![panagenda logo]

**Teams Support Battle Royale:**

Microsoft MVP
vs
Microsoft Certified Master (MCM)

**Gary Steere**
Chief Product Officer – Microsoft Solutions

**Jason Wynn**
Microsoft MVP

**OE OfficeExpert**™
Digital Experience Monitoring

Actionable Insights

# Agenda

# Teams Quality Troubleshooting – How it's Really Done

## What's in the Real-World Toolkit for a consultant?

How would you troubleshoot:

- Multi-user issues (global/regional/site level)
  - Native Tools
  - Exporting Native Data
- Single call - The ever-frightening time when the CEO calls and…
  - Native Tools?
  - Exporting Native Data

# The Rules of Engagement

- This is a "Friendly Battle" (if there is such a thing). No weapons of any type are permitted

- Three Total Rounds

- If we run out of time to complete all rounds, the score is tallied on completed rounds.

- Each Round is a support ticket for a single Microsoft Teams Call. (and of course, all tickets are reported by "The CEO")

- A WIN is based on the identifying the most likely cause of the performance issue in the call

- The "Master" is limited to data generated by panagenda's software

- The MVP is limited to data which was generated by Microsoft. Reformatting of the data is granted as a free perk.

# The Rounds

- ROUND 1 – The CEO presented to the entire company. About 2 hours after her session, you get urgent feedback that the call was a complete disaster, and the company could not hear most of the content.

- ROUND 2 – An executive reports that her call was terrible until around 30 minutes into a call. It "suddenly" cleared up.

- ROUND 3 – The CEO reports that her computer is getting hot on Microsoft Teams calls. She first would like you to investigate a call she remembers well from 3 weeks ago.

# The Winner Is...

- ROUND 1 – DRAW.  The solution was on the page containing the dataset assigned to Jason, but the data is not natively in

- ROUND 2 – Gary.  Jason felt no dataset in the Microsoft native ecosystem had granular data on a call from the Network, the User's device, and Teams every 30 seconds.

- ROUND 3 – (SKIPPED DUE TO TIME)

MVP    0 Wins, 1 Loss, 1 Draw

MCM   1 Win, 0 Loss, 1 Draw

**Questions and Answers**

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# Thank you

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