



Call Quality Troubleshooting

The CEO is having Microsoft Teams Call Quality Issues – Now What?



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Actionable Insights

Agenda



- 1** Microsoft Teams Calls: the Executive's journey

- 2** Challenges with Teams Call Quality Troubleshooting

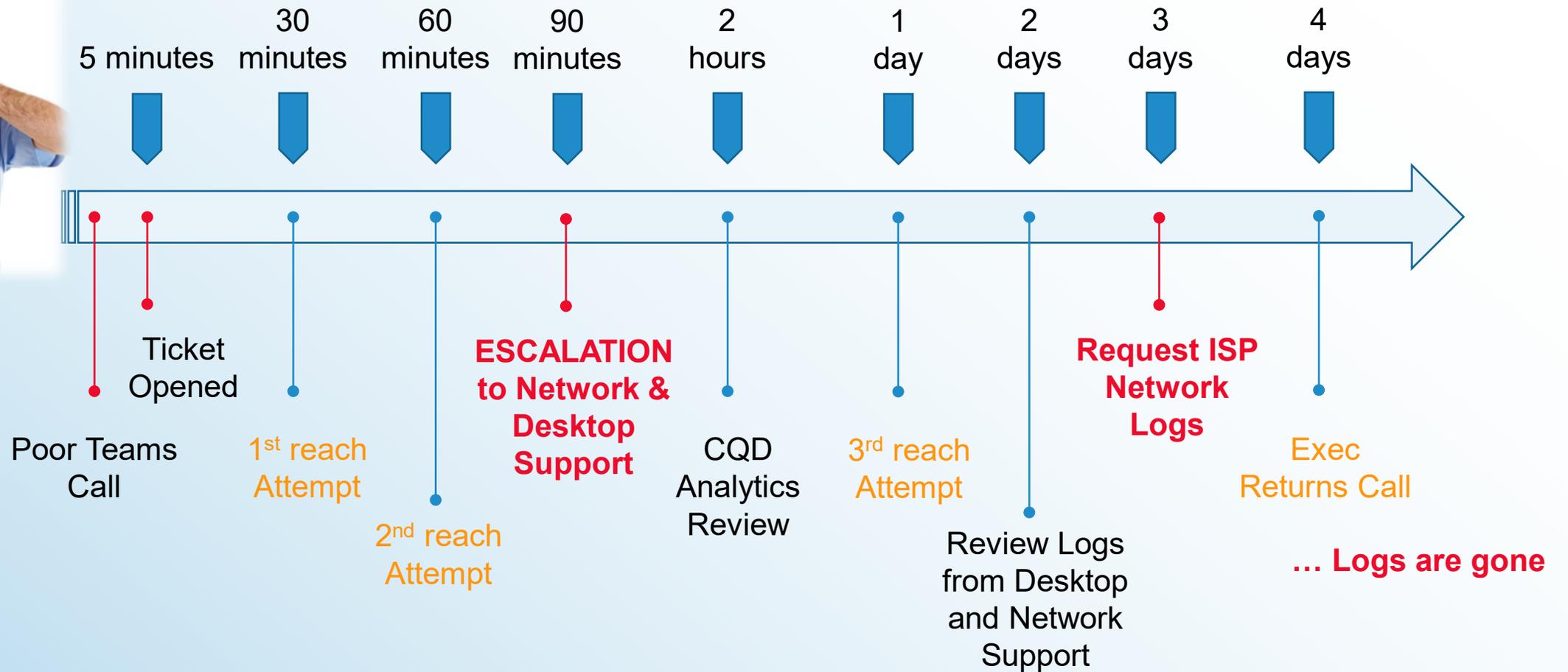
- 3** Call Quality Troubleshooting Demonstration

- 4** Q&A

How you troubleshoot call quality today...



Executive



Teams Call Quality Troubleshooting - Blame Game

Whose Fault Is It Anyway ?



Teams Call Quality Troubleshooting - Blame Game

Whose Fault Is It Anyway ?



Support Escalations

4 segments

Problem areas to research and analyze

10+ logs

To review and inspect for different issues

100+

Different possibilities impacting call quality

IT Challenges for Call Quality Troubleshooting

- ✓ Unable to monitor end-to-end performance for Calls / Meetings
- ✓ Lack of visibility for Remote / Home Office user experience
- ✓ Legacy monitoring tools designed for Business Offices
- ✓ No historic data stored to perform background research



Enterprise organizations are trusting Teams Voice to replace PBX's and other VoIP systems.

Call quality issues are rampant due to work from home requirements.

Support escalations come from Executives who need answers fast.



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Transforming Hidden Data ➤

Actionable Insights

OfficeExpert TrueDEM: Core Capabilities

What we are going to cover

Endpoint Monitoring

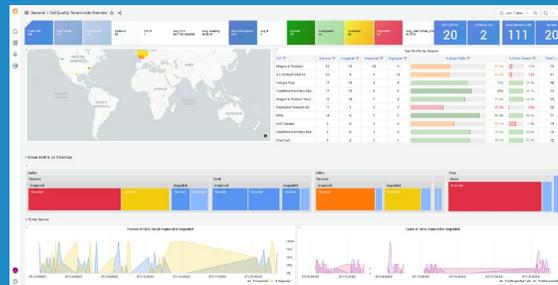
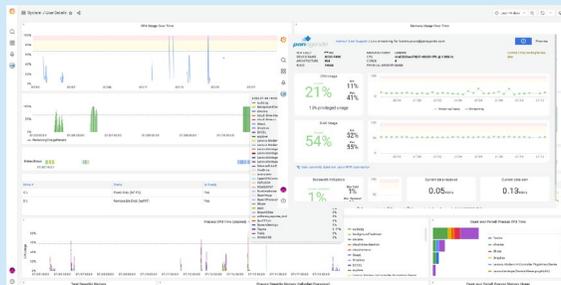
- CPU, Hardware, Network, and Microsoft data in a single pane of glass

Call Quality

- Real-time Analytics
- Troubleshooting using combined CQD and endpoint data
- Aggregated call quality reports

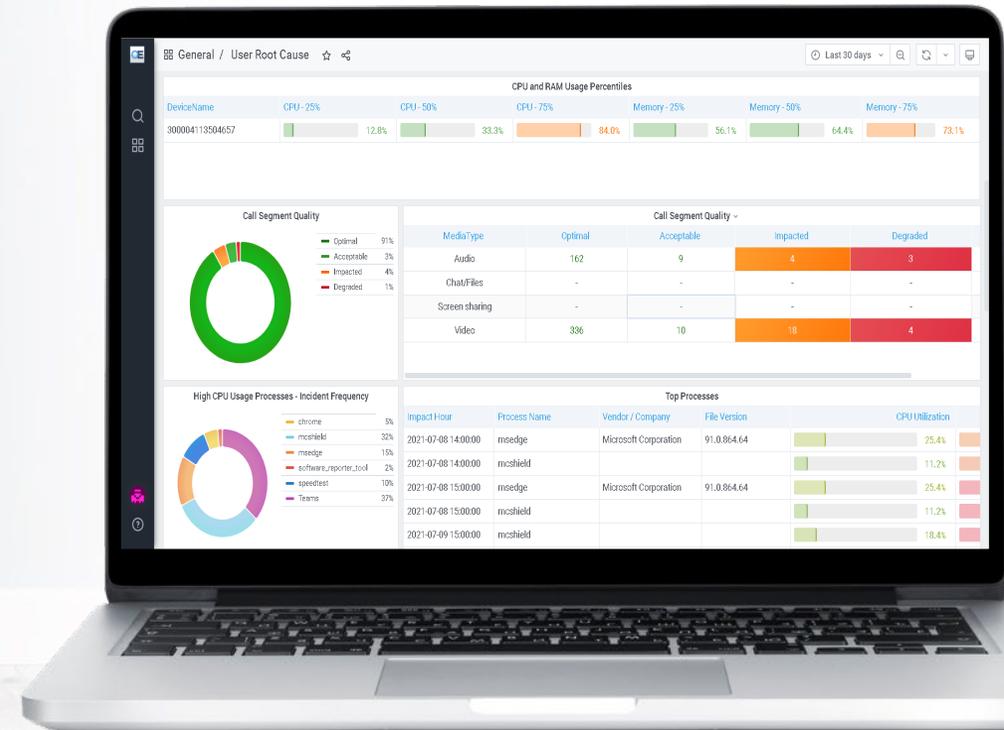
M365 Health

- AOR enabled Microsoft service monitoring
- Modern, context-aware synthetic transactions





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Demonstration



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Business Value Summary

Actionable Insights for Teams Voice Deployments



Improves adoption of Teams Voice
by enabling fast remediation for
any call quality issues

Accelerate ROI for Microsoft 365
by driving advanced functionality in
Teams for improved collaboration

**Reduced IT support time for call quality
troubleshooting** based on full visibility of
user endpoint performance

Easy to Deploy SaaS Solution



1

No IT
infrastructure
to purchase

2

Secure data
storage for
analytics

3

Simple Web UI
and API
integration

Next Steps

Actionable Insights for Call Quality Troubleshooting



Offering free 30-day
production pilot **

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** minimum 1,000 seats



Start gathering your
**endpoint performance
data now**



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assessment workshop

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BROCHURES



CASE STUDIES



WEBINARS



DEMOS



DATA SHEETS



Questions and Answers



Thank you

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