

**Getting the Best of TrueDEM** 

Sept. 3rd 2025

News & updates





# **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.



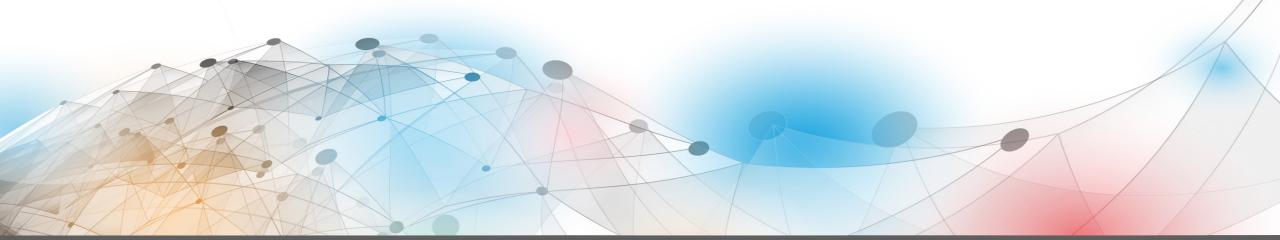
#### **Share your feedback with us**

Please let us know what we can do better.

# **Agenda**



- 1. What is OfficeExpert TrueDEM?
- 2. Recently released
- 3. Customer Case: Network-level Call Problems
- 4. Deep Dive: Tips & Tricks for Often Asked Questions
- 5. Q & A



# **OfficeExpert TrueDEM**



# Advanced Microsoft Teams Call Quality Analytics & End to End User Experience Monitoring for Microsoft 365

 Seamlessly integrated data from Microsoft 365 services, endpoints, and home & office networking, provides a holistic view of your digital workplace environment.

**Comprehensive Data Insights** 

# Actionable Analytics

 Providing 'single pane' perspectives and real-time dashboards with user-context specific, end-to-end insights for:

Effective troubleshooting and analysis

 Make informed decisions about network, device and resource allocation based on real user experience analytics and proactive pattern analysis.

**Data-Driven Decision Making** 



# **Recently Released**

# **Recently Released**

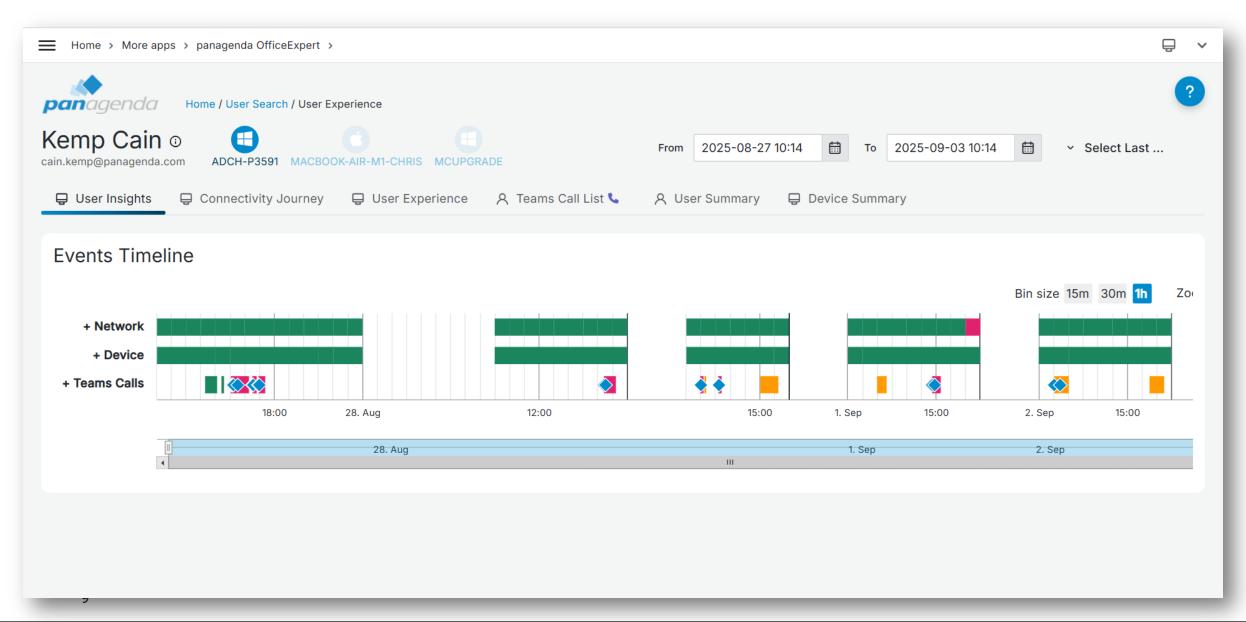


# Porta

- Grafana update v11.4
- Improvements & New Features for: User Experience, Teams call list, Search & Agent Status
- Several fixes for issues relating to the ISP overview, Call Debug and more

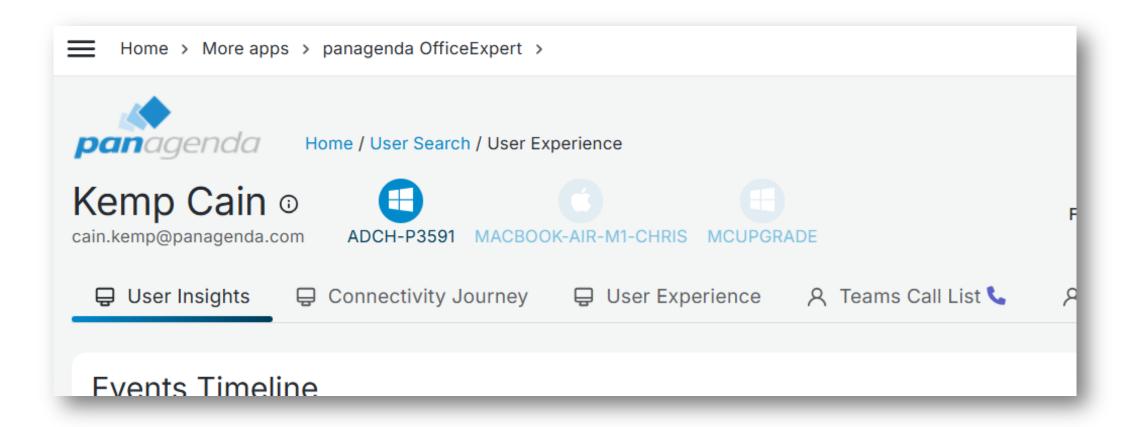
# **User Experience Improvements**





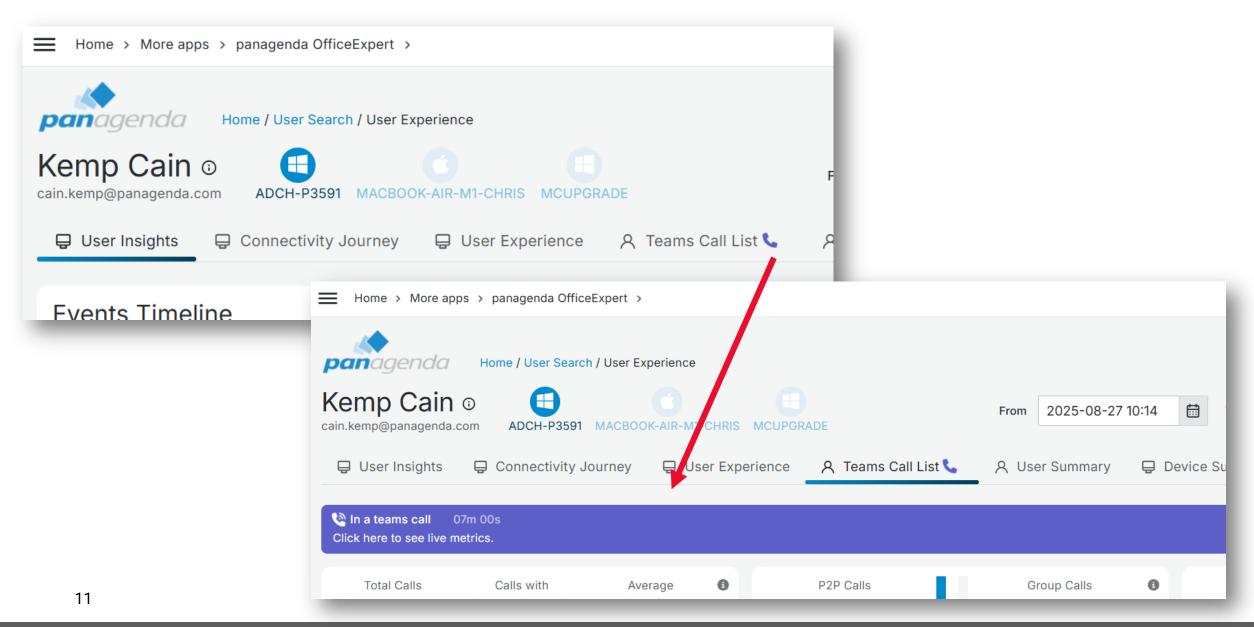
# User Experience Improvements - Device selection





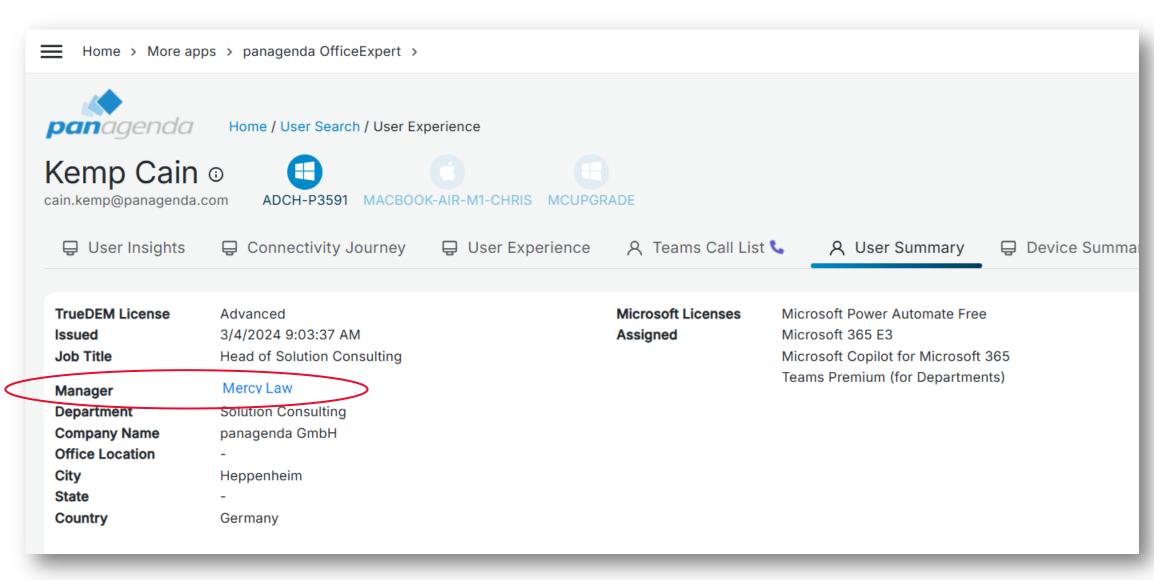
# User Experience Improvements - Call indication





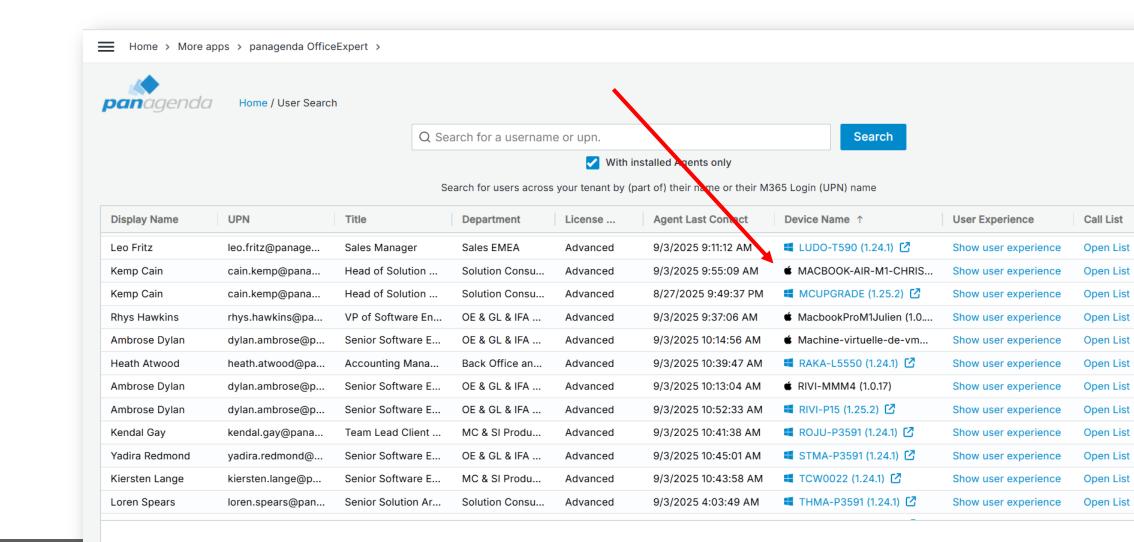
# User Experience Improvements – Manager info





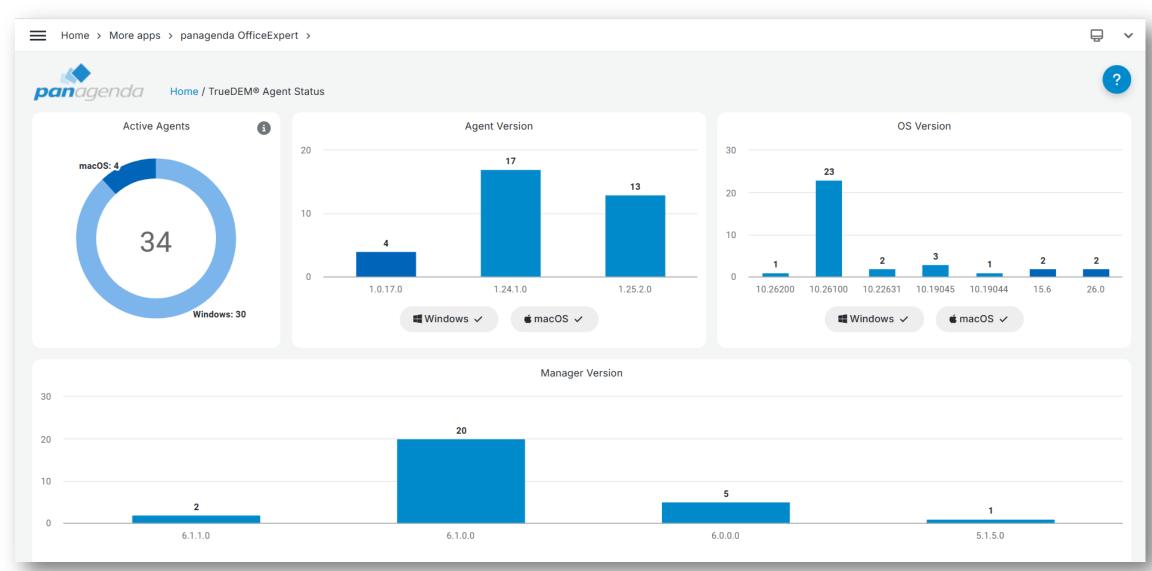
# User Search - Operating System





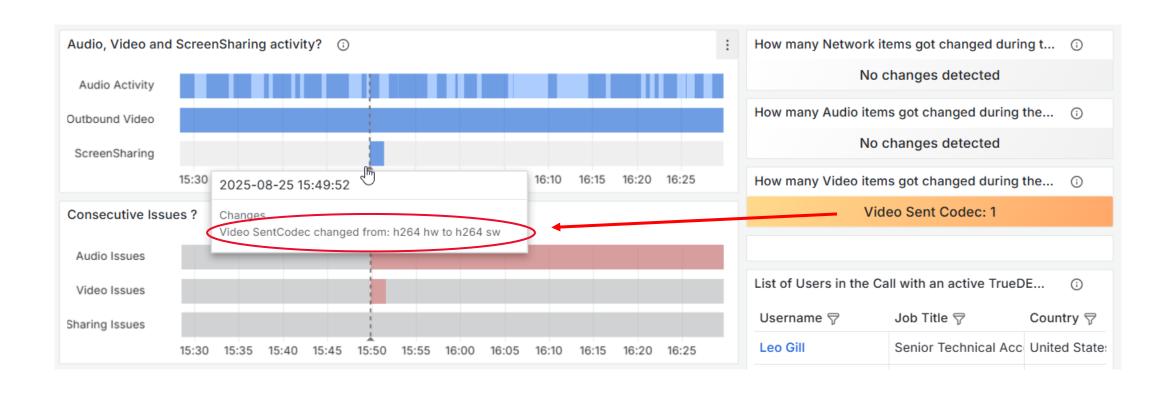
# Agent Status - Operating System & Filter





### Real Time Call Data - Details





## **Recently Released**



# Porta

• Grafana update v11.4

- Improvements & New Features for: User Experience, Teams call list,
   Search & Agent Status
- Several fixes for issues relating to the ISP overview, Call Debug and more

# Agent

- GA Release of 1.25.2 (tomorrow!)
- macOS agent first preview





#### General



#### Aim:

<u>Identify managed networks with poor-quality Teams calls focusing only on network-level data</u> so that an admin can isolate and fix local network issues under IT control — even for peer-to-peer calls — and improve end-user experience.

It mainly uses metrics that point to network specific problems:

- Call Setup Failures
- Mid Call Failures
- Sent Quality Event Ratio
- Received Quality Event Ratio
- Non-Standard Audio Ports
- Firewall Block Exceptions

#### What are managed Networks?

IT networks fully managed by the local IT department.

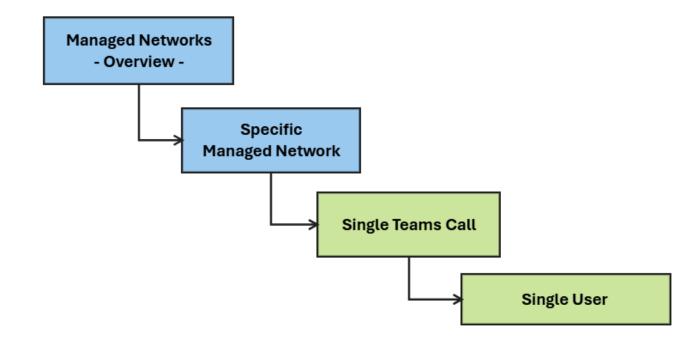
→ User is authenticated on this network

# Why it is relevant?



- Holistic Overview of Managed Networks with <u>network-level</u> Call Problems
- Is it outbound or inbound related?
- QoS Impact ?
- Potential Network Load

#### Top Down



# Managed Networks Overview – Starting Level



First aggregated numbers (and indications) across last x days

Networkname

10

10

10

10

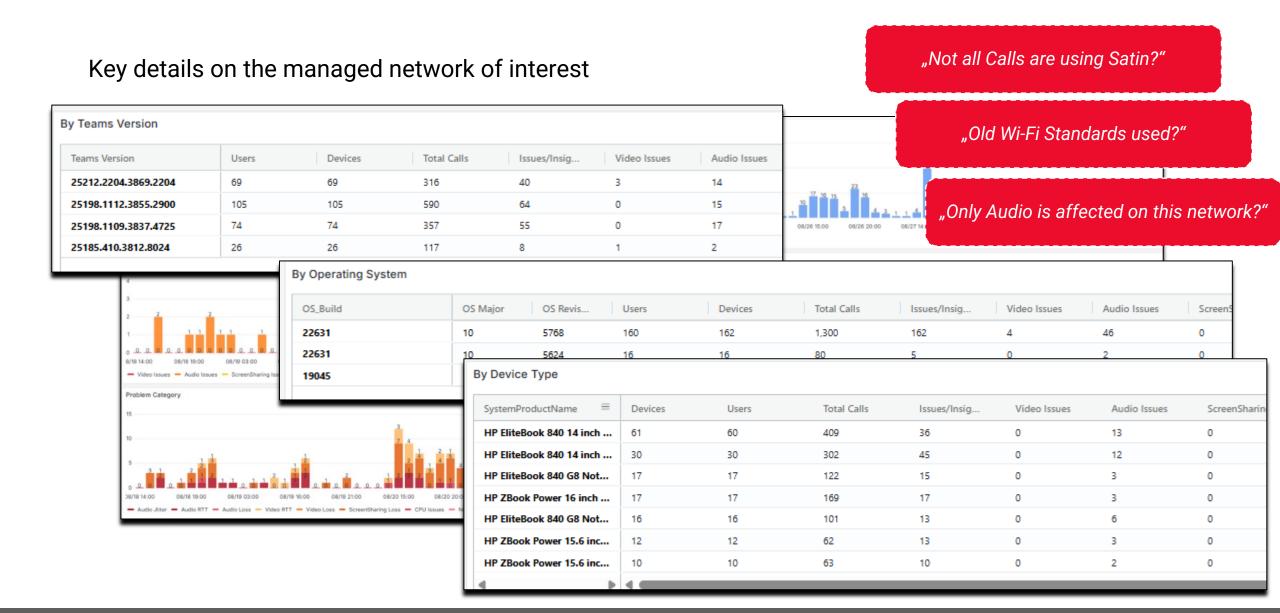


Full list of identified Networks (and indications) across last x days "outbound seems to be more of an issue

compared to inbound' Managed Networks that show signs of network-level call issues ① Co... User Calls ♥ Received Quality Ev... Mid Call Fail... Firewall Block Exce... 0 US 0 US 202 27 0 0 6.017 4% 257 553 5% 28 0 US US 120 3% 2 US 617 "Mid Call problems are more frequent on 21 several networks.

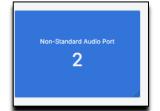
# Specific Managed Networks - Details





### **Identified Problems at Customer**

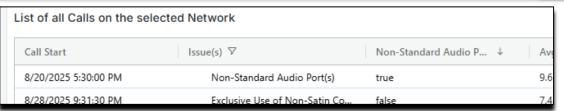


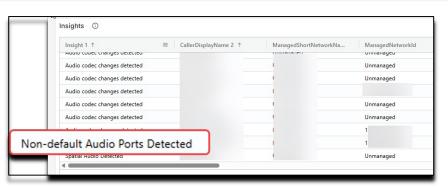


#### Calls using non-standard Audio Ports

→ QoS Policy misconfiguration







TeamsVersion	LocalAddress	LocalPort	Audio_Refle	xiveAddress
25198.1112.3855.2900	10.	19817	1	20376
25198.1112.3855.2900	10.	19817	1	20376
25198.1112.3855.2900	10.	19817	1	20376
25198.1112.3855.2900	10.	19817	1	20376

#### Identified Problems at Customer





#### Calls using TCP

→ UDP Ports blocked on some End User Devices







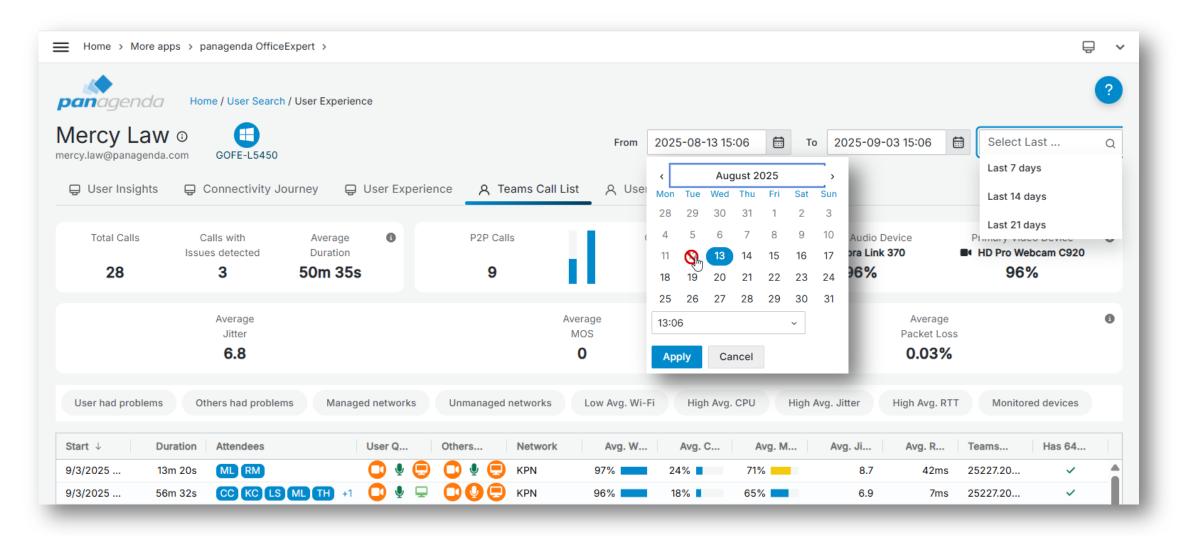




# 3 Tips & tricks for often asked questions...

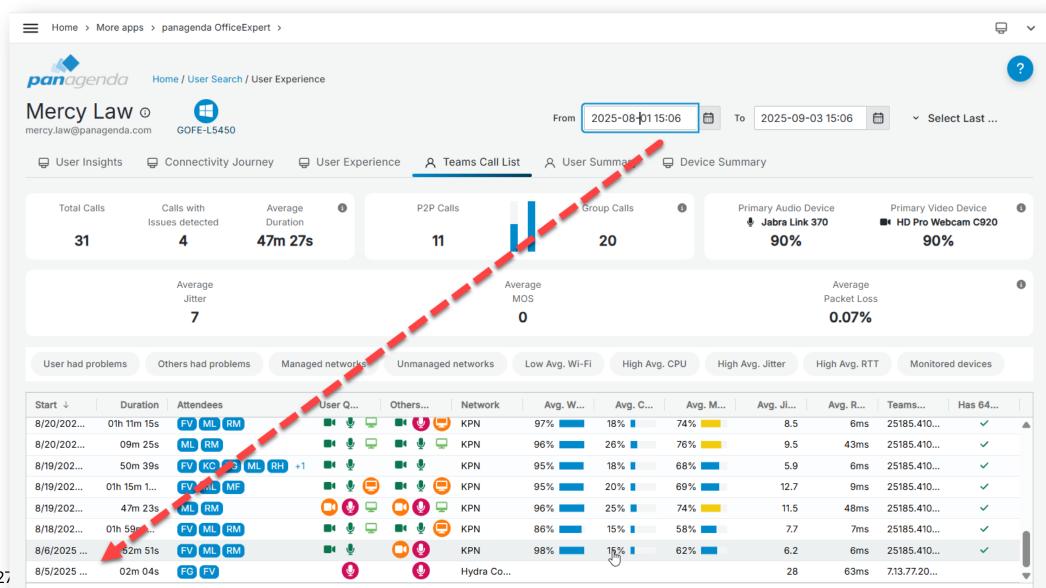
# Looking at 'older calls'





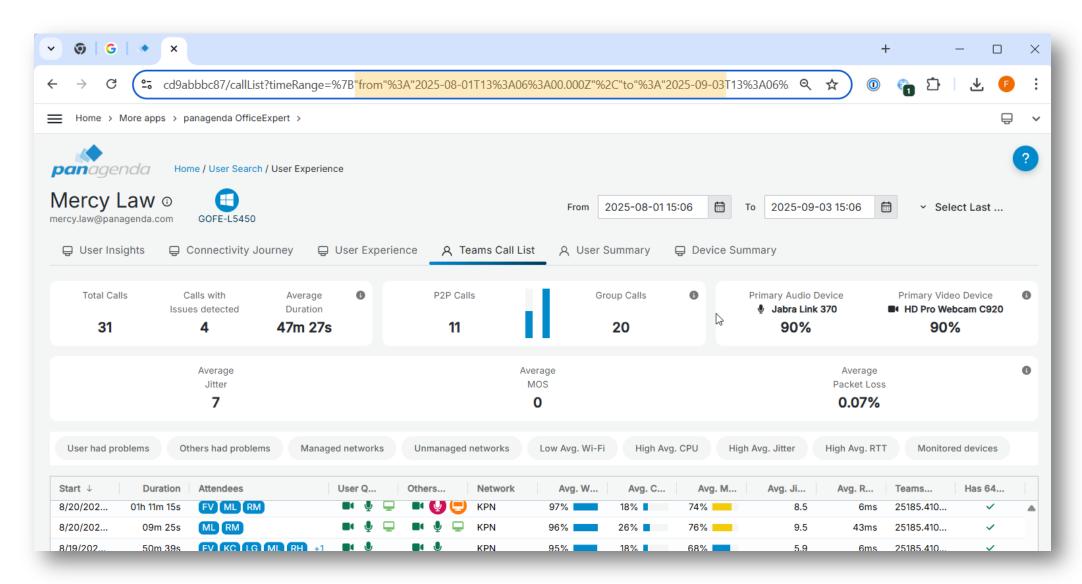
# "type" the date





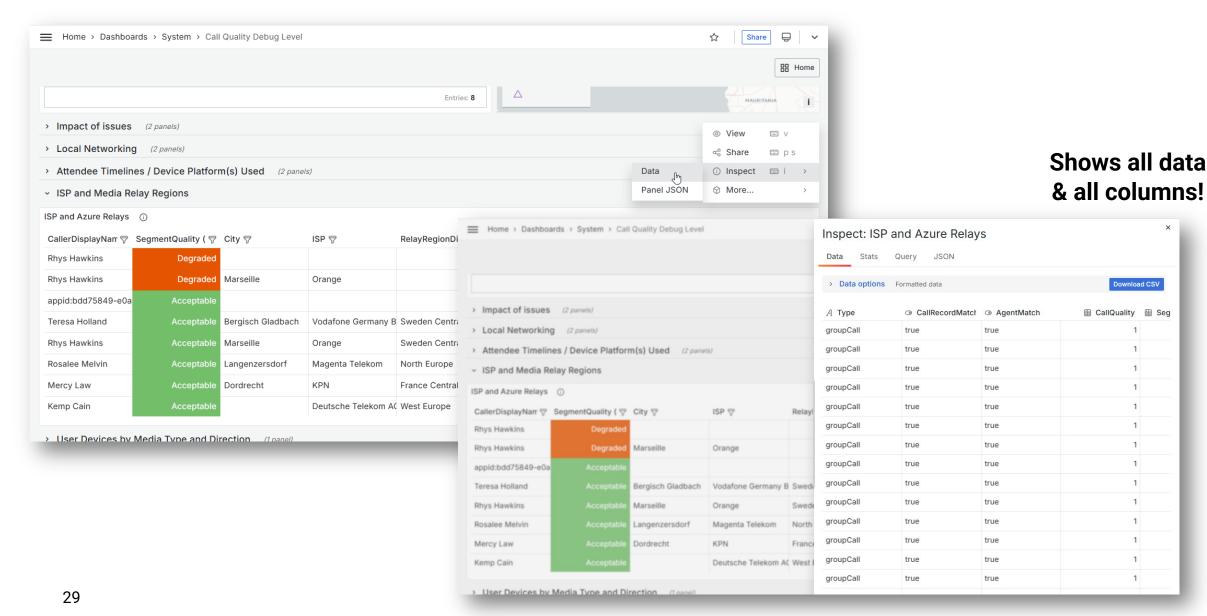
# Or change the "From / To" parameters in the URL





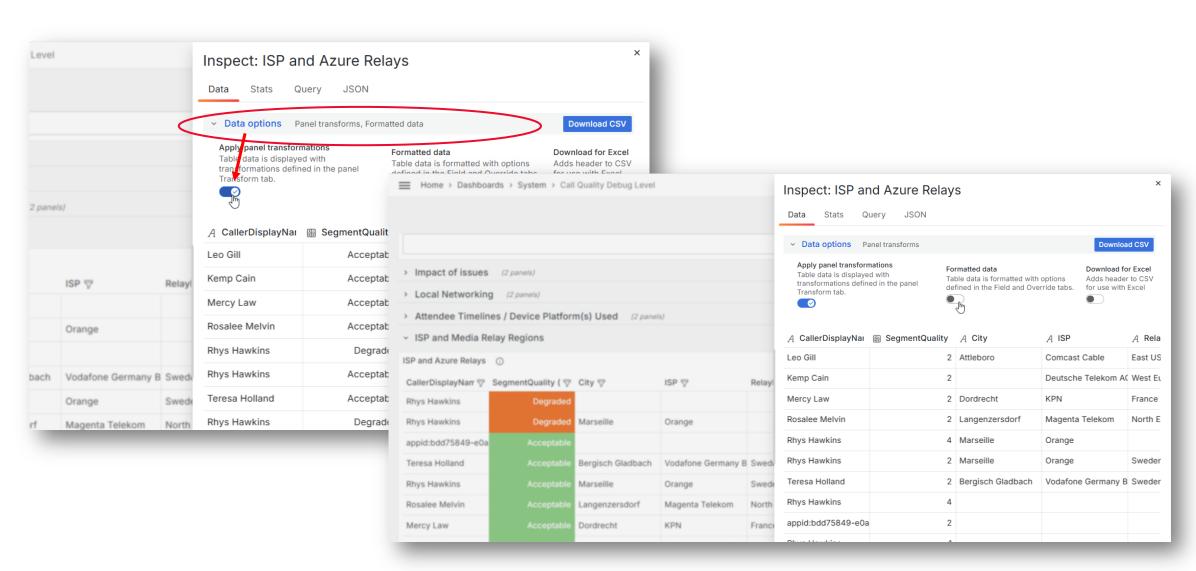
# Export data from tables in TrueDEM





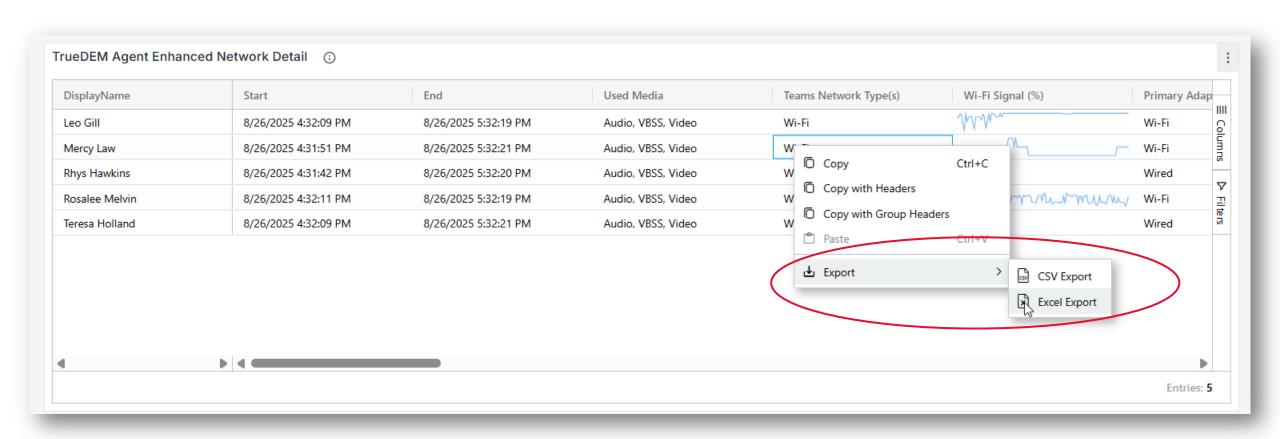
## Export data from tables in TrueDEM





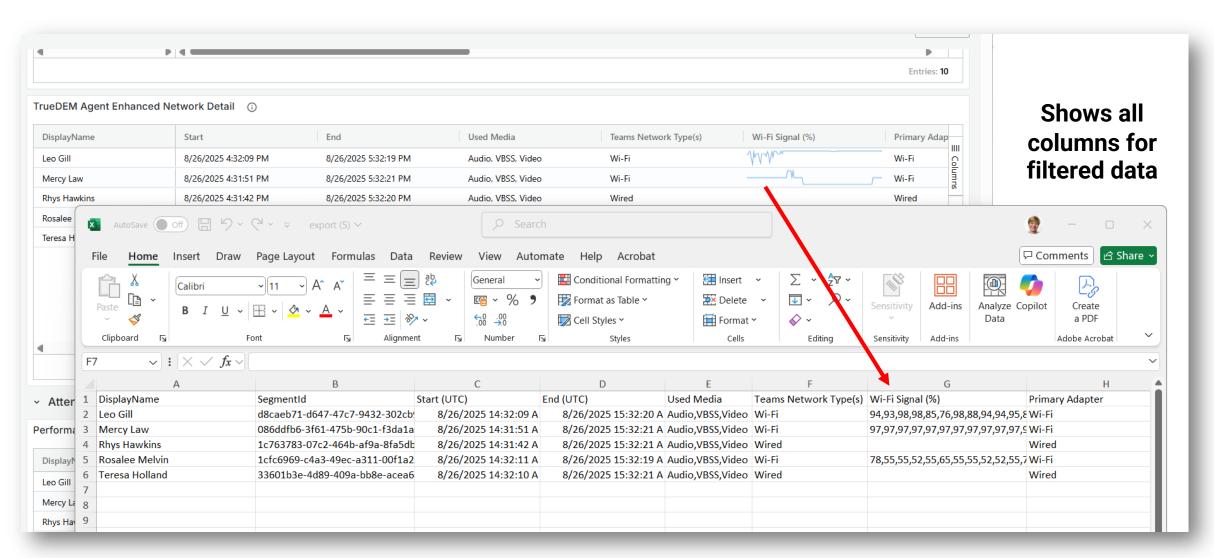
# Formatted tables - Export





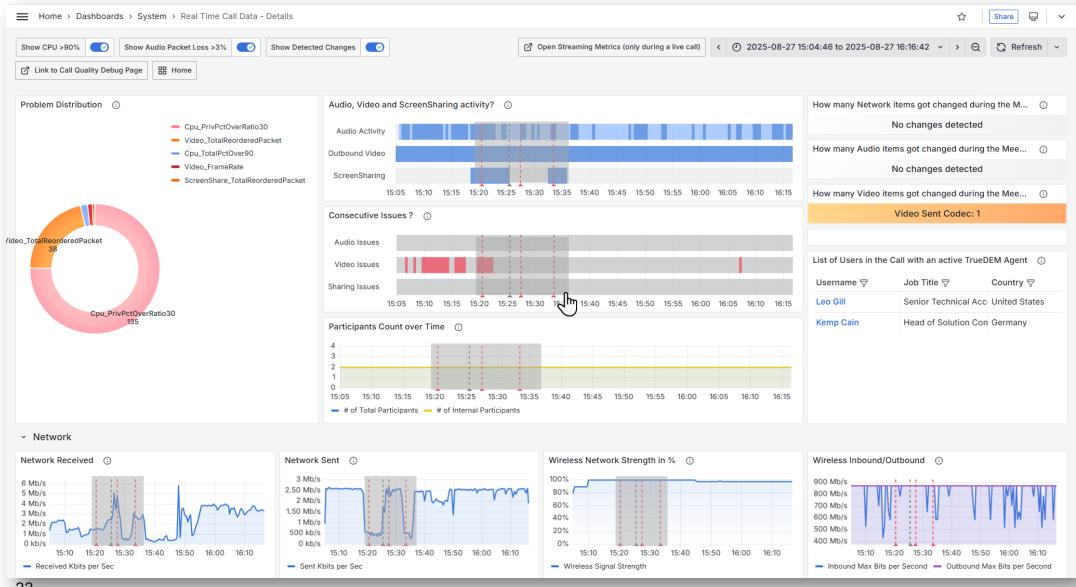
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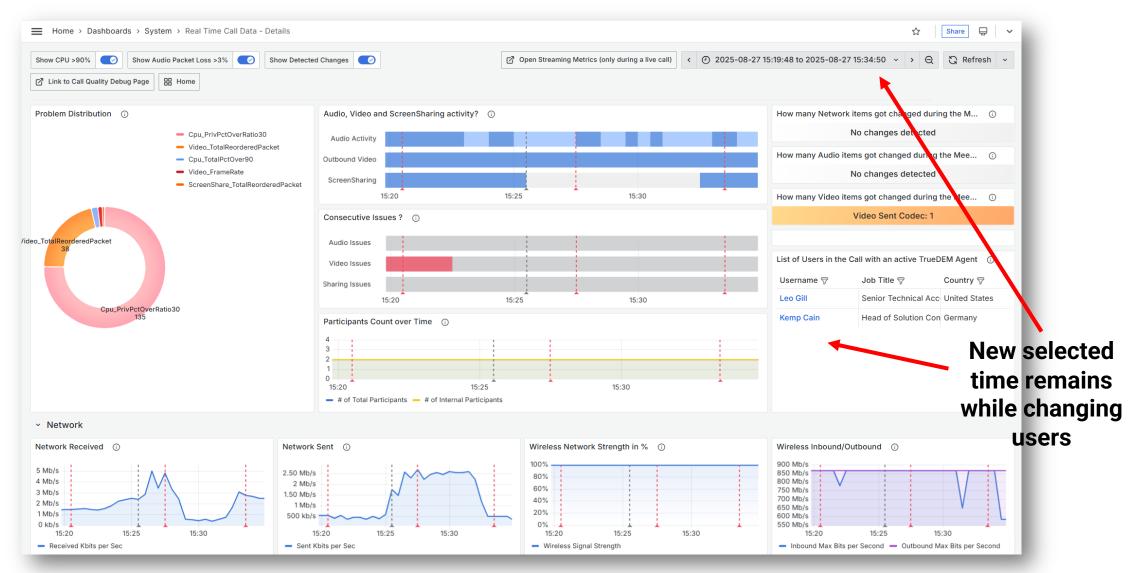
# Focusing in on a call section





# Focusing in on a call section



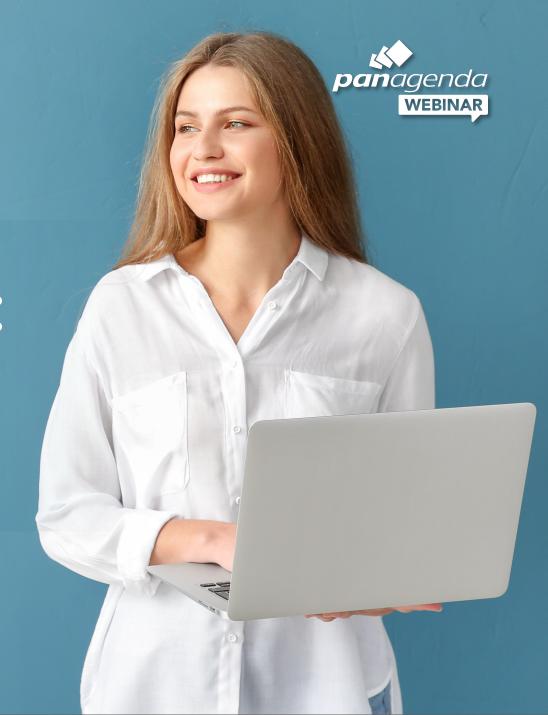




# QUESTIONS?

Join Us Next Time On:

October 15th 2025





# THANK YOU!