



Why TrueDEM Outperforms Microsoft CQD & Call Analytics

Real time call telemetry for every call. Even if the support ticket comes in days after the fact.

Comprehensive, correlated, and integrated insights for all users' Teams call experiences.

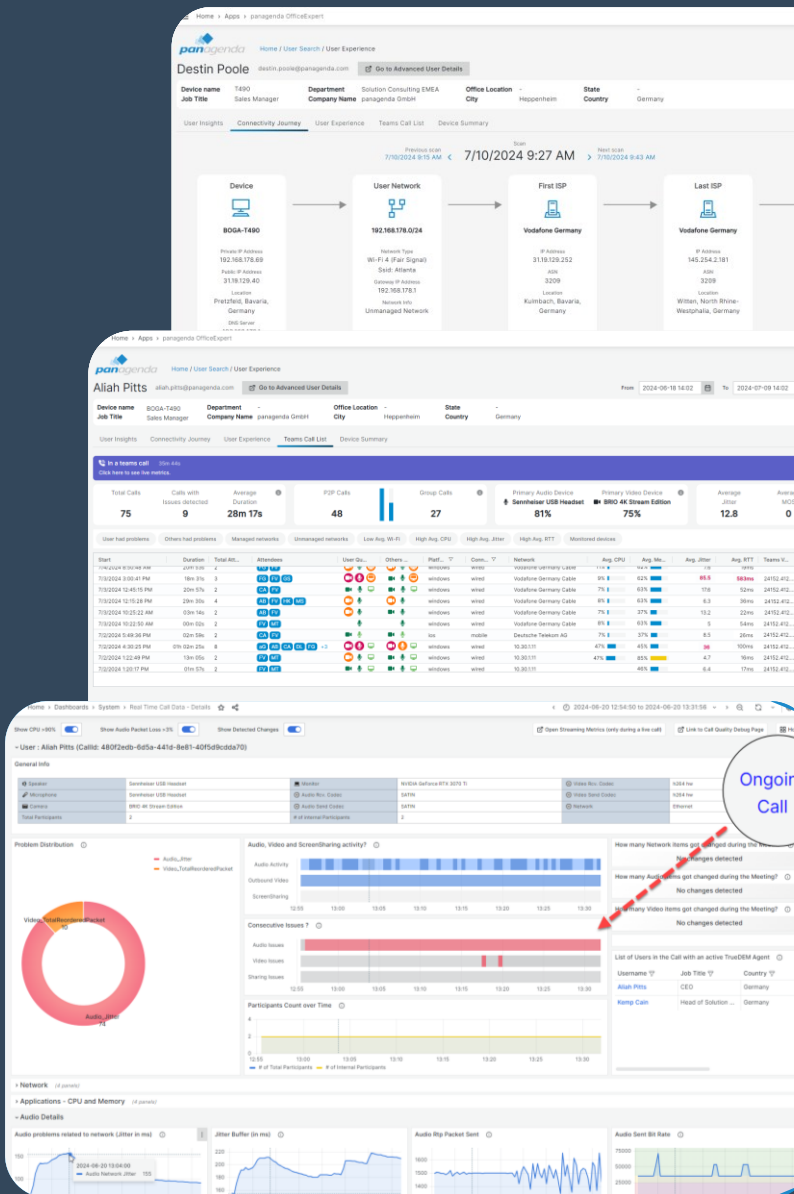
OfficeExpert TrueDEM

With OfficeExpert TrueDEM, you have all the necessary information needed for effective and quick Teams call quality analysis in one place.

Most users don't contact support while they're on a call. That's why it is essential for IT support teams to be able to monitor ongoing calls, as well as perform 'post-mortem' analysis on completed calls. TrueDEM enables both, out of the box, for all Teams calls your users make.

We provide you with a comprehensive solution for analyzing and solving call-related issues. Regardless whether it was a Townhall, Live Event, Meeting or a peer-to-peer call. Moreover, we recognize that a single glitch during a call doesn't necessarily reflect the overall user experience and call quality. Detailed analytics give you key insights into what occurred during the call and how specific issues impacted it.

Our comprehensive & innovative metrics offer a unique view on call quality and user experience. We align factors such as individual roles (speaking, listening, presenting), activities (screensharing, video sharing, etc.), with the impact and duration of issues (e.g., brief glitches or persistent disruptions) and combine that with relevant device, local network, ISP and Microsoft network information. This enables us to offer unique insights into the call's overall quality and each user's individual experience, streamlining problem identification and saving both you and your users valuable time and frustration.



Microsoft Call Analytics and its Limitations



...[Microsoft] call analytics is not as granular or gives me as holistic a view [as OfficeExpert TrueDEM]...

Jason Wynn | Microsoft MVP, quote during a webinar on this topic

Microsoft offers two types of call telemetry:

CQD Call Metrics

A snapshot of aggregated metrics (average or max values) available within 30 minutes of calls.

Call Analytics

On demand (near) real-time telemetry, offering more granular insights into a call.

However, Microsoft Call Analytics comes with the following **limitations**:

Limited Availability

- ⚡ Requires manual activation by a Teams admin for each call and must be activated *during the meeting*. No call analytics otherwise¹.
- ⚡ Only works for *scheduled meetings* or meetings initiated through the 'Meet Now' feature in a channel. For one-on-one's calls, and group calls it's not available.
- ⚡ Is *not or limited available* for calls & meetings with external users or through an external Teams Channel.
- ⚡ Is *not available for attendees*, only for presenters/organizers of live events or town halls.
- ⚡ Does not support *view-only participants* in meetings.
- ⚡ If a meeting is longer than 3 hours, real-time telemetry is *only available for the final 3 hours*.

Data restrictions

- ⚡ Call analytics for a call are *only available from the moment the Teams Admin activates them*¹.
- ⚡ Collected call analytics data is *accessible only for 24 hours* afterwards².
- ⚡ Calls are classified into Good, Poor or unknown with *no gradation* between them.
- ⚡ Collected analytics reveal trends but *lack deep-dive capabilities*.
- ⚡ Call analytics *only shows information on changes* in audio/video rendering devices, network connections or what happened on the user's device during the call, not retrospectively.

¹ With the exception of Premium Teams users, for which calls are automatically collected.

² Up to 7 days for premium users where TrueDEM offers 21 days.



panagenda Call Telemetry Does Better

OfficeExpert TrueDEM...

- ✓ Collects (near) real-time telemetry **for all call types**. Whether they are scheduled meetings, ad-hoc meetings, one-on-ones, group calls and both internal as well as external calls.
- ✓ Provides **live call quality insights org-wide and per managed network**. Allowing for pro-active remediation and quick problem detection.
- ✓ **Automatically collects metrics & telemetry for all calls** enabling thorough post-mortems for any call.
- ✓ Gives you **21 days, of full insights** into call telemetry for any call.
- ✓ **Doesn't restrict the amount of trend data that can be viewed** at a time. All call telemetry for each call can be viewed in full. Both during and after the call.
- ✓ Uses a **unique weighted system to classify calls** into 4 categories: Optimal, Acceptable, Impacted and Degraded using ITU-T Recommendation specifications for voice over IP quality because calls are rarely just "good" or "poor".
- ✓ **Correlates call metrics with other relevant metrics** and provides you with complete insight into what is going on with the call, how the user is routed (through, local, ISP and Microsoft networking hubs), what is happening on the user's endpoint and what is going on with the SaaS services utilized. Both **live and retrospectively**.
- ✓ Leverages **innovative algorithms to generate insight into each call and each individual participant's call experience**. By doing so, TrueDEM provides you the information needed for a nuanced and data-driven assessment of each call's overall quality, as well as each individual participant's experience and contribution to the overall call quality.

Curious to learn more? Go to:
<https://www.panagenda.com/officeexpert>

Free trial!



Sources

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