



What Powers Your Teams Meetings: A Research Driven Breakdown of Microsoft Teams Meeting Applications

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Purpose	3
Applications used in Teams Meetings.....	3
The Analysis	5
Voicemail	6
Conferencing AutoAttendant.....	6
TeamsAutoAttendant.....	7
Client Audience	7
MediaComposition.....	7
Microsoft.Skype.Platform.Echo.Logic	8
MCRRTPOutput	8
MCRAIInterpreterIngest.....	8
GroupCopilotCallingBot	9
CallRecorderBot.....	9
ConferenceVirtualAssistantBot.....	9
How often are they used ?	10
Summary on Microsoft most used Bots.....	11
Why is this relevant ?.....	11

What Powers Your Teams Meetings: A Research-Driven Breakdown of Microsoft Teams Meeting Applications

Thanks to the widespread adoption of TrueDEM among our clients, we are able to conduct deep dive and comparative research into many aspects of M365 usage. With this paper we dove into the occurrences of applications/bots during Teams calls. To see what we could deduct from it and what the relevance could be for an organization to have insights into this information.

Our sample set consisted of anonymized data from approximately 1 million calls across a subset of customers using TrueDEM in the period of November-December 2025. Regional and cross-regional

factors are particularly important when it comes to M365 and Azure so we made sure to cover calls from a wide range of physically located customers.

Research Purpose

Microsoft Teams Meetings enable end-users to enhance their productivity by leveraging a variety of advanced features. For example, users have the ability to transcribe meetings or utilize the Teams Interpreter feature, which provides near real-time language translation. But in order to access these functionalities, it is necessary and required that applications become part of the meeting itself. Acting as participants in the call. These applications are often referred to as bots and come in many forms and shapes. From Microsoft system services like voicemail, recording, transcription and translation services as well as third party apps that organizations add to provide other options like policy adherence monitoring, compliance, security and automatic call management.

Analyzing the information gathered, we looked into what we can gather on bots used during Teams calls & meetings.

Initial focus:

- Determine which applications are being used within Teams Meetings and for what
- Find out how frequently new versions of these apps are being deployed
- Identify the hosts on which these applications are running
- Assess the scale by counting the number of hosts for each app
- Finally, calculate how often each app is used and compare them.

This analysis basically takes all the calls and analyzes all used applications (incl. self-developed ones). However, for privacy reasons, this report will solely focus on Microsoft native bots and exclude third-party and self-developed/hosted apps for the queried calls.

Applications used in Teams Meetings

Microsoft own 'bots' do not get called that by Microsoft itself. Microsoft sees it as native services and although some of these applications/bots show up in call data as participants, they do not appear in the Teams Admin Center – Call Analytics as such. There is almost zero technical information available about these applications/bots on the internet, so Microsoft does not share any public information on the topic of bots it utilizes within calls.

The functionalities do have documentation of course but it's not always clear which bot/application is responsible for which features/functions. Some of them deployed by Microsoft are registered as applications to each customer tenant, others are not. Image 1 depicts some which we could map.

Name	↑↓	Object ID	Application ID	Homepage URL	Created on
CA Conference Auto Attendant		6f486f5b-4581-465b-9123-b...	207a6836-d031-4764-a9d8-...		6/2/2020
CV Conferencing Virtual Assistant		e59ab8c9-9fda-489c-adac-4...	9e133cac-5238-4d1e-aaa0-d...		6/2/2020
MT Microsoft Teams Copilot Bot		74ee8e5f-22c6-41e1-815f-1...	8e55a7b1-6766-4f0a-8610-e...		5/26/2025
SF Skype for Business Voicemail		a4274ae6-2357-43c3-8a03-...	db7de2b5-2149-435e-8043-...		9/4/2019
AC Automated Call Distribution		5a7359c3-f41c-4443-9f8d-d...	11cd3e2e-fccb-42ad-ad00-8...		

Image 1

In contrast, within TrueDEM all native and non-native bots/applications are shown as call participants. Making it easier for customers to see which are being used in a call. Image 2 shows a call example in which six different Apps were involved. Three of them were native Microsoft Apps such as the Conference Virtual Assistant bot and the Call recording bot.

Attendees ⓘ

Worst Seg...	Bot?	Participant	Device name
✓ Optimal			
✓ Acceptable			
✓ Optimal	🤖		
✓ Optimal	🤖	appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2026.2.5.1/1.2.0.13083	ic3-media-mpaas-ivr-69
✓ Optimal	🤖	appid:bdd75849-e0a6-4cce-8fc1-d7c0d4da43e5 GraphCommunicationsClient-CallRecorderBot/1.2.0.15770	MEDIAAPP-B-8
✓ Optimal	🤖	appid:ab5d1521-415b-4380-82e4-af803fb8bf2d GraphCommunicationsClient-Grid/1.2.0.9202	ic3-media-audiencebot-16
✓ Optimal	🤖		
✓ Optimal			

Image 2

Furthermore, they are called by their name where the Teams Admin Center – Call Analytics might just simply list them as ‘bot’ (image 3), making it harder to distinguish which bot it is.

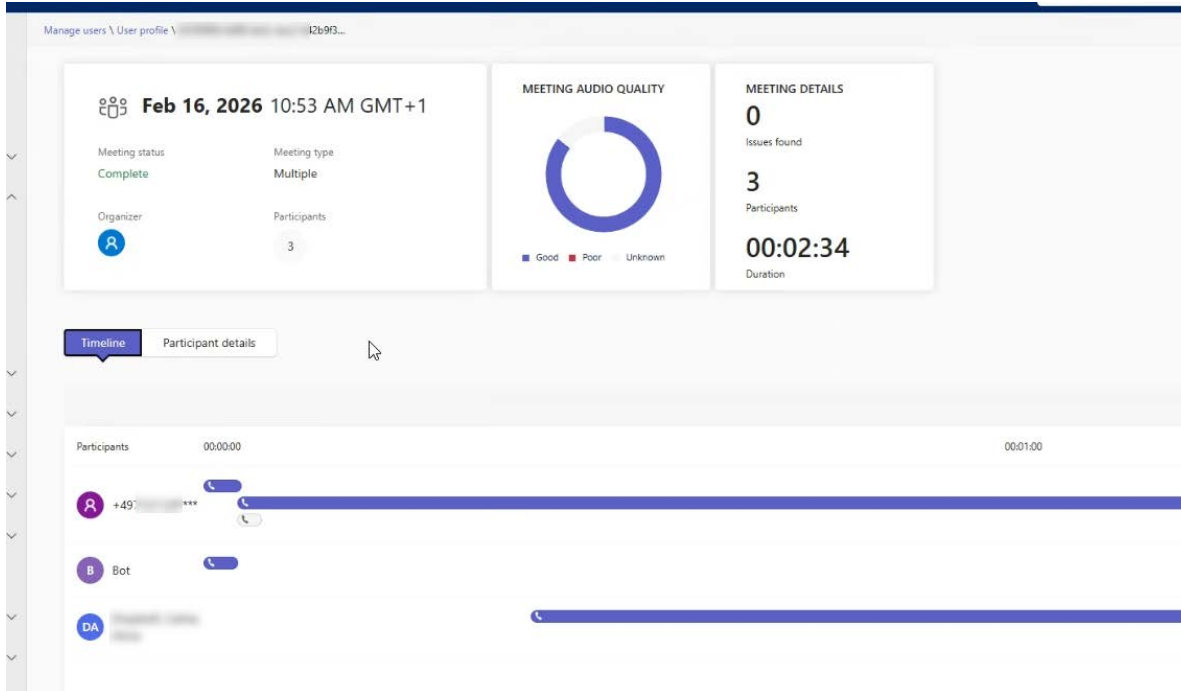


Image 3

For now, we will focus on the Microsoft native services. Everything you read below is based on own research.

The Analysis

For this research we have taken a timeframe of 30 days. Out of hundreds of thousands of calls, a total of 53 unique Microsoft apps (unique versions/deployment dates) have been identified. Image 4 demonstrates a subset of the list of Applications.

```
GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.3.1/1.2.0.13083
GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.4.1/1.2.0.13083
GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.5.1/1.2.0.13083
GraphCommunicationsClient-CustomRTMP/1.2.0.14578
GraphCommunicationsClient-Grid/1.2.0.9202
GraphCommunicationsClient-GroupCopilotCallingBot/1.2.0.13728
GraphCommunicationsClient-MCRAIInterpreterIngest/1.2.0.15308
GraphCommunicationsClient-MCRRTPOutput/1.2.0.15308
GraphCommunicationsClient-MediaComposition/1.2.0.9202
```

Image 4

The total list of applications is much bigger because customers are using 3rd party apps and/or self-developed applications. As stated above, these were excluded from this analysis. Instead, we focused specifically on the most used Microsoft bots/applications to see what they can tell us.

Note: All explanations for each of the listed applications below are basically my assumptions. As no official documentation was available to indicate their purpose.

Voicemail

The Voicemail service seems to be a very simple service which utilizes only a single application. There was only a single version of this application, indicating that it does not require much attention in terms of improvements.

Name:	(Voicemail) appid:db7de2b5-2149-435e-8043-e080dd50afae GraphCommunicationsClient-Voicemail/<version>
Versions:	Single app and single version seen.
Hosts:	A total of 120 distinct hosts have been identified as providers of this service. The hostnames range from <i>ic3-media-mpaas-ivr-1</i> through to <i>ic3-media-mpaas-ivr-119</i> .

It is obvious that Microsoft needs a considerable amount of infrastructure to cover the load for this service.

Conferencing AutoAttendant

This service uses similar functionality like the voicemail system, that's why it is not surprising that it uses the same underlying infrastructure

Name:	appid:207a6836-d031-4764-a9d8-c1193f455f21 ConferencingAutoAttendant/<version>
Versions:	Single app and single version seen.
Hosts:	A total of 120 distinct hosts have been identified as providers of this service. The hostnames range from <i>ic3-media-mpaas-ivr-1</i> through to <i>ic3-media-mpaas-ivr-119</i> .

The ConferencingAutoAttendant is different to the MicrosoftTeamsAutoAttendantService. The latter seems to be related to incoming PSTN calls (see next App).

TeamsAutoAttendant

An application which is related to inbound PSTN calls.

Name:

appid:11cd3e2e-fccb-42ad-ad00-878b93575e07 MicrosoftTeamsAutoAttendantService (version)
 appid:ce933385-9390-45d1-9512-c8d228074e07 MicrosoftTeamsAutoAttendantService (version)

Versions:

Four different versions / deployment dates seen across two Apps.

Version/Deployment Dates: 20251113.1; 20251120.1; 20251204.1; 20251209.2

Hosts:

Approximately 3,500 instances have been recorded for this service.

The hostname typically appear as: *ahsworker-2-5478f5568-2bp5l*

Client Audience

Usually seen in Webinars, LiveEvents or Town Halls. The audience suffix indicates some sort of participant handling.

Name:

appid:3d59cb08-f597-4e49-9add-a05f9735152b GraphCommunicationsClient-Audience/<version>

Versions:

Single app and single version / deployment date seen.

Hosts:

20 Hosts identified

The hosts typically show the name: *ic3-media-audiencebot-1 up to -19*

MediaComposition

An application which likely handles media orchestration and/or for layout.

Name:

appid:4062df8b-5499-49a2-abe0-29ad866b2c04 GraphCommunicationsClient-MediaComposition/<version>

Versions:

Single app and single version seen.

Hosts:

Same hosts like for the Audience Application. **20 Hosts** and the hosts typically show the name: *ic3-media-audiencebot-1 up to -19*

Microsoft.Skype.Platform.Echo.Logic

Teams Audio service check (echo).

Name:	appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/<version> appid:4c1a6ff1-c702-4652-9991-e0b36d310d19 Microsoft.Skype.Platform.Echo.Logic/<version>
Versions:	Eight different versions across 2 Apps seen. 1.11.379.0; 1.11.421.0; 1.11.429.0; 1.11.465.0; 1.11.485.0; 1.11.489.0; 1.11.494.0, 1.0.3274.890
Hosts:	Same as Voicemail. A total of 120 distinct hosts have been identified as providers of this service. The hostnames range from <i>ic3-media-mpaas-ivr-1</i> through to <i>ic3-media-mpaas-ivr-119</i> .

MCRRTPOutput

Is related to the Teams Interpreter Service. This app likely mixes the audio streams and passes it over to the participant.

Name:	appid:5f2511f1-6da9-41d9-80d9-af7da23a2c27 GraphCommunicationsClient-MCRRTPOutput/<version>
Versions:	Single app and single version seen.
Hosts:	192 different Hosts have been identified. Name of these hosts typically starts with <i>rtput-</i> Example: <i>rtput-5469d6fbbf-2b6ln</i>

MCRAllInterpreterIngest

This seems to be the Teams Interpreter Service which captures the audio stream. This app kind of mixes the audio streams and pass it over to the participant.

Name:	appid:7cbe7d58-04af-48aa-b9f8-b64f99ee1f9e GraphCommunicationsClient-MCRAllInterpreterIngest/<version>
Versions:	Single app and single version seen.
Hosts:	81 different Hosts have been identified. Name of these hosts typically starts with <i>aiinterpreterin-*</i> Example: <i>aiinterpreterin-69cbd45f7f-fkmtq</i>

GroupCopilotCallingBot

Whenever Copilot services are utilized in calls, this app becomes available as a participant in the backend.

Name:	appid:8e55a7b1-6766-4f0a-8610-ecacfe3d569a GraphCommunicationsClient-GroupCopilotCallingBot/<version>
Versions:	Single app and single version seen.
Hosts:	Same as Voicemail. A total of 120 distinct hosts have been identified as providers of this service. The hostnames range from <i>ic3-media-mpaas-ivr-1</i> through to <i>ic3-media-mpaas-ivr-119</i> .

CallRecorderBot

As soon as a meeting gets recorded, this application will show up.

Name:	appid:bdd75849-e0a6-4cce-8fc1-d7c0d4da43e5 GraphCommunicationsClient-CallRecorderBot/<version> appid:b1902c3e-b9f7-4650-9b23-5772bd429747 GraphCommunicationsClient-CallRecorderBot/<version>
Versions:	Three different versions across two apps. 1.2.0.14862; 1.2.0.15352; 1.2.0.15770
Hosts:	The hostnames completely differ compared to what we have seen with other apps. There are a kind of 4 pillars in terms of the naming convention: <i>MEDIAAPP-A-*</i> <i>MEDIAAPP-B-*</i> <i>MEDIAAPP-C-*</i> <i>MEDIAAPP-D-*</i> We identified up to 400 hosts for each of these pillars Examples: <i>MEDIAAPP-A-232</i>

ConferenceVirtualAssistantBot

Shows up whenever features like summarize meetings or transcription (and others) is being used. That's why it is called Virtual Assistant.

Name:

appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.11.19.4/<version>

Versions:

Ten different deployments across a single app and a single version

This is the only app which uses a timestamp and a version in the name.

2025.11.19.4/1.2.0.13083

2025.12.12.1/1.2.0.13083

Hosts:

Same as Voicemail. A total of **120 distinct hosts** have been identified as providers of this service. The hostnames range from *ic3-media-mpaas-ivr-1* through to *ic3-media-mpaas-ivr-119*.

How often are they used ?

Most applications are integrated into meetings through user interactions like for instance, activating Together View or starting a recording. Based on our sample of over a million calls in a period of thirty days, the distribution was as shown in Image 4.

Top 10 Applications involved in Teams Calls

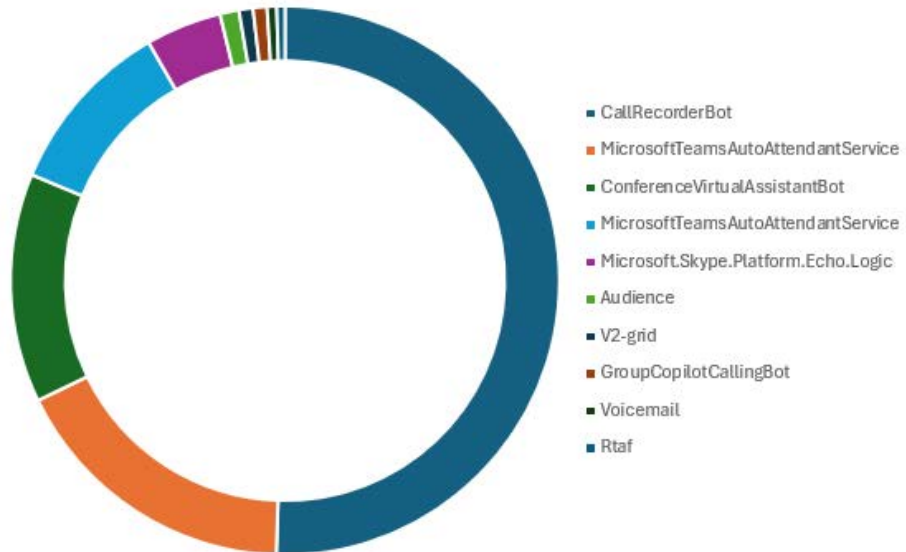


Image 4

The recording feature remains the most widely used, followed by the AutoAttendantService. Recently introduced AI features are gradually increasing in adoption. CopilotCallingBot currently ranks eighth, while the Interpreter service is not yet among the top ten. However, it is anticipated that their usage will rise in the future.

Summary on Microsoft most used Bots

It appears that the primary infrastructure supporting the RecordingBot application is the largest followed by the media platform as a service infrastructure, *ic3-media-mpaas**, which supports services such as Copilot, Voicemail, and others. The latest AI-powered services, like the Interpreter, operate on dedicated infrastructure, likely because these are Teams premium offerings that must remain separate from other native Teams services. You can clearly observe the involvement of different Microsoft departments due to inconsistencies in naming conventions and versioning across the applications.

It's evident that Microsoft invests heavily in infrastructure to support Teams Calling features which is quite impressive.

Why is this relevant ?

All of the apps mentioned play an active role in meetings and are provided by Microsoft. They show up in meetings and call records data and enhance the calls they are a part of. Knowing they are there and understanding what they do makes sense, but technical documentation is lacking.

However, as they are native to Microsoft Teams, any issues that arise from these features and services should be addressed by Microsoft itself and shouldn't be of your concern as long as they are doing their job correctly and efficiently.

It does open an interesting question though about how to monitor the third-party and self-built applications/bots that we see increasingly being deployed. As an organization, the responsibility of guarding that bots are indeed being used (usage), are on the relevant versions (lifecycle management) and use the correct hosts (connectivity) will be crucial. From a security perspective, knowing which Microsoft & third party bots are being deployed in which meetings, or by which users, is of the utmost importance as bots in calls & meetings have access to potentially sensitive information being discussed/shared.

In such situations, bots/applications could be present and potentially act maliciously undisturbed, if admins do not have insight into what's going on.

In conclusion, being able to see which bots are being deployed into which calls/meetings and where they come from, what version they are on and which hosts they connect to, will be increasingly important going forward. To ensure continuity, security and compliance, this information should be available to every customer. Solutions like TrueDEM provide this information.