



M365 MONITORING ESSENTIALS

Why Teams call analytics are critical to your entire business

May 7th, 2024



Upgrade Your Time

Host & Speaker



Henning Kunz

COO

henning.kunz@panagenda.com



Femke Goedhart

Product Marketing

femke.goedhart@panagenda.com



All attendee lines are muted

This is to prevent interruptions during the presentation.



Please submit questions via the Chat or Q&A panel

Your questions will be addressed directly during the webinar or in the Q&A section after the presentation.



The webinar is being recorded

After the webinar, we will send you a mail to give access to the recording and presentation slides.

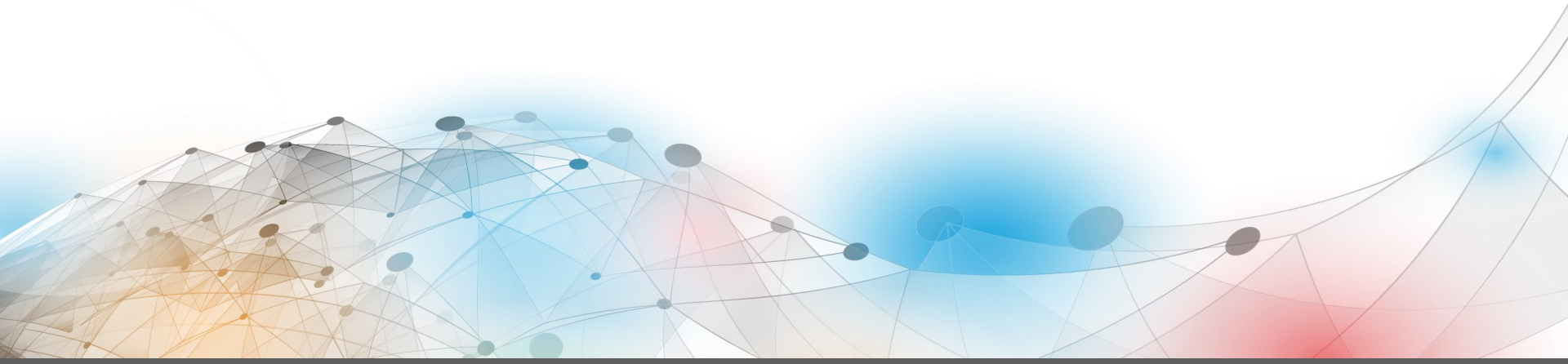


Share your feedback with us

Use the link provided at the end to let us know what we can do better.

Agenda

- About panagenda
- Short Recap Episode 1 & 2
- Why Microsoft Teams Support is different compared to other Services?
- Examples using OfficeExpert TrueDEM
- Q & A





About panagenda



- Founded 2007, privately owned and funded
- HQ in Vienna (Austria)
- Offices in Germany, USA and The Netherlands
- panagendians work from >20 different locations



OPTIMIZE

MICROSOFT 365
MICROSOFT TEAMS
AND MORE



ANALYZE

APPLICATIONS
SERVERS
MAIL

REDUCE

INFRASTRUCTURE
WORKLOAD
COST

Time
Your
Upgrade

MANAGE

NOTES
NOTES WEB
NOTES MOBILE

Microsoft 365 Monitoring Essentials – Webinar Series



panagenda
WEBINAR

M365 monitoring essentials
WEBINAR

Why you need monitoring to keep your Microsoft 365 journey successful

March 12th, 2024 | Replay available

View Episode 1

Christoph Adler
Head of Solution Consulting
panagenda

The graphic features a woman in a light blue shirt holding a tablet, with a pink diagonal overlay on the right side. The background is a blurred office setting.

panagenda
WEBINAR

M365 monitoring essentials
WEBINAR

Why device, WIFI, and ISP insights are crucial to supporting remote M365 users

April 9th, 2024 | Replay available

View Episode 2

Christoph Adler
Head of Solution Consulting
panagenda

The graphic features a laptop displaying a video call, with a pink diagonal overlay on the right side. The background is a blurred office setting.

Replays available

Digital Experience Monitoring

shifts the focus to the complete and individual 'User Journey'

Most issues with Microsoft 365 Services...

are caused on/by the user's device, the local network and/or the ISP

Effective troubleshooting shouldn't start with a hunt for data

Device-, remote/company network-, ISP-data/details are crucial for M365 Support



Why Microsoft Teams Support is different compared to other M365 Services?

Why Microsoft Teams Support is different compared to other Services?

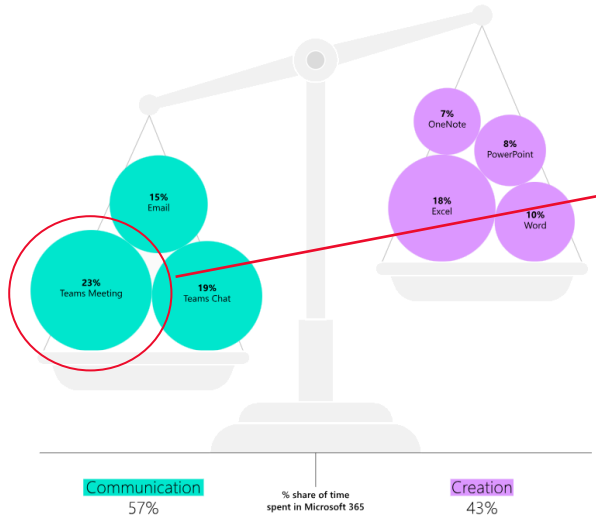


- Realtime communications
- Multiple users impacted

Teams call quality importance

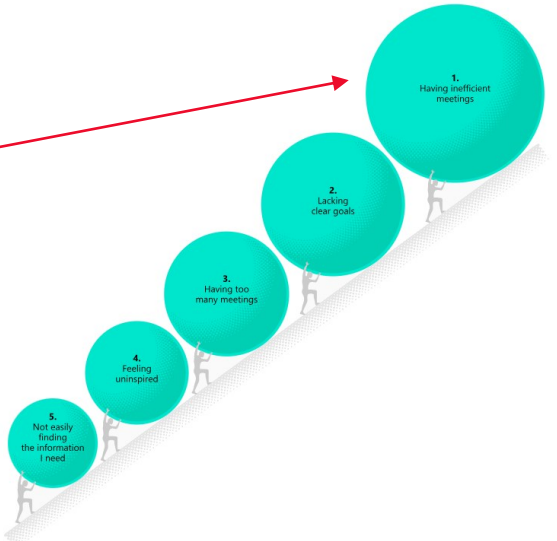


The Weight of the Workday



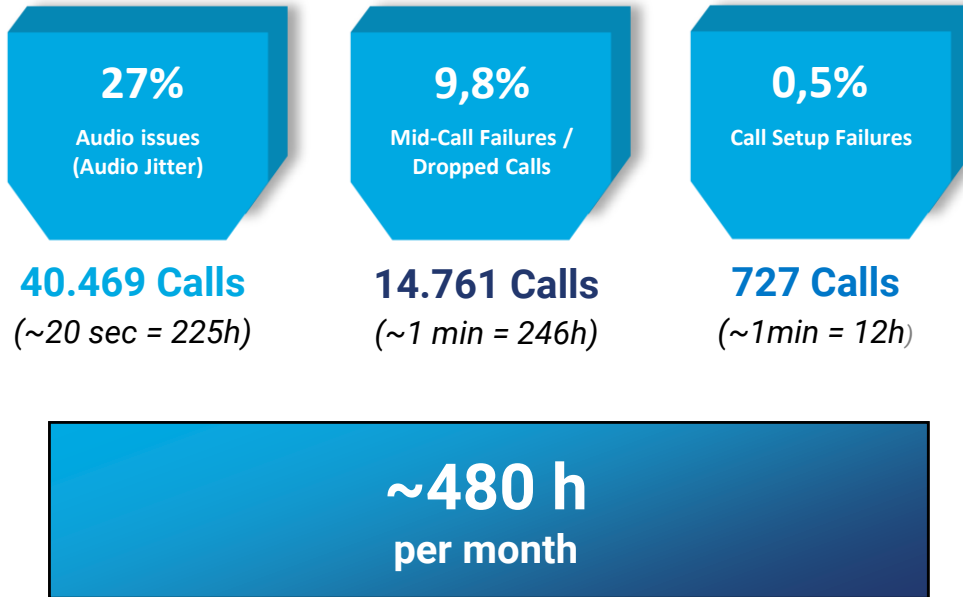
Top 5 Obstacles to Productivity

The data reveals an urgent need to make meetings more effective—people report 'inefficient meetings' as their number one productivity disruptor.



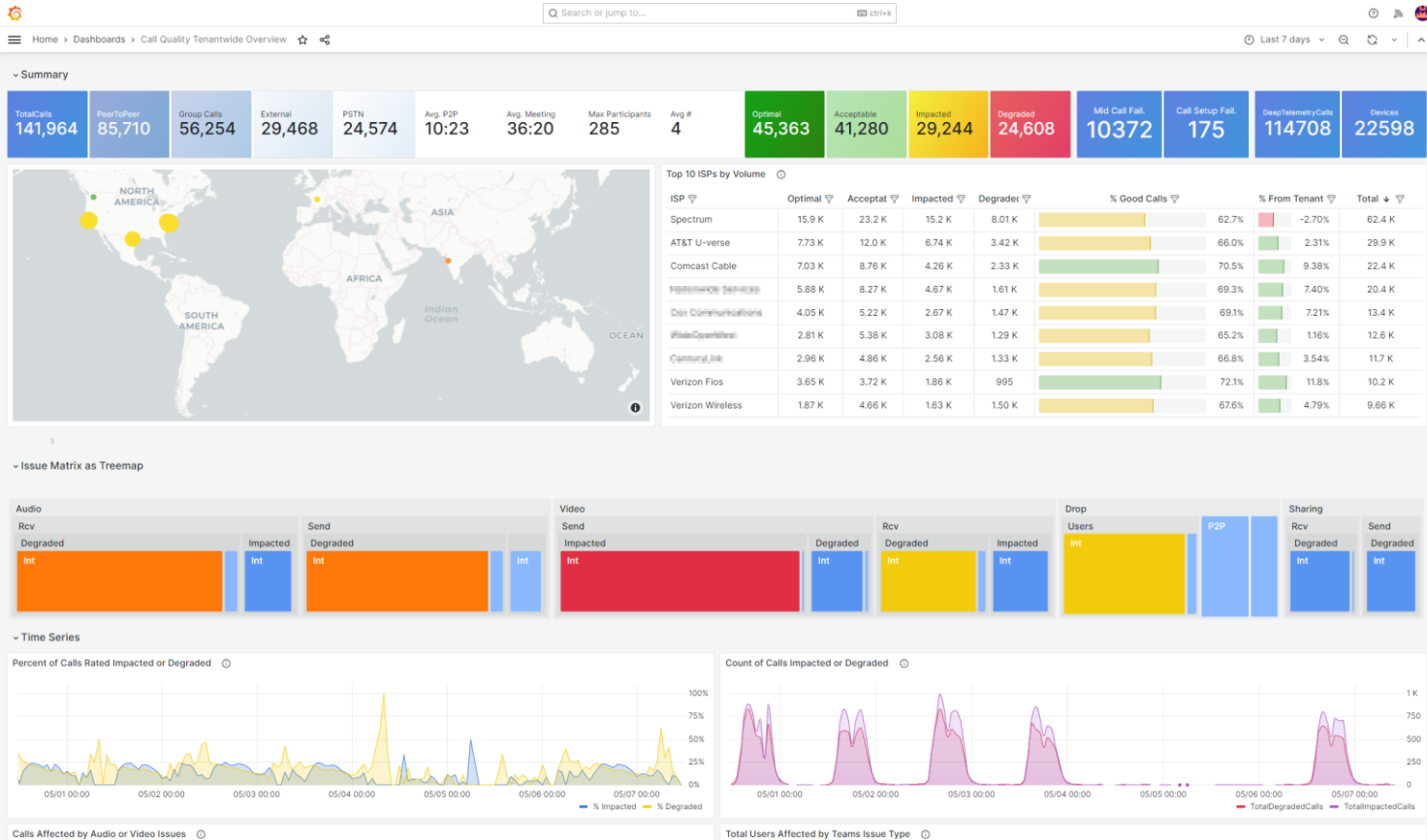
What bad call quality means monetarily to a company

Customer with >40k users and ~150k calls per month



- (-) Productivity
- (-) Trust
- (+) Support effort

Call quality overview



The first approach is not always the best ...

Support is focused on getting rid of issues

(fighting symptoms and/or 'cracking nuts with a sledgehammer')

- Check for Teams client updates
- Restart computer or Teams
- Clear Teams Cache
- Repair or Reset Teams App
- Scan for Malware
- Check for Corrupt Files
- Run a Network/Route Test
- Check for Windows Updates

Very time consuming for both Support & Users and low success rate

The first approach is not always the best ... (cont.)

Support is always behind

- Users normally don't open tickets while having a call with issue, but afterwards
- Most users only open tickets if they are having consistently bad calls

CQD (Call Quality Dashboard) can maybe help, but

- Mostly shows only summarized and highly aggregated data

The path to success is that Support 'always' knows



- **What happened on the user's device**
- **Which Network device/adaptor was in use**
- **The network quality from the device to the specific Teams service**
- **All needed Teams Call related factors, like**
 - Detected issues during the call
 - Changes during the call (e. g. codecs, WiFi channels, etc.)
 - Audio, Video and Screensharing details



Example
using OfficeExpert TrueDEM



Pro-active support

- **What is going on in my environment?**



Unique Active Total Calls 8833	Not Impacted Networks 435	Impacted Networks 345	Monitored Users in an Impacted Call 5871	Calls in Impacted Networks 4734
Monitored Users in a Call 11705	Users w/ Issues 2293	Users w/ Audio Issues 1688	Users w/ Video Issues 400	Users w/ Sharing Issues 605
				Worst Jitter (ms) 278 ms

Live Call Status - External Network only

NetworkName	Score	Unique C	Users in a Cal	Users w/ Issues	Users w/ Audio Issu	Users w/ Video Issu	Users w/ Sharing Iss	Jitter_Avg	Audio_RTT	NetworkId	BuildingName
External Network	<div style="width: 78.6%;"></div> 78.6	2834	4363	933	767	148	158	22.2 ms	90.7 ms		

1 - 1 of 1 rows

Live Call Status by Networks

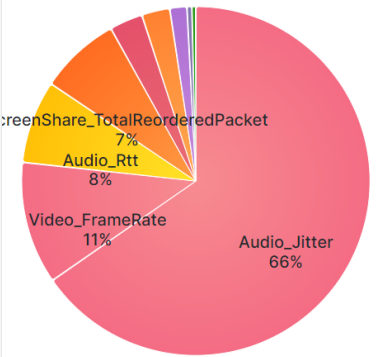
NetworkName	Score	Unique C	Users in a Cal	Users w/ Issues	Users w/ Audio Issu	Users w/ Video Issu	Users w/ Sharing Iss	avg. Jitter	avg. RTT	NetworkId	BuildingName
DE_Berlin_01 DE Area - Corporate	<div style="width: 81.8%;"></div> 81.8	519	851	155	138	2	27	23.5 ms	126 ms	10.103.128.0/19	DE_Berlin_01
DE_Berlin_02 DE Area - Corporate	<div style="width: 79.8%;"></div> 79.8	358	382	77	60	13	14	21.2 ms	74.9 ms	10.32.128.0/18	DE_Berlin_02
DE_Berlin_03 DE Area - Corporate	<div style="width: 78.2%;"></div> 78.2	238	257	56	43	10	9	20.7 ms	74.4 ms	10.32.64.0/18	DE_Berlin_03
DE_Berlin_04 DE Area - Corporate	<div style="width: 76.9%;"></div> 76.9	207	216	50	45	7	6	22.1 ms	85.2 ms	10.69.0.0/18	DE_Berlin_04
DE_Berlin_05 DE Area - Corporate	<div style="width: 84.5%;"></div> 84.5	170	174	27	21	11	2	19.7 ms	119 ms	10.69.64.0/18	DE_Berlin_05
DE_Berlin_06 DE Area - Corporate	<div style="width: 79.9%;"></div> 79.9	108	149	30	25	4	3	14.5 ms	56.0 ms	10.215.104.0/21	DE_Berlin_06
DE_Berlin_07 DE Area - Corporate	<div style="width: 74.5%;"></div> 74.5	89	98	25	24	2	4	21.8 ms	113 ms	10.181.0.0/19	DE_Berlin_07
DE_Berlin_08 DE Area - Corporate	<div style="width: 77.9%;"></div> 77.9	78	86	19	18	1	3	25.7 ms	96.4 ms	10.24.160.0/20	DE_Berlin_08
DE_Berlin_09 DE Area - Corporate	<div style="width: 47.4%;"></div> 47.4	68	78	41	21	5	25	14.0 ms	112 ms	10.223.44.0/22	DE_Berlin_09
DE_Berlin_10 DE Area - Corporate	<div style="width: 86.3%;"></div> 86.3	51	73	10	5	5	1	12.5 ms	56.0 ms	10.216.80.0/22	DE_Berlin_10
DE_Berlin_11 DE Area - Corporate	<div style="width: 57.5%;"></div> 57.5	45	47	20	19	0	5	42.2 ms	172 ms	10.118.48.0/20	DE_Berlin_11
DE_Berlin_12 DE Area - Corporate	<div style="width: 89.7%;"></div> 89.7	44	58	6	2	1	3	9.95 ms	50.4 ms	10.219.128.0/21	DE_Berlin_12
DE_Berlin_13 DE Area - Corporate	<div style="width: 64.7%;"></div> 64.7	44	68	24	11	0	17	10.6 ms	99.0 ms	10.93.16.0/22	DE_Berlin_13

883

Monitored Users in
1170

📄 IN_Bangalore_O2 / IN_Bangalore / 18 Feb 2020

Top Detected Incidents



Incident Type	Value	Percent
Audio_Jitter	695	66%
Video_FrameRate	120	11%
Audio_Rtt	81	8%
ScreenShare_TotalReorderedPacket	79	7%
Video_TotalReorderedPacket	32	3%
ScreenShare_RecvFrameRate	27	3%
Video_Rtt	16	2%
Video_PostFECVideoPLR	4	0%
Audio_RecvLossRate	3	0%

Users in Calls on Network: IN_Bangalore_O2 / IN_Bangalore / 18 Feb 2020, Filtered by

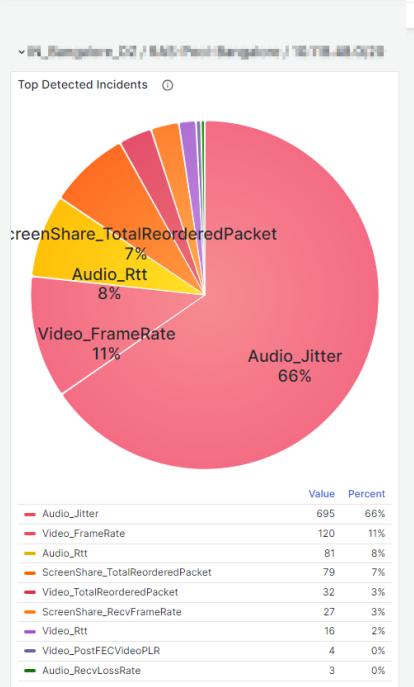
displayName	CallScore	SystemName	Duration	Total Scans	Audio Issue	Video Issue	Sharing Issue	FactsAndIssuesDetectedD	userPrincipalName	Call
Deepak...	2.13	02/10/20	00:23:00	47	46	0	0	["Audio_Jitter", "ScreenS..."]	...	9a3
Mahesh...	2.17	02/10/20	00:22:29	46	45	0	0	["Audio_Jitter"]	...	907
Kanva...	2.17	02/10/20	00:22:30	46	45	0	1	["Audio_Jitter", "ScreenS..."]	...	9a3
Deva...	2.17	02/10/20	00:22:29	46	45	3	0	["Audio_Jitter", "Cpu_Pri..."]	...	b28
Meha...	2.19	02/10/20	01:20:29	137	134	102	9	["Audio_Jitter", "Video_F..."]	...	fcfc
...	2.38	02/10/20	00:20:30	42	41	0	0	["Audio_Jitter", "Audio_R..."]	...	6e9
Mahesh...	2.44	02/10/20	00:19:59	41	40	0	10	["Audio_Jitter", "Audio_R..."]	...	6c6
...	2.70	02/10/20	00:18:00	37	36	0	0	["Audio_Jitter"]	...	6e9
...	3.85	02/10/20	00:12:30	26	25	0	0	["Audio_Jitter", "Cpu_Pri..."]	...	c08
...	4.35	02/10/20	00:10:59	23	22	0	7	["Audio_Jitter", "Cpu_Pri..."]	...	32a
...	5.41	02/10/20	00:17:59	37	35	0	0	["Audio_Jitter", "Audio_R..."]	...	15c
...	5.88	02/10/20	00:08:00	17	16	0	0	["Audio_Jitter", "Cpu_Pri..."]	...	ae5
...	6.67	02/10/20	00:14:29	30	28	0	0	["Cpu_PrivPctOverRatio38..."]	...	483
...	8.33	02/10/20	00:11:30	24	22	0	0	["Audio_Jitter", "Audio_R..."]	...	003
...	16.7	02/10/20	00:02:29	6	5	0	0	["Audio_Jitter"]	...	9aa
...	20	02/10/20	00:09:30	20	16	0	0	["Audio_Jitter", "ScreenS..."]	...	0d9
...	75	02/10/20	00:01:29	4	1	0	0	["Audio_Jitter"]	...	ccc
...	79.6	02/10/20	00:48:30	98	0	0	20	["Audio_Jitter", "Cpu_Pri..."]	...	fae1
...	84.4	02/10/20	00:22:00	45	7	0	0	["Audio_Jitter"]	...	200

Unique Active Total Calls: **883**

Monitored Users in **1170**

Home > Dashboards > System > Active Calls on Selected Netw

- Live Call Status - External Netw
- NetworkName
- External Network
-
- Live Call Status by Networks
- NetworkName
- DL_Bangalore_01 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_02 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_03 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_04 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_05 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_06 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_07 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_08 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_09 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_10 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_11 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_12 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_13 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_14 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_15 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_16 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_17 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_18 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_19 | 883-Post-Bangalore | 1170-1170-0000
 - DL_Bangalore_20 | 883-Post-Bangalore | 1170-1170-0000



Search or jump to...

Home > Dashboards > System > Real Time Call Data - Details

2024-05-07 08:30:30 to a few seconds ago

Open Streaming Metrics (only during a live call) | Link to Call Quality Debug Page | Home

General Info

Speaker	Poly Sync 20-M	Monitor	NVIDIA GeForce MX150/Intel(R) UHD Graphics #20	Video Rcv. Codec	H264 sw
Microphone	Poly Sync 20-M	Audio Rcv. Codec	SATIN	Video Send Codec	H264 sw
Camera	Integrated Camera	Audio Send Codec	SATIN	Network	Wireless

Problem Distribution

Audio, Video and ScreenSharing activity?

Audio Activity: [Bar chart showing activity from 08:35 to 08:55]

Outbound Video: [Bar chart showing activity from 08:35 to 08:55]

ScreenSharing: [Bar chart showing activity from 08:35 to 08:55]

Consecutive Issues ?

Audio Issues: [Bar chart showing issues from 08:35 to 08:55]

Video Issues: [Bar chart showing issues from 08:35 to 08:55]

Sharing Issues: [Bar chart showing issues from 08:35 to 08:55]

Network

Network Received: [Line chart showing received kbps/sec from 08:35 to 08:55]

Network Sent: [Line chart showing sent kbps/sec from 08:35 to 08:55]

Wireless Network Strength in %: [Bar chart showing 100% strength from 08:35 to 08:55]

Wireless Inbound/Outbound: [Bar chart showing 100 Mbps from 08:35 to 08:55]

Applications - CPU and Memory

Audio details related to network (Jitter in ms): [Line chart showing jitter from 08:35 to 08:55]

Jitter Buffer (in ms): [Line chart showing jitter buffer from 08:35 to 08:55]

Audio Rtp Packet Sent: [Line chart showing diff audio rtp packet sent from 08:35 to 08:55]

Ongoing Call

How many Network Items got changed during the Meeting? No changes detected

How many Audio Items got changed during the Meeting? No changes detected

How many Video Items got changed during the Meeting? No changes detected

Audio Rtp (Real-Time Transport Protocol) sent events. The curve tends lower if the user does not speak.

If the user speaks, the expected amount of sent packets should reach ~1500 (every 20ms a packet is expected)



Live Demo OfficeExpert TrueDEM



Upgrade Your Time



Client App

Accurately monitor all your devices



Network/ISP/MSFT

The entire path



Quality of M365 services

True User Experience



Call Quality

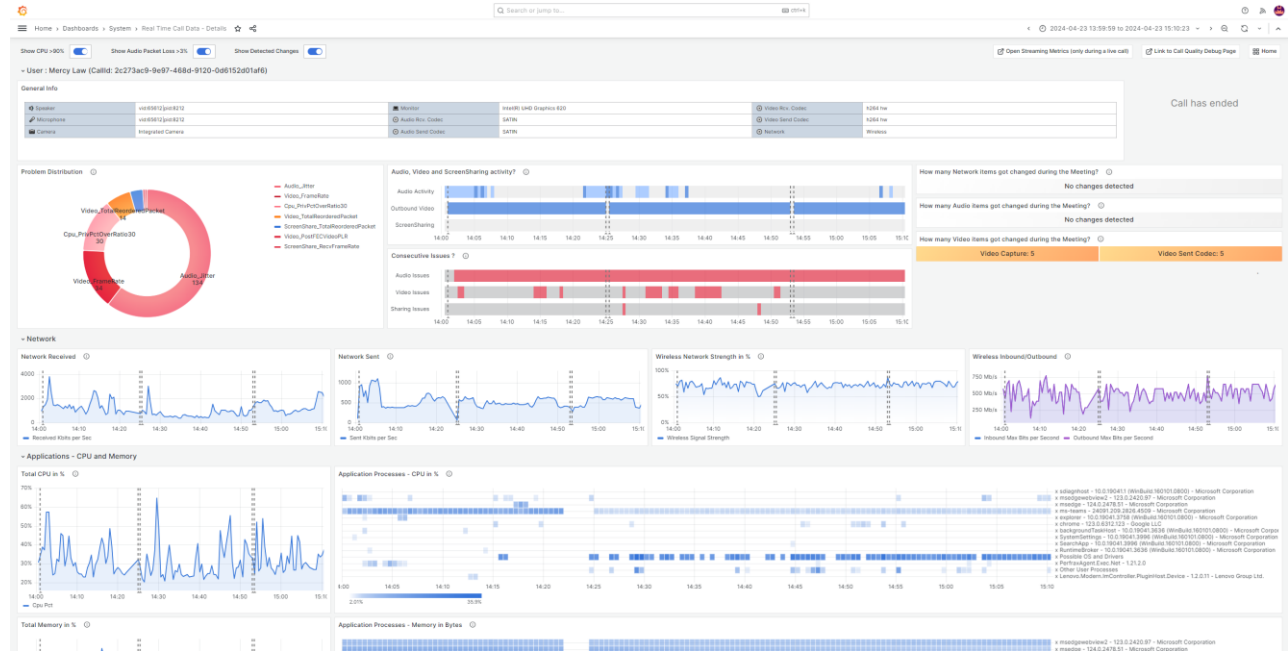
Ensure your SLAs are consistently met



OfficeExpert

A user complains about call quality

- What happened during the call?



With OfficeExpert TrueDEM you see...

- See (near) real time analytics during and immediately after the call
- See the full context & 'journey' of the user
- See the impact of each individual user on a call
- See global, ISP, local network and individual insights

Questions?



Interested to know more about panagenda OfficeExpert TrueDEM?

www.panagenda.com

European Collaboration Summit 2024

Upcoming

May 14, 2024 | 10:00 am – May 16, 2024 | 7:00 pm
EMEA (Europe, Middle-East and Africa) | Germany
RMCC Wiesbaden, Friedrich-Ebert-Allee 1, 65185 Wiesbaden



THANK YOU!



Your Feedback Matters to Us



SCAN ME