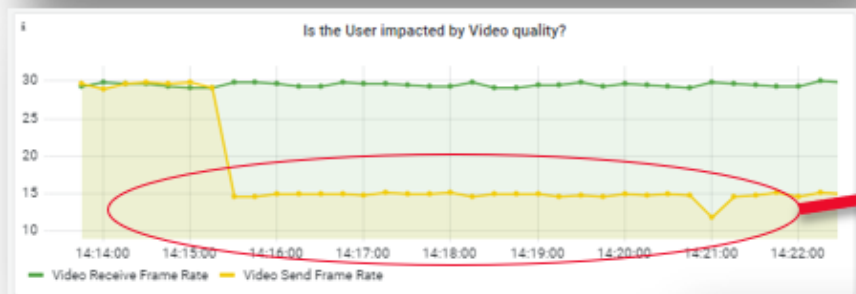
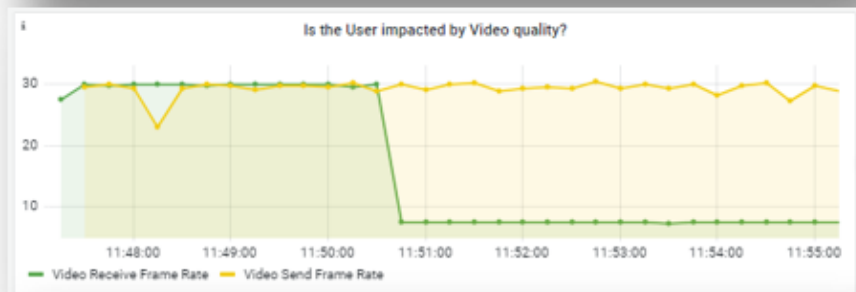
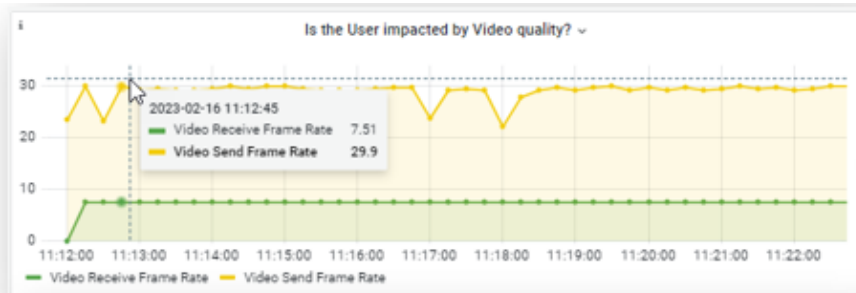
Filtering down to those processes, one (OSCApplicationManager) seems to run multiple times a day, so let's check [REDACTED]'s call around those times to see if there is a correlation.



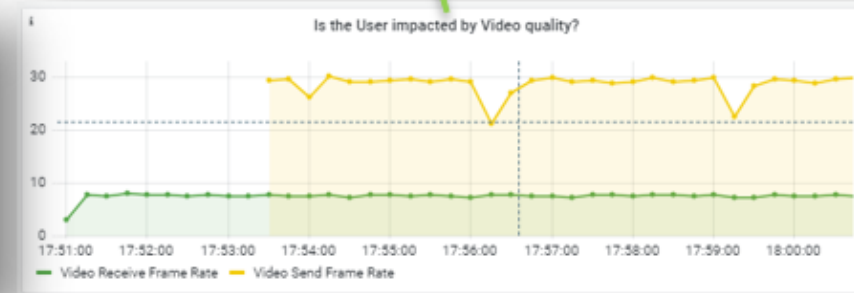
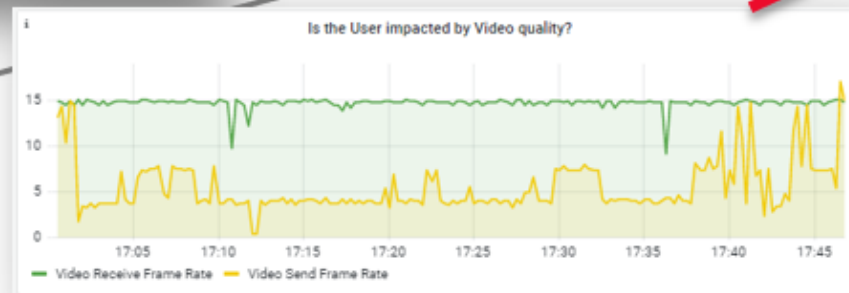
Looking at [REDACTED]'s Call list there seem to have been multiple calls during and apart from the times this process was running. Let's exclude them by looking at the Video Sent Frame Rates for those

2/16/2023 5:50:41 PM	10m 08s	3
2/16/2023 4:57:49 PM	53m 24s	45
2/16/2023 3:18:46 PM	03m 25s	2
2/16/2023 2:13:22 PM	09m 04s	2
2/16/2023 11:47:08 AM	08m 06s	2
2/16/2023 11:11:43 AM	10m 59s	2

# Looking for correlation...



The call made at 3:18 was made from a phone so we don't have the details for that one.



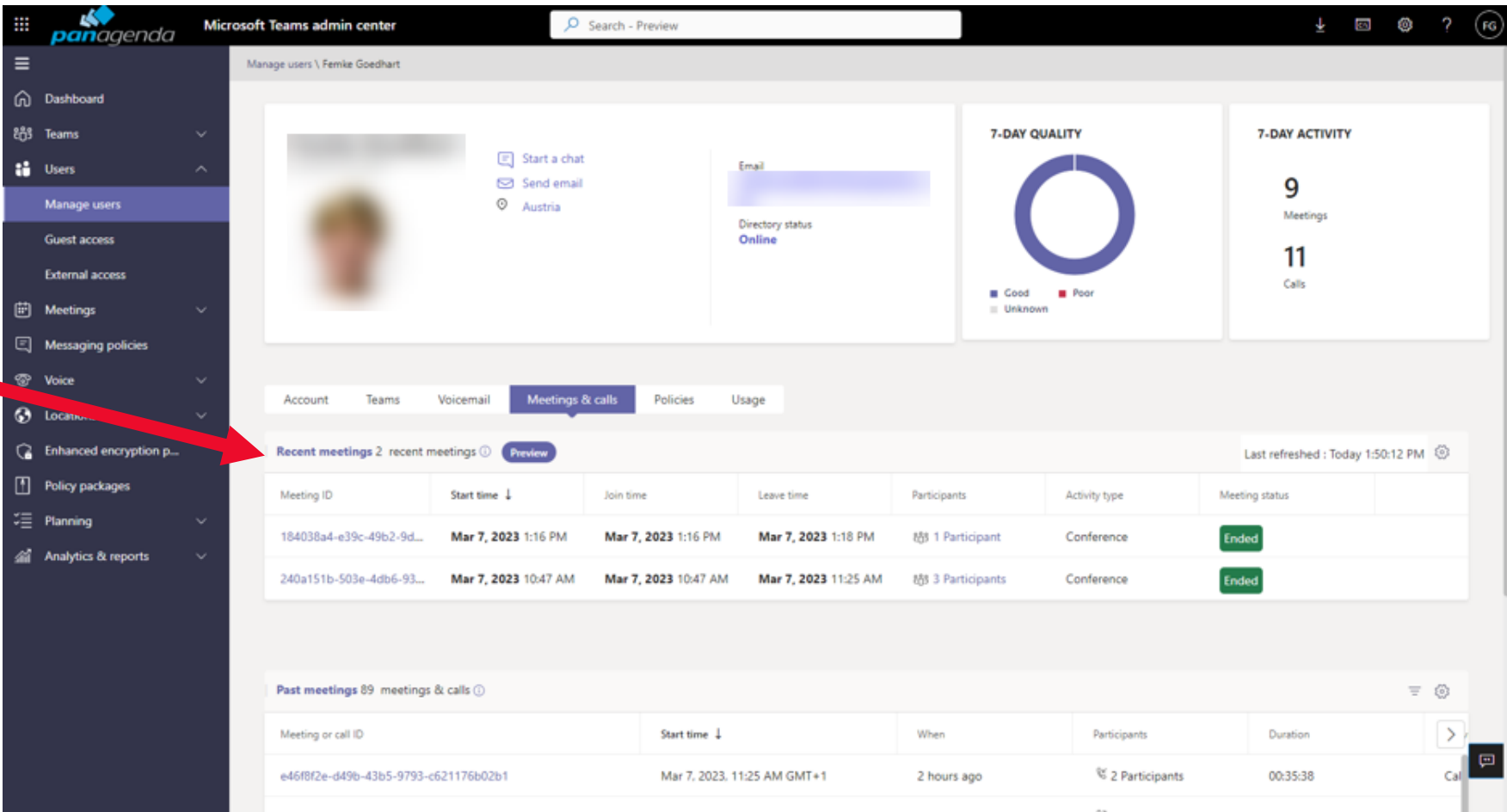
Video Frame Sent Rate for Various calls of [redacted] during that day could have a correlation with the OSCApplicationManager process as every time it starts, Video Frame Sent Rates during calls seems to dip.

This is exactly why TrueDEM is better than CQD or Even Call Analytics. As neither would have shown the relation to other processes running.



# Getting the Microsoft Call Analytics

You only get (near) real Time Analytics if an admin or support engineer clicks on the call **as it is going on** and only for certain types of calls.

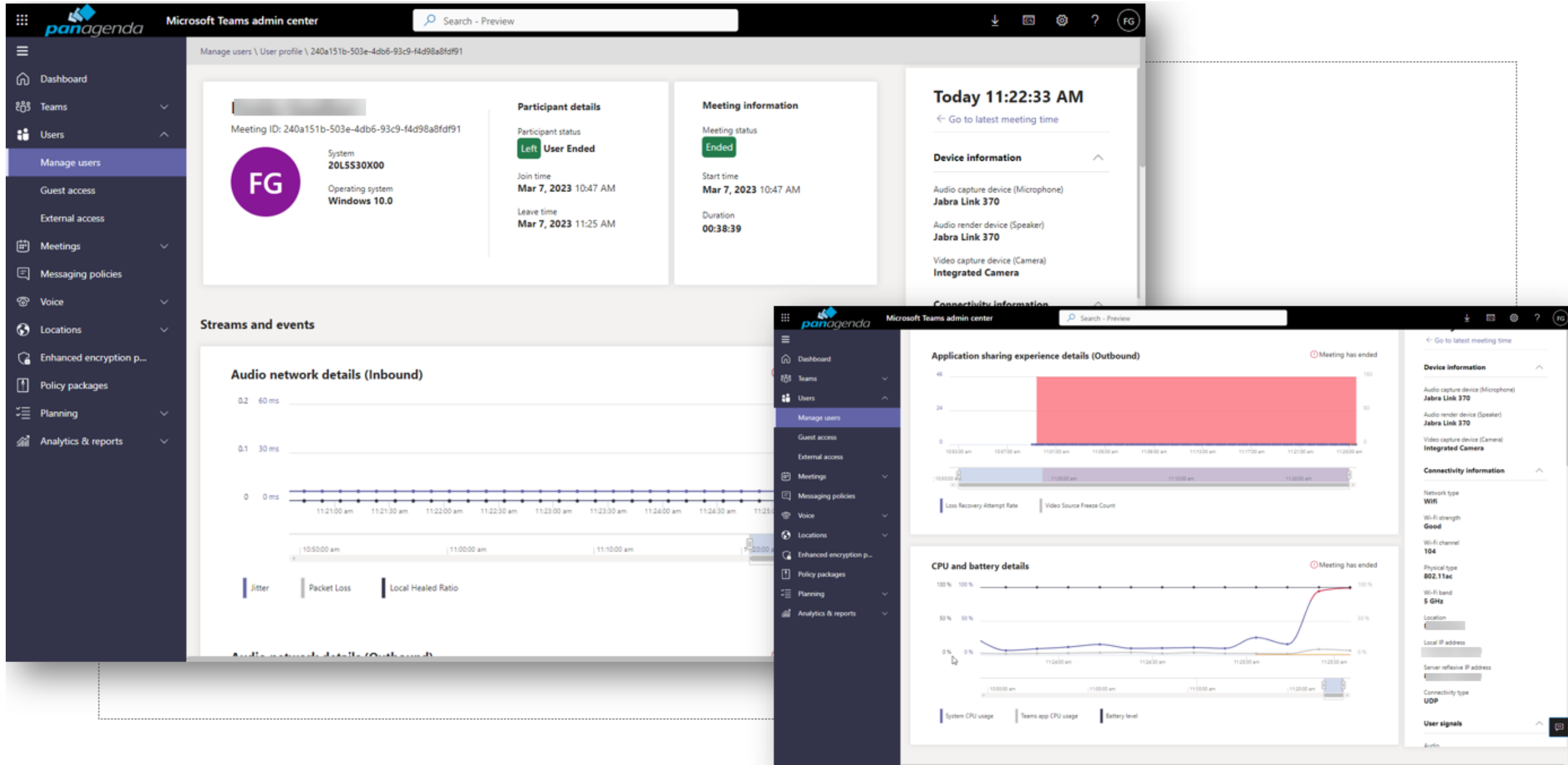


The screenshot displays the Microsoft Teams admin center interface. The left sidebar contains a navigation menu with the following items: Dashboard, Teams, Users, Manage users (highlighted), Guest access, External access, Meetings, Messaging policies, Voice, Location, Enhanced encryption p..., Policy packages, Planning, and Analytics & reports. A red arrow points to the 'Analytics & reports' option. The main content area shows the 'Meetings & calls' section, which includes a user profile card for 'Femke Goedhart' with options to 'Start a chat', 'Send email', and 'Austria'. Below this, there are two charts: '7-DAY QUALITY' (a donut chart showing 'Good' and 'Poor' status) and '7-DAY ACTIVITY' (showing '9 Meetings' and '11 Calls'). The 'Recent meetings' table lists two meetings, both marked as 'Ended'. The 'Past meetings' table lists one meeting with a duration of 00:35:38.

Meeting ID	Start time	Join time	Leave time	Participants	Activity type	Meeting status
184038a4-e39c-49b2-9d...	Mar 7, 2023 1:16 PM	Mar 7, 2023 1:16 PM	Mar 7, 2023 1:18 PM	1 Participant	Conference	Ended
240a151b-503e-4db6-93...	Mar 7, 2023 10:47 AM	Mar 7, 2023 10:47 AM	Mar 7, 2023 11:25 AM	3 Participants	Conference	Ended

Meeting or call ID	Start time	When	Participants	Duration
e46f8f2e-d49b-43b5-9793-c621176b02b1	Mar 7, 2023, 11:25 AM GMT+1	2 hours ago	2 Participants	00:35:38

# Microsoft (near) Real Time Analytics





# What does Microsoft offer for call analytics compared to TrueDEM?



## Microsoft

- Call Analytics: Summarized / Averaged call statistics
- CQD: Org/network wide summarized data
- (near) Real Time Call Analytics
  - Only if activated **DURING** call\*
  - Available for max **24hrs**
  - Only for **internally initialized** calls
  - +3hr calls will only show max 3hrs
- No correlation with other data

## OfficeExpert TrueDEM

- (near) Real Time Call Analytics for all calls made from a monitored device:
  - Automatic collection, i.e. No need to activate collection
  - **All call types included.** Including, one-to-one, ad-hoc, webinars, etc.
  - **Internal & External** calls (with limited data on non-monitored participants)
  - **No limitations** on how much data can be visualized during or after the call
  - No limitations on duration of calls
  - **21 days** available detailed data
- Correlation to other Endpoint & networking information that can be of relevance to the user experience

*\*For Teams Premium users Call Analytics are collected automatically and stored for 7 days*