



## Getting the Best of TrueDEM April 2nd 2025 News & updates



Product Management & Consulting Team

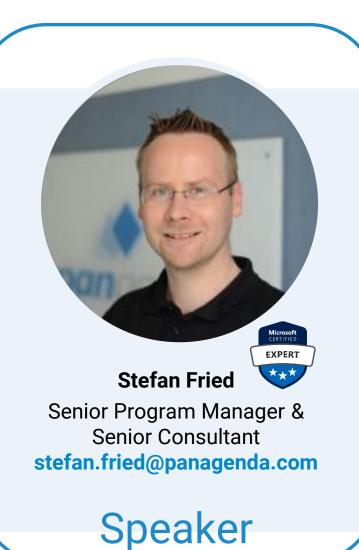
#### Your Team today





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#### **Before We Start**





#### 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

Please let us know what we can do better.





- 1. In short: What is OfficeExpert TrueDEM?
- 2. Recently released
- 3. Main topic: Wi-FI Network Analysis
- 4. Side topic: Pivot tables in TrueDEM
- 5. Q & A

#### What is OfficeExpert TrueDEM?







## **Recently Released**

#### Upgrade Your Time

#### **Release Notes**





### Release Notes (2025)



Veek 7								
Туре	Description							
New	Microsoft Teams > Teams Relay Region Analysis Report: This report shows you which relay regions are utilized during calls by your users and the latency they are expected to experience allows you to see if there are any proxy, VPN or other network routing related issues that could influence your users user experient information, please consult: Teams Relay Region Analysis	-						
New	Admin Reports > Microsoft Outlook Versions Report:							
	This report gives you insight into the distribution of Outlook client versions your users have installed. Detect any users still cling as identify users who's automatic update process has perhaps halted.	Week 12						
	For more information please consult: MS Outlook Versions Report	Туре	Description					
Improvement	The menu under <b>"Microsoft Teams</b> " has been updated to accommodate a tile for the new Teams Media Relay Regions report. To Direct Routing and Enterprise Voice cost optimization have been moved into a menu accessible under a new tile called: "Enter	Fix Fix Teams Media Analysis Page: Fixed a problem in the "Teams Media Usage Summary by Department" table where a percentage calculation didn't portra						
Improvement	Call Quality Debug Level Page:	Fix	Fixed issue wi	th Call Quality Debug Level page failed when several hundred attendees are in a call				
	<ul> <li>Added CPU related information to the participants list</li> <li>Section "Local Network" now shows two tables. The first is the pre-existing table consisting of call record data from Microsor Enhanced Network Detail" table contains additional network related data for users with the TrueDEM client installed.</li> <li>The tables in the following sections have been enhanced with additional data columns showing data collected by the TrueD <ul> <li>Audio: Protocol &amp; Codec have been added</li> <li>Video: Codec &amp; Network Transport type</li> <li>Screensharing: Codec &amp; Network Transport type</li> </ul> </li> <li>Note! The codec is both retrieved from Microsoft as well as form the TrueDEM agent but if available will be used from the TrueDEM</li> </ul>	Improvement / New	On the <b>Call Quality Debug Level</b> page we improved the "Local Network Connection based on Microsoft Call Records" table in the Local Network section, and added an additional table to show TrueDEM Agent Enhanced Network Detail. This allows you to compare aggregated Microsoft data and real-time TrueDEM agent data for all attendees in the call in one place.					
		New	On the Call Quality Debug Level page we added an additional section called "Attendee Timelines" that depicts a single overview of real time TrueDEM agent data for comparison for all attendees with a TrueDEM agent					
		Improvement	Improvement: Various visual improvements were made to the underlying <b>AG Grid technology</b> that is used to render tables.					
	granular and specific than what Microsoft call records return.	Improvement	ent Obsolete Matomo elements were removed					
Improvement	for column selection and pivot tables. The following report pages have been updated to now use this new grid layout for tables		The underlying <b>Grafana</b> environment was upgraded to the most recent stable version. Minor changes can be expected to the look & feel of Grafana and sever technical improvements that will enhance the user experience.					
	updating pages and tables with this new layout as we go.	Improvement	Viva Engage Workload naming has been updated in various locations					
	"Call Quality Tenantwide Overview" page     "Network Call Quality" page							
	Note: This change does not affect data, just the representation of the data.							
Improvement	The <b>Teams Media Analysis</b> page was reworked and now has an improved interface. It also now contains additional graphs sho screensharing where used in calls on the organization level.							
	The Org-wide table in the top now categorizes by Operation System and Type of Call as well for easy classification.							
Fix	An adjustment was made to the <b>Delve scan</b> . This was needed because of the recent retirement of certain Delve features.							

#### **Release Notes (2024)**



Week 47	
Туре	Description
New	WiFi Network Analysis report: A new report, that will give you insight into the readiness and performance of WiFi networks used for making Teams Calls, was added to the Teams Reports section. It provides insights into WiFi networks (both office & remote networks) that are potentially substandard for doing Teams calls on. It allows you to proactively identify these networks and the users who rely on them so you can take remediation actions or inform users. For more information please see Substandard WiFi Networks for Teams Calls.
Fix	User Search: For users utilizing the TrueDEM M365 license only, the link to the User Details page will be locked as it is not relevant with the TrueDEM M365 license only.
Improvement	User Experience page - Connectivity Journey: Enhanced accuracy when people are on VPN
Fix	Teams Reports - EV Utilization & Cost Optimization page: Resolved an issue that caused an error when opening this page

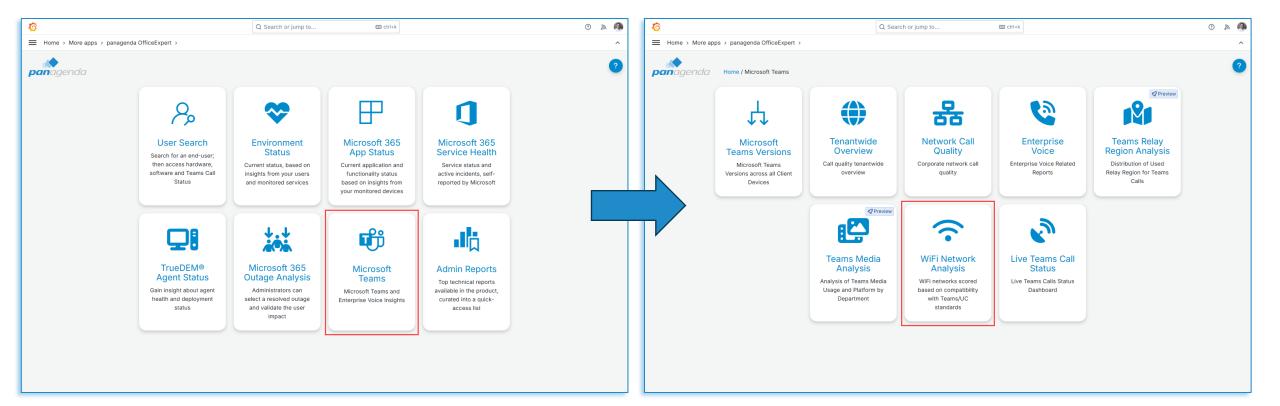


## Main topic: Wi-Fi Network Analysis

Upgrade Your Time

#### How to Access the Wi-Fi Analysis

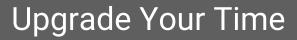






## **LIVE DEMO**

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#### Example: Aggregated Wi-Fi Score per Network and User



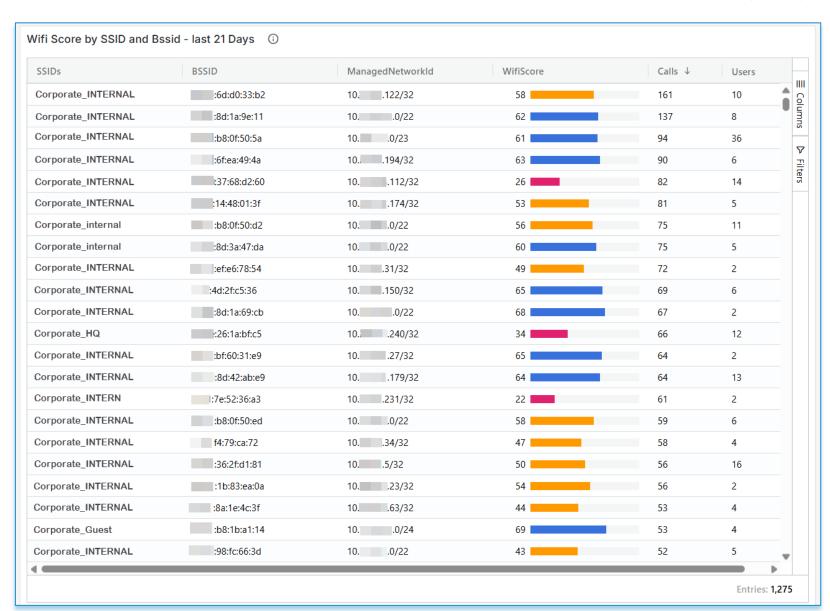
ow Users with Scores Below	60 Show Users with r	more than x Calls 10	Max # of Users	s to Show 500						<ul> <li>④ Last 7 days → Q</li> </ul>	C Refres
Individual User List											
ers Using Substandard Wi	fi Networks for Teams Calls 🔅										
isplay Name	UPN	Title	Device Name	TrueDEM <sup>®</sup> Wifi Score	# Calls	2 ↓	SSID		% of 1	↓ Department	
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#### **Example: Multiple Users on same Wi-Fi with low Score**



Show Users with Scores Below 60	Show Users with more than x Calls	10	Max # of Users to Show	500	④ Last 7 days → Q
<ul> <li>Multi-User WiFi Network</li> </ul>					
Potential Multi-User Issues in WiFi Networks ③					
Group ↑	TrueDEM® WIFI Score	Call Start	Duration	Device	Wifi_SignalQuality         Wifi_MaxRecvMbps         Wifi_MaxSendMbps         Wifi_NetworkRssilnDe
	<b>Σ</b>	dd/mm/yyyy	Δ 2	7 7	
> Corporate_Guest (219)	32				
> Corporate_INTERNAL (2348)	29				
> dylan.ambrose@panagenda.com (20)	29				Filters
> loren.spears@panagenda.com (17)	31				
<ul> <li>kendal.gay@panagenda.com (18)</li> </ul>	32				1
	33	3/25/2025 4:40:30 PM	0h 02m	LUK5809	
	31	3/26/2025 12:14:30 PM	1 0h 10m	LUK5809	
	31	3/26/2025 12:06:30 PN	1 0h 02m	LUK5809	
	32	3/28/2025 1:38:30 PM	0h 53m	LUK5809	
	31	3/28/2025 1:00:30 PM	1h 40m	LUK5809	my prover by the providence with
	32	3/28/2025 11:18:00 AM	1 0h 27m	LUK5809	have we have the
	33	3/28/2025 10:01:30 AM	/ 0h 51m	LUK5809	
	31	3/27/2025 2:55:30 PM	1h 09m	LUK5809	
	35	3/27/2025 10:17:00 AM	1h 22m	LUK5809	Mr M M M M M M M M M M M M M M M M M M
	30	3/27/2025 2:09:00 PM	0h 53m	LUK5809	
	33	3/26/2025 2:32:00 PM	0h 20m	LUK5809	
	35	4/1/2025 12:31:00 PM	0h 22m	LUK5809	
	32	4/1/2025 11:46:00 AM	0h 25m	LUK5809	
4					
					Entries: <b>500</b>

#### **Customer UseCase - Score by Most Used AccessPoint (AP)**



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cor
🗹 (Select All)
Corporate
Corporate_GUEST
Corporate_INTERN
Corporate_Internal

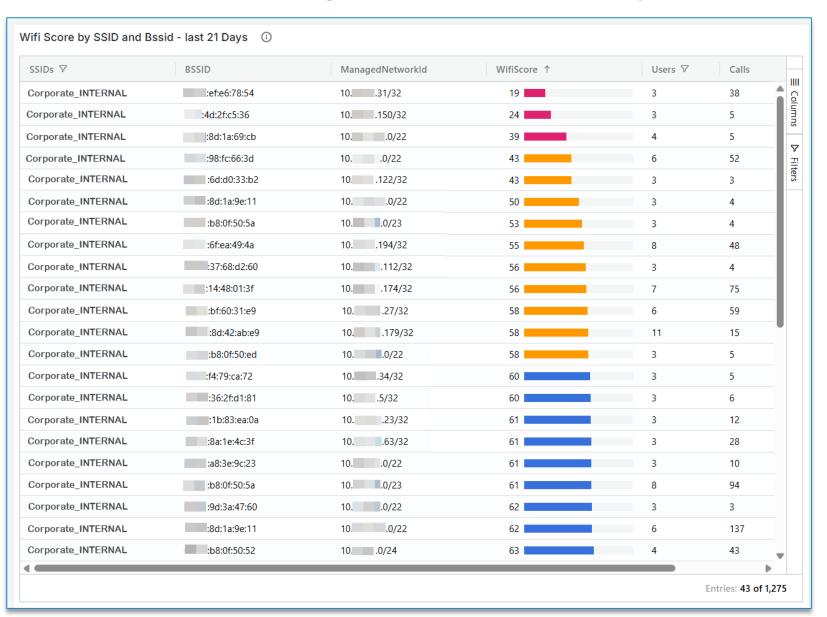
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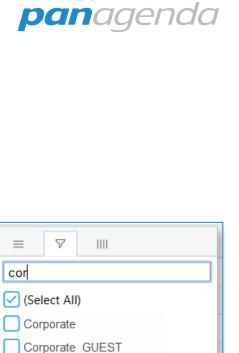
#### **Customer UseCase - Score by AccessPoint for each Subnet**



roup	BSSID	Geo WifiScore ↑	Users	Calls	Pivot Mode
(132)					Search
> 10.: (9)					SSIDs
> 10.: 3)					
> 10.: (22)					ManagedNetworkId
× 10. (25)					🖂 III Geo
	50:3f	19	1	3	WifiScore
	50:69	24	1	2	Row Groups
	:9c:bb	41	3	4	III SSIDs 🛞
	45:1c	42	2	2	III ManagedNetwor ⊗
	33:54	45	1	3	
	36:3d	46	5	32	
	28:07	51	2	2	
	46:8f	51	2	2	
	33:54	52	1	6	
	:9c:bb	57	2	2	
	50:d2	58	7	72	
	50:e4	60	3	26	
	47:16	61	2	2	
	:9c:23	61	3	10	
	47:20	62	3	4	
	:9c:0f	63	2	2	S Values Drag here to aggregate
	50:ff	65	2	5	

#### **Customer UseCase - Score by Worst Performing AP**





Corporate INTERN

Corporate Internal

Corporate INTERNAL



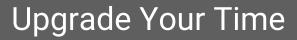
## Side topic: Pivot tables in TrueDEM

Upgrade Your Time



## **LIVE DEMO**

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# QUESTIONS?









# THANK YOU!







#### WEBINAR Series



## Join Us Next Time On: May 7<sup>th</sup> 2025