Clarity with granular data.

When something goes wrong in an important Teams call, escalation is almost inevitable. CQD rates the overall call as "Good," but the VIP is frustrated because his audio dropped out just as he was about to present. This is exactly the kind of situation that TrueDEM IntraCall Analytics is meant to address.

TrueDEM

by panagenda

THE REALITY

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The stuff you deal with every day

Data spread across too many tools

CQD, network dashboards, endpoint logs, user reports - you're jumping between disconnected systems trying to piece things together. One call investigation can easily touch 3 or more tools before you find the root cause.

Averages hide what actually went wrong

CQD gives you a post-call summary. But what you really need is minute-by-minute telemetry to see what changed mid-call - the bitrate drop, the codec switch, the network handoff. Averages smooth all of that out.

The "it works now" problem

By the time you look into it, the call is long over. The diagnostic details you'd need are gone. The user says "it was terrible" but you have nothing to go on.

Home networks are a black box

46% of your workforce works remotely at least part-time. Their Wi-Fi, their ISP, their router - you can't see any of it. Not until someone opens a ticket.

17%
of complex Teams issues take over 2 days to resolve

4–8 hrs
average investigation time per escalated ticket

3+
IT teams typically involved per call quality complaint

THE GAP

What CQD tells you vs. what you actually need

WHAT YOU NEED	WHAT CQD GIVES YOU	WHAT TRUEDEM GIVES YOU
Call quality	Averaged post-call summary	**30-second interval streaming metrics**
Device data	Basic metadata only	**Full CPU, memory, app usage during call**
Network path	Limited visibility	**Hop-by-hop journey with RTT per segment**
Wi-Fi details	SSID only	**BSSID, RSSI, volatility, speed, protocol**
Root cause	Classification label	**Detected issues with timestamps + correlation**
Historical data	30 days	**Up to 6 months**
Live monitoring	Limited	**Real-time dashboard with drill-down**
Home networks	Invisible	**Full visibility**

> CQD tells you something went wrong. TrueDEM tells you what went wrong, when it happened, and who needs to fix it.

TrueDEM IntraCall analytics with Call Insights give you a much better way to troubleshoot Teams call issues.

CORE CAPABILITY

Real-time streaming metrics - not post-call summaries

TrueDEM collects telemetry every 30 seconds during a live call. You can see exactly what changed and exactly when it changed.

AUDIO METRICS - PER-STREAM

Jitter ms over time	**Jitter Buffer** adaptation	**RTP Sent** packets/sec	**RTP Recv** packets/sec
Bitrate send kbps	**Audio RTT** round-trip	**Loss Rate** send/recv %	**Codec** + changes

VIDEO METRICS - PER-STREAM

Frame Rate send/recv	**RTP Sent** packets/sec	**RTP Recv** packets/sec	**Bitrate** send/recv
Reordered packets	**Video RTT** round-trip	**Freeze** intervals	**Post-FEC** loss %

REAL EXAMPLE: AUDIO/VIDEO SYNC FAILURE

User reports lag. TrueDEM shows audio bitrate dropped from **72 kbps to 36 kbps** mid-call. At the same time, the video stream stabilized. That pattern points to a bandwidth constraint - not a device issue. CQD would just show "impacted call." TrueDEM shows *exactly* what happened and when.

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NETWORK PATH VISIBILITY

The full connectivity journey - hop by hop

Device	Local Network	ISP Route	Microsoft Network	Media Relay
CPU, memory, apps, codec	Wi-Fi SSID/BSSID, wired, VPN	Per-hop RTT, latency attribution	Entry point, Azure Frontdoor	Datacenter, geography

FOR EACH HOP

Detailed RTT analysis

3 RTT measurements plus an average per hop. You can see exactly where latency builds up - whether it's your internal network, the ISP, or Microsoft.

IP address · ASN · Location · RTT breakdown

AUTOMATIC SEGMENTATION

Latency by responsibility zone

TrueDEM breaks it down: Internal Network (X ms / Y hops) vs. ISP Route (X ms / Y hops) vs. Microsoft (X ms). That gives you the evidence you need for escalation.

Internal · ISP · Microsoft

Example: User complains about high latency. TrueDEM shows 15ms internal, 180ms on the ISP route, 8ms Microsoft. Now you have hard data to take to the ISP instead of guessing.

Network path

DEVICE & ENDPOINT DATA

What was happening on the device during the call?

CPU & MEMORY

Resource usage timeline

Total CPU % and memory % charted across the call. You can see exactly when resource pressure kicked in and match that up with quality drops.

APPLICATIONS

Per-process breakdown

Which apps were eating CPU during the call? Was Chrome using 40%? Was a backup job running in the background? You get the full process list with usage numbers.

AUDIO/VIDEO DEVICES

Device usage & changes

Which microphone, speaker, and camera were active - and did any of them change mid-call? The timeline shows device switches that often explain sudden quality shifts.

REAL CASE: WRONG MICROPHONE

User kept complaining about poor incoming audio. Their own setup looked fine. TrueDEM showed that 90% of their bad calls were with the same coworker. Turns out that coworker's Teams was using the **laptop mic instead of the Jabra headset** - and the laptop was tucked behind books in a docking station. The person reporting the problem wasn't causing it.

REAL CASE: VDI MISCONFIGURATION

Company-wide Teams audio failures. TrueDEM pinpointed **two specific VDI hosts** with unusually high poor call rates. Media optimization had been accidentally turned off - audio was being routed through the VDI host instead of the endpoint. One config change fixed it.

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WI-FI INTELLIGENCE

Full visibility into corporate and home networks

CORPORATE WI-FI

SSID & BSSID-level scoring

Find problematic access points before users start complaining. Score each network by its impact on call quality. See where the trouble spots are geographically.

SSID | BSSID | RSSI | Volatility | Speed

HOME / REMOTE WI-FI

Unmanaged network visibility

Spot outdated Wi-Fi protocols (Wi-Fi 4 vs 5 vs 6). Pick up on substandard conditions before tickets come in. Send proactive notifications to users with problematic networks.

Protocol version | Signal quality | Volatility scoring

REAL CASE: HOTEL WI-FI HIJACKING CALLS

Manufacturing company had mid-call drops in one corner of their office. Network parameters all looked fine. TrueDEM showed that devices were **auto-connecting to a hotel Wi-Fi next door** - employees had connected to it while traveling. CQD only recorded the primary network. TrueDEM caught the SSID switch in the call record.

Wi-Fi 4

Outdated routers causing congestion - auto-detected

RSSI

Signal strength tracking over call duration

Volatility

Connection stability scoring by network

TrueDEM

LIVE MONITORING

Real-time call status across your tenant

2,591	530	25	132.7ms
Unique active total calls	Users with issues	Impacted networks	Worst jitter

LIVE CALL STATUS BY NETWORK

Drill into any impacted network

See all active calls on a specific corporate network. Filter by: users in call, users with issues, audio/video/sharing problems, jitter, RTT.

Score ranking | Issue count | Network ID

PROBLEM DISTRIBUTION

See what's breaking right now

Audio jitter (35%), Audio RTT (26%), ScreenShare reordering (25%), Video reordering (10%). Know which issue type is dominant right now.

Audio | Video | Sharing | Drop

Click on any user in the live view and you jump straight into their call record with full streaming metrics, device data, and connectivity journey. No searching around. No waiting.

TrueDEM

CALL INSIGHTS

TrueDEM tells you what happened and how to fix it

Through pattern recognition, TrueDEM spots issues and tells you what happened, how it affected the user, and what to do about it.

Mid-call failure detected

High impact

WHAT HAPPENED

User disconnected mid-call. Media stream interrupted. Call record shows reconnection attempt.

IMPACT

Call dropped, user missed part of the discussion, and now IT gets the blame.

FIX

Check Wi-Fi volatility. Verify UDP not blocked. Review QoS settings.

Failed to join meeting

Medium

WHAT

Firewall blocked direct connection. User couldn't join on first try.

FIX

Whitelist Teams IPs/ports. Check local device firewall rules.

TCP fallback for audio

Silent

WHAT

Audio fell back to TCP - UDP is being blocked somewhere in the path.

FIX

Confirm UDP permitted on OS firewall, location firewall, VPN.

PROOF POINTS

Real issues. **Resolved in minutes, not days.**

PHARMACEUTICAL · 20K USERS

Audio/video sync failures

Weeks of troubleshooting with no result. TrueDEM showed a mid-call bitrate change that was invisible to CQD - turned out a Microsoft QoS configuration was missing. Fixed same day.

Bitrate analysis | QoS fix

MANUFACTURING · 1K USERS

Call drops in one office area

Network parameters looked fine. TrueDEM caught an SSID switch mid-call - devices were jumping to a hotel Wi-Fi next door. CQD never saw it.

Wi-Fi tracking | SSID detection

ENTERPRISE · 20K REMOTE WORKERS

Home Wi-Fi performance issues

TrueDEM found users still on outdated Wi-Fi 4 routers and flagged them proactively - before anyone opened a helpdesk ticket.

Protocol detection | Proactive alerts

MANUFACTURER · 50K USERS

VDI audio failures organization-wide

Two misconfigured VDI hosts were routing audio through the datacenter. TrueDEM identified the specific hosts in minutes. One config change fixed it.

VDI analysis | Host identification

> “The fact that TrueDEM provides detailed insights into every aspect of a user's connectivity during calls made it possible to diagnose and solve the issue.
>
> Enterprise IT Team

TrueDEM

YOUR WORKFLOW

From escalation to resolution in minutes

1. **User Search**
   Find the user immediately by name or email
2. **User Insights**
   See timeline: Network, Device, Teams Calls
3. **Call List**
   Find specific call, see quality indicators
4. **Call Deep Dive**
   Minute-by-minute analysis + problem distribution
5. **Root Cause**
   Device? Network? ISP? Codec? Evidence.

FOR REACTIVE TROUBLESHOOTING

L2/L3 escalation workflow

VIP calls in with a problem. You search for them, drill down into the call, find the root cause, and pull the evidence together. Takes minutes, not days.

Per-user search | 6-month history | Export evidence

FOR PROACTIVE MONITORING

Catch problems before tickets come in

Live call status. Wi-Fi network analysis. Substandard network reports. ISP performance tracking. You can spot problems before users even notice them.

Live dashboard | Proactive alerts | Network scoring

WHAT YOU CAN EXPORT

Call records, connectivity journeys, device data, network metrics - all exportable to Excel. Use it to build evidence for ISP escalations, Microsoft support cases, or internal post-mortems.

Your workflow

TrueDEM

SUMMARY

Why Teams SMEs choose TrueDEM

DEEP DATA

Built for troubleshooters, not executives

30-second streaming metrics. Hop-by-hop RTT. Per-process CPU. Device changes mid-call. The kind of granular data you actually need to diagnose things.

DRILL-DOWN

Follow the data to root cause

From tenant overview to network to user to call to minute-by-minute to specific metric. Every level is clickable. No dead ends.

EVIDENCE

Proof you can use for escalation

Show the network team it's not their problem. Show the ISP that it IS their problem. Export data for Microsoft support cases.

6 months of history

Good for pattern analysis and post-mortems. "This happened 3 months ago too." Full call history for every user.

Home network visibility

See what you've never been able to see before: remote worker Wi-Fi quality, ISP performance, protocol versions.

Live monitoring

Catch problems as they happen. Don't wait for complaints. Being proactive is always faster than being reactive.

Actionable recommendations

TrueDEM doesn't just show you data - it tells you what to do about it. What happened, why it matters, how to fix it.

TrueDEM

NEXT STEP

Ready to see your actual Teams environment?

A TrueDEM technical demo shows you the platform with real data - the deep telemetry, call records, and connectivity journeys you'd work with every day. See how it handles your specific environment: your ISPs, your networks, your VDI setup.

Request a technical demo ›

Start a 30-day PoC ›

Data depth	History	Deployment	Made by
30-second streaming telemetry	**Up to 6 months call records**	**Azure-based SaaS**	**panagenda**