



WEBINAR Series



Getting the Best of TrueDEM

Oct. 15th 2025

News & updates



Product Management & Consulting Team
panagenda



Your Team today



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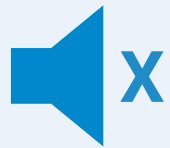


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Before We Start



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.

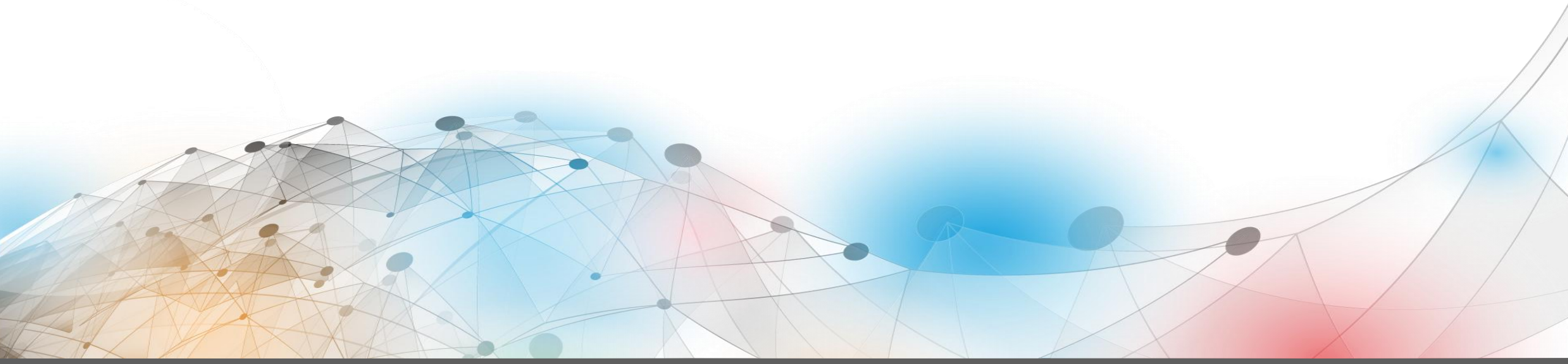


Share your feedback with us

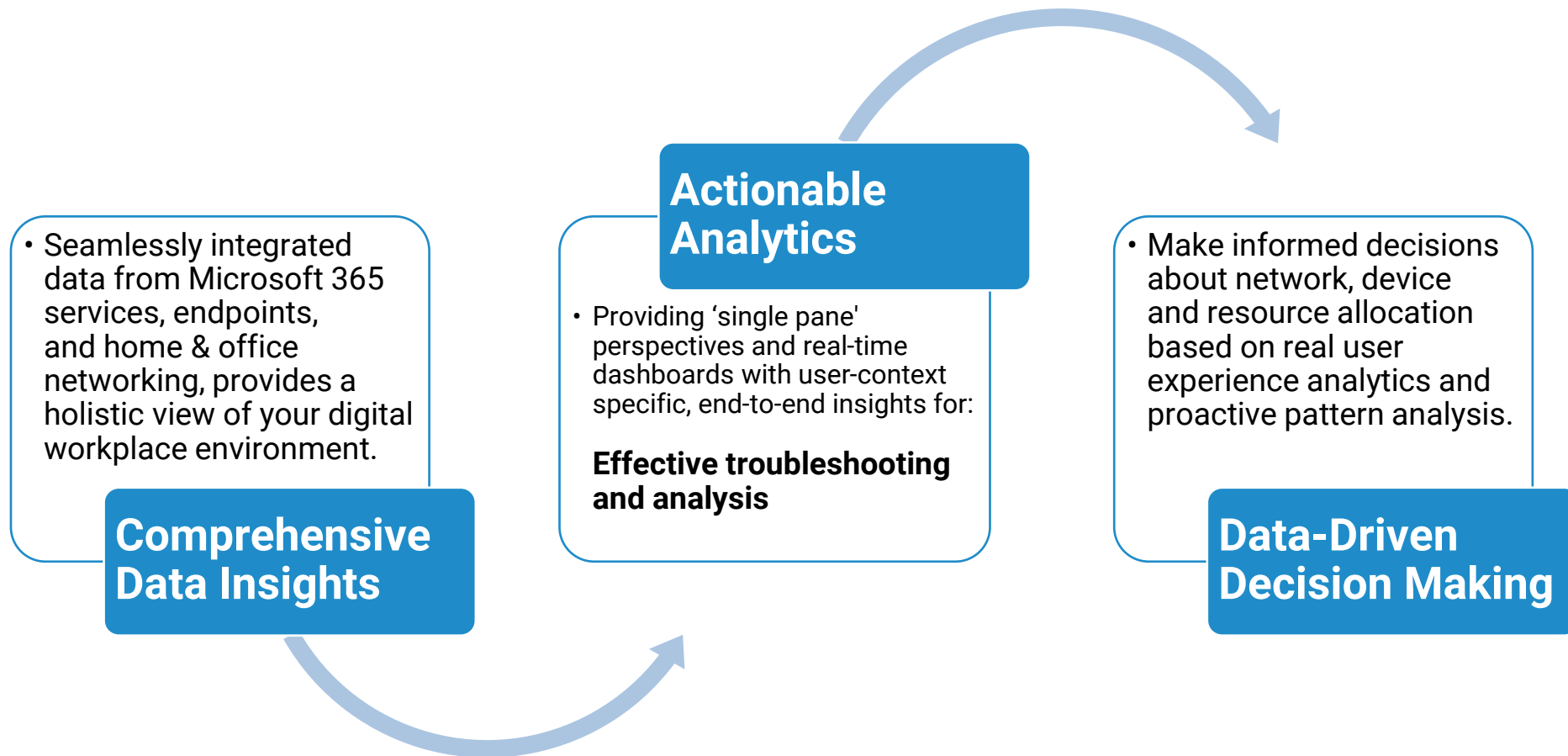
Please let us know what we can do better.

Agenda

1. What is TrueDEM?
2. **Recently released**
3. **Deep Dive:** macOS & VDI
4. Q & A



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





Recently Released

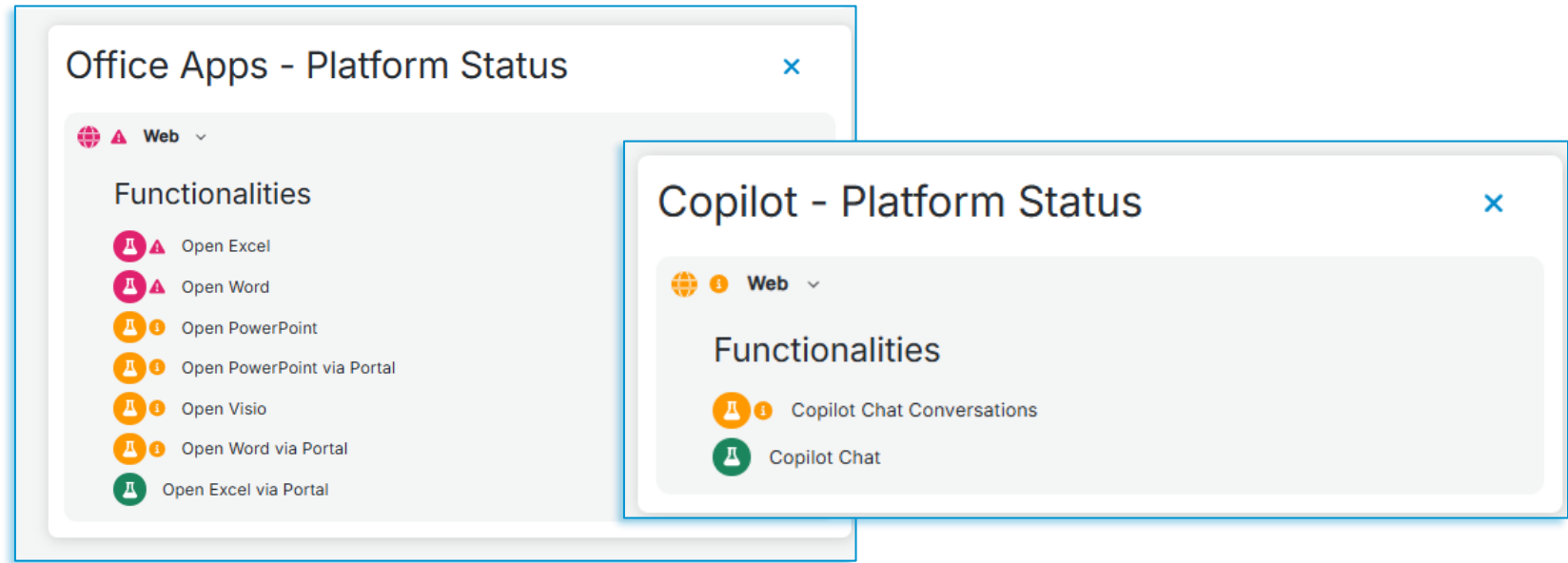
Upgrade Your Time

Portal

- **New:** Managed Networks Call Overview, additional M365 Workloads
- **Improvements & New Features** for: User Experience, Teams call list, Call Insights, Real Time Call Data – Details, etc.
- Several **fixes**

New M365 Workloads

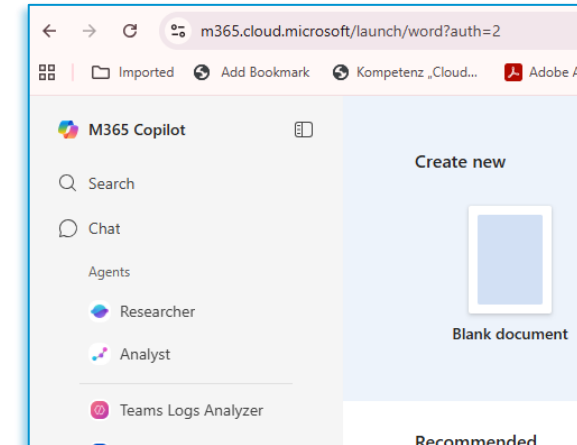
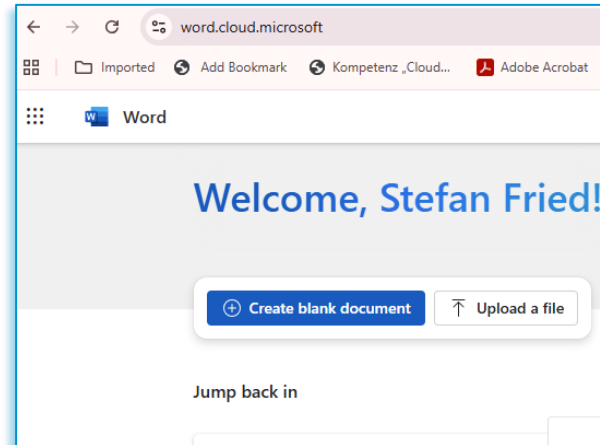
- Copilot
- Office Apps
- Viva Connections



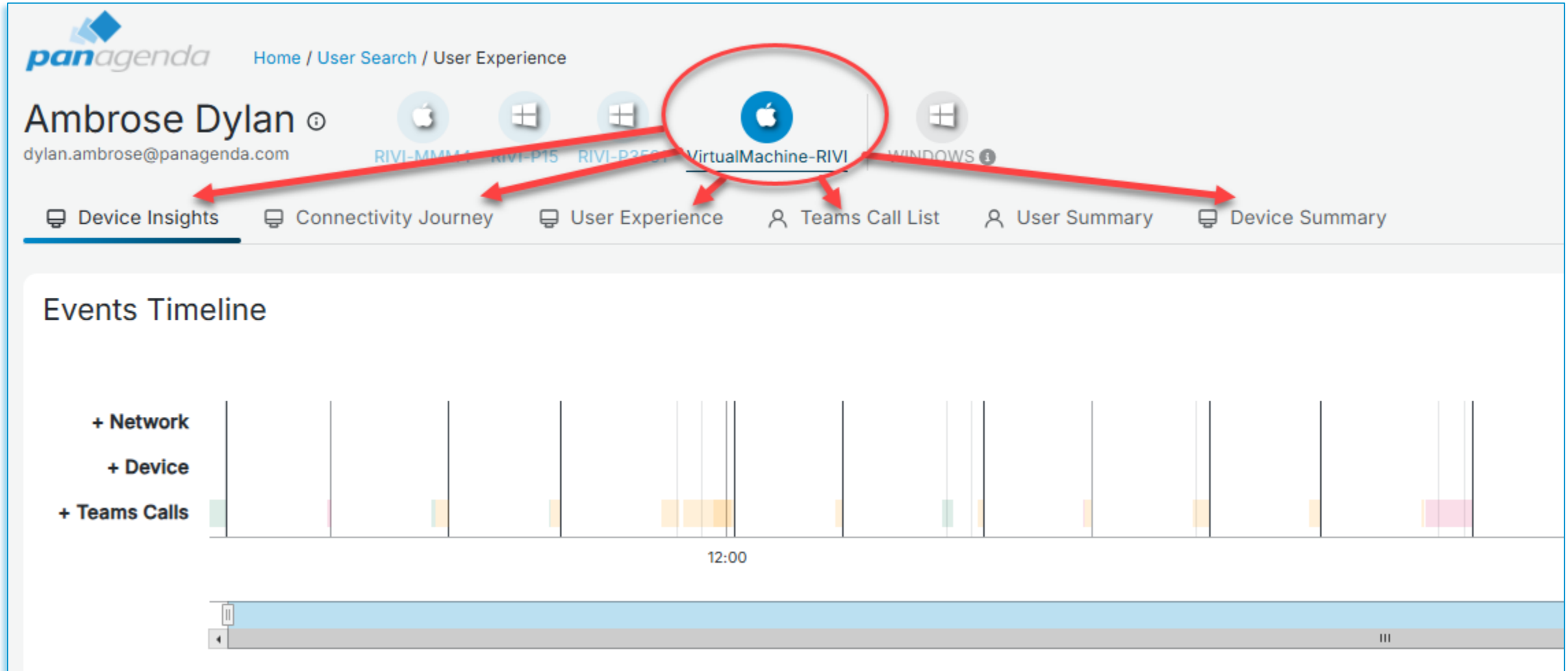
Example

<https://word.cloud.microsoft/>

<https://m365.cloud.microsoft/launch/word>



User Experience Improvements – Selected Device



User Experience Improvements – Visual Distinction

Ambrose Dylan ⓘ
dylan.ambrose@panagenda.com

RIVI-MMM4

RIVI-P15

RIVI-P3591

VirtualMachine-RIVI

WINDOWS ⓘ

From 2025-

Device Insights

Connectivity Journey

User Experience

Teams Call List

User Summary

Device Summary

Total Calls
28

Calls with Issues detected
5

Average Duration
35m 25s ⓘ

P2P Calls
0

Group Calls
28 ⓘ

Primary Audio Device
CORSAIR VOID ELITE Wireles...
100%

Primary Video Device
Integrated Webca...
54%

With selected device

User had problems

Others had problems

Managed networks

Unmanaged networks

Low Avg. Wi-Fi

High Avg. CPU

High Avg. Jitter

High Avg. RTT

Start ↓	Duration	Attendees	User Quality	Others Qu...	Devices U...	Longest U...	Longest U...	Network	Avg. Wi-Fi...	
10/3/2025 10:...	26m 24s	AD AC GG KL			1	windows	RIVI-P3591	Free SAS	81%	
10/2/2025 2:...	41m 07s	AD KL RH			1	windows	RIVI-P3591	Free SAS	62%	
10/2/2025 10:...	20m 16s	AD AC GG KL RH +1			1	windows	RIVI-P3591	Free SAS	73%	25%
10/1/2025 10:...	12m 57s	AD AC GG KL RH +1			1	windows	RIVI-P3591	Free SAS	74%	23%
10/1/2025 9:4...	00m 00s	AD			1	windows	WIN			9%
10/1/2025 8:5...	24m 10s	AD KL RH			1	macOS	RIV			
9/30/2025 10...	18m 08s	AD AC GG KL RH +1			1	windows	RIV			25%
9/29/2025 11:...	41m 12s	AD KC RH			1	macOS				
9/29/2025 10...	01h 44m 49s	AD KL RH			1	macOS	RIV			
9/29/2025 10...	15m 24s	AD AC GG KL RH +1			1	windows	RIVI-P3591	Free SAS	78%	20%
9/29/2025 9:...	45m 20s	AD KL			1	macOS	RIVI-MMM4	Free SAS	51%	
9/26/2025 10...	27m 15s	AD AC DC GG KL +2			1	windows	RIVI-P3591	Free SAS	79%	21%

Devicenames and Platform Cluster

Calls placed from devices other than the selected one will appear greyed out

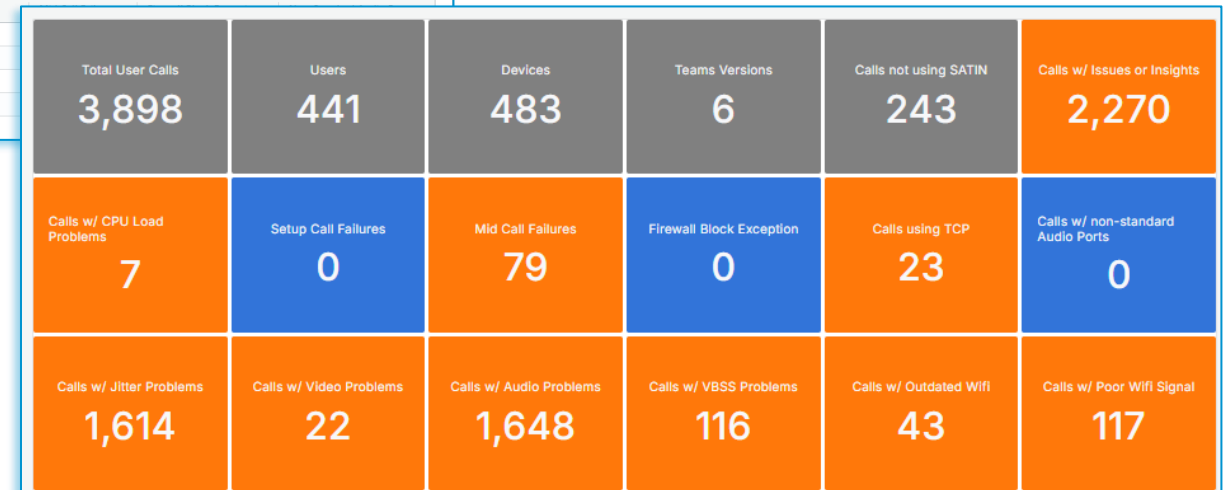
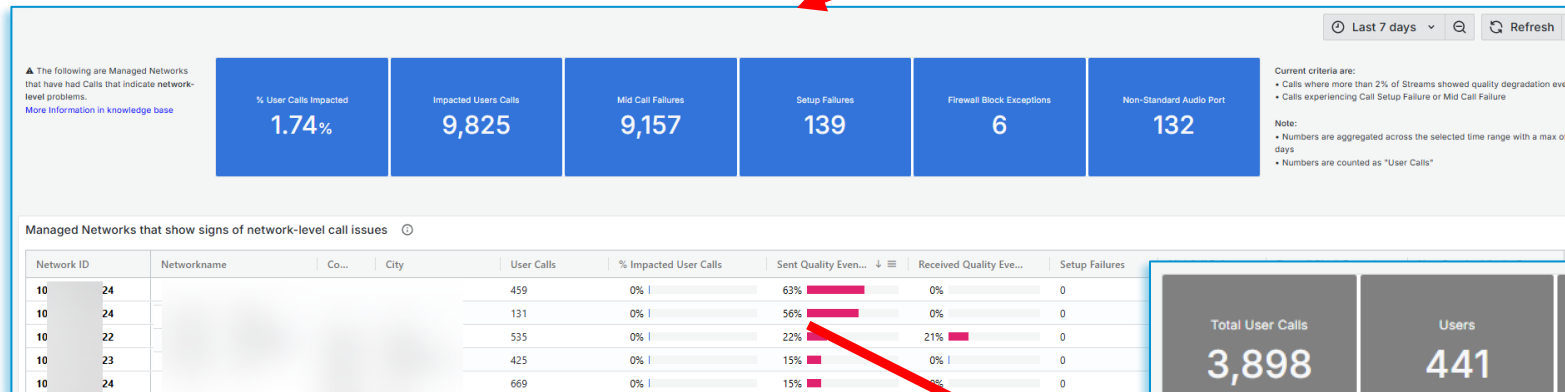
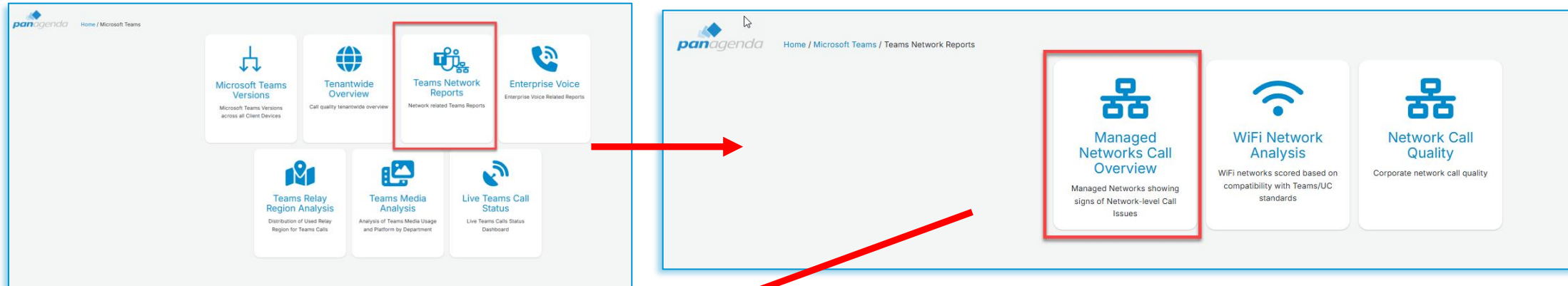
User Experience Improvements – Devices Used in a Call

User Quality	Others Qu...	Devices Used 1 ↓	Longest Used Platform	Longest ...
 	 	2	windows	RIVI-P3591
		1	macOS	RIVI-MMM4
  	  	1	windows	RIVI-P3591



Participant ▾	TrueDEM Monitored?	Device name	OS	First Joined ↑	Last Left
Ambrose Dylan		RIVI-MMM4	macOS	9/25/2025 3:15:18 PM	9/25/2025 3:24:00 PM
Ambrose Dylan	Real Time Data	RIVI-P3591	windows	9/25/2025 3:23:59 PM	9/25/2025 3:57:07 PM

Managed Network Call Overview



Call Insights / Real Time Call Data - Details



Recently Released



Portal

- **New:** Managed Networks Call Overview, additional M365 Workloads
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Agent

- Windows Agent: v1.25.4 on Insider Channel

<https://www.panagenda.com/kbase/x/bQjaAw>



TrueDEM Agent on macOS



- **Early Access Program since August 2025**
 - Let us know if you want to join
- **Current version is 1.0.20**
- **Installation via .pkg file**
 - Manually installable or automated via Microsoft Intune, Jamf, Addigy, NinjaOne, Ivanti and others (which can install .pkg files)
- **Currently, a user authentication is required – App opens automatically for it**
- **Supported on Apple Silicon (ARM64) only**
 - macOS 13 (Ventura) or higher
 - Latest supported version is macOS 26 (Tahoe)

TrueDEM Agent on macOS

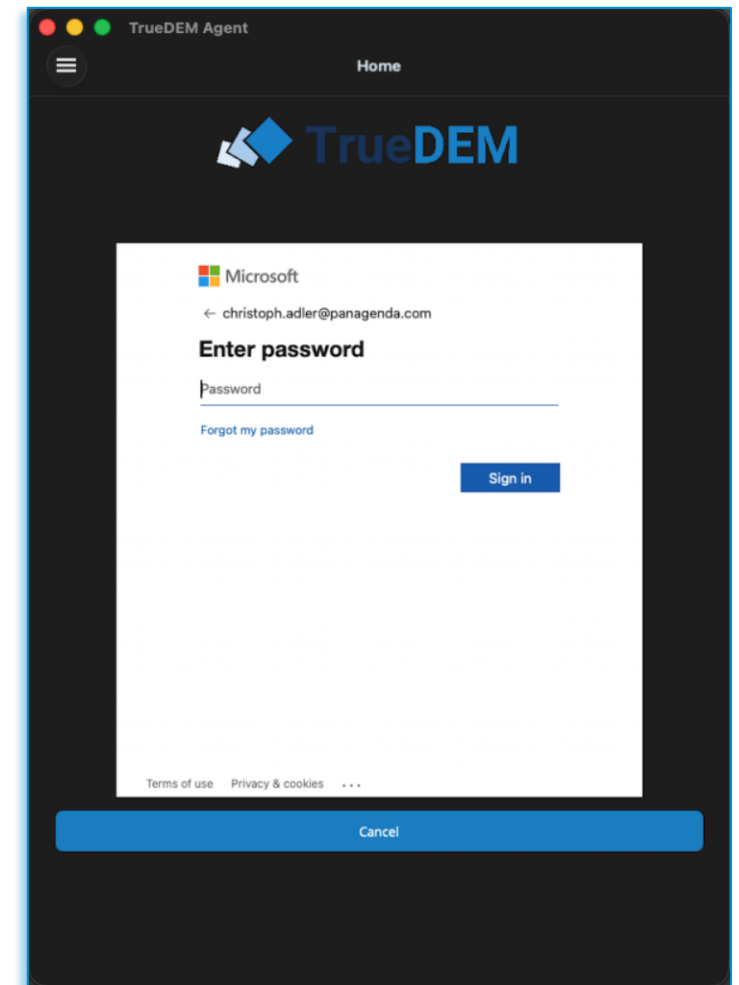
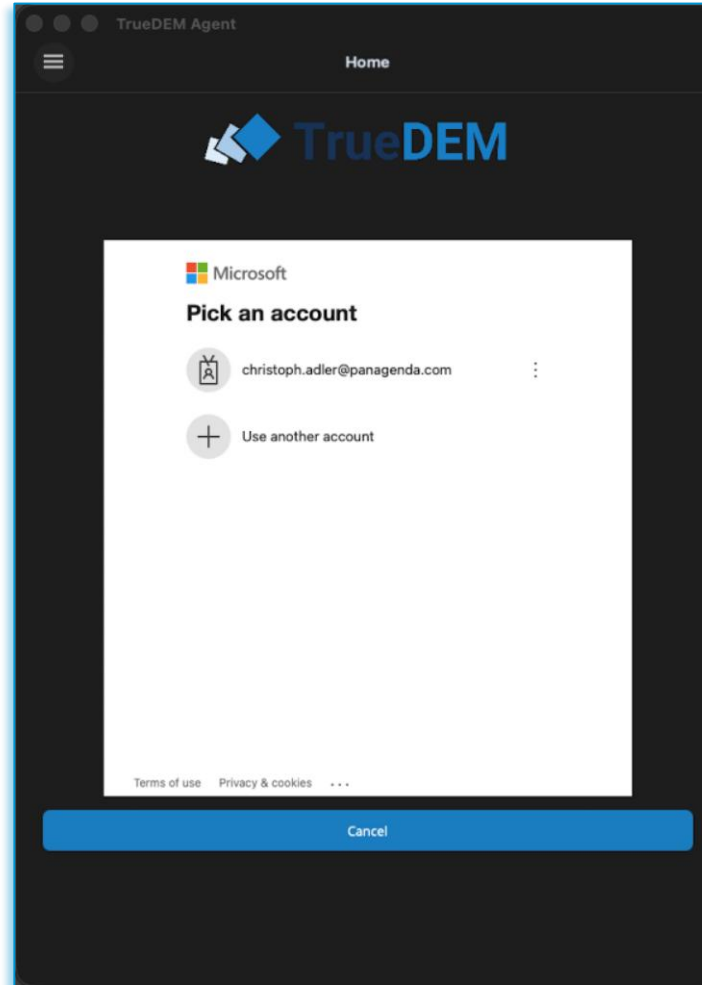
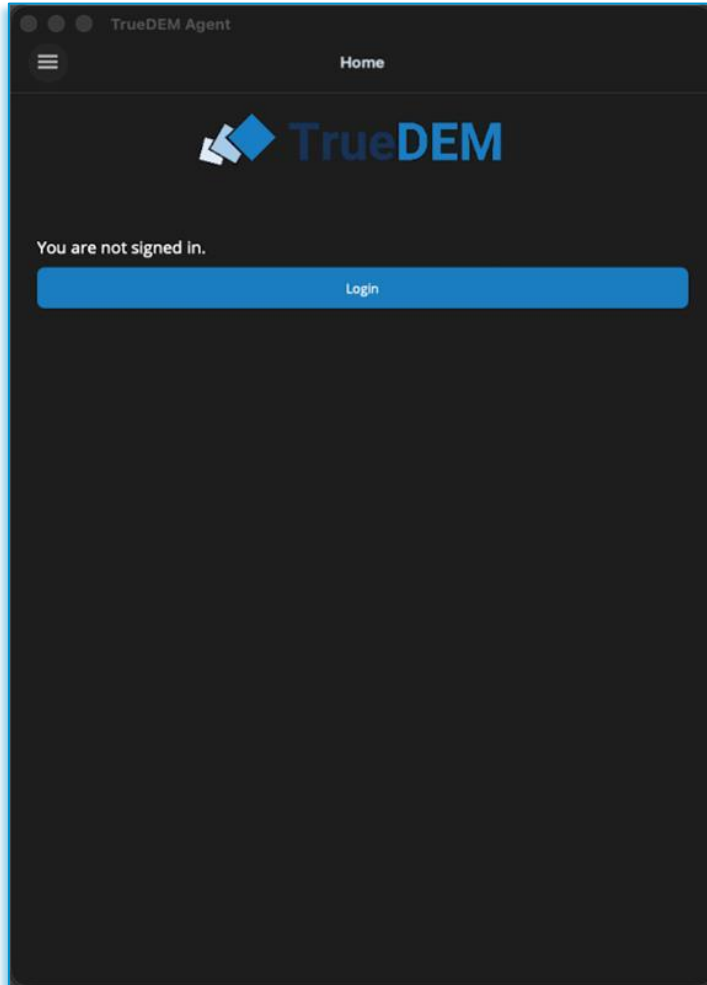


[Client Requirements](#)

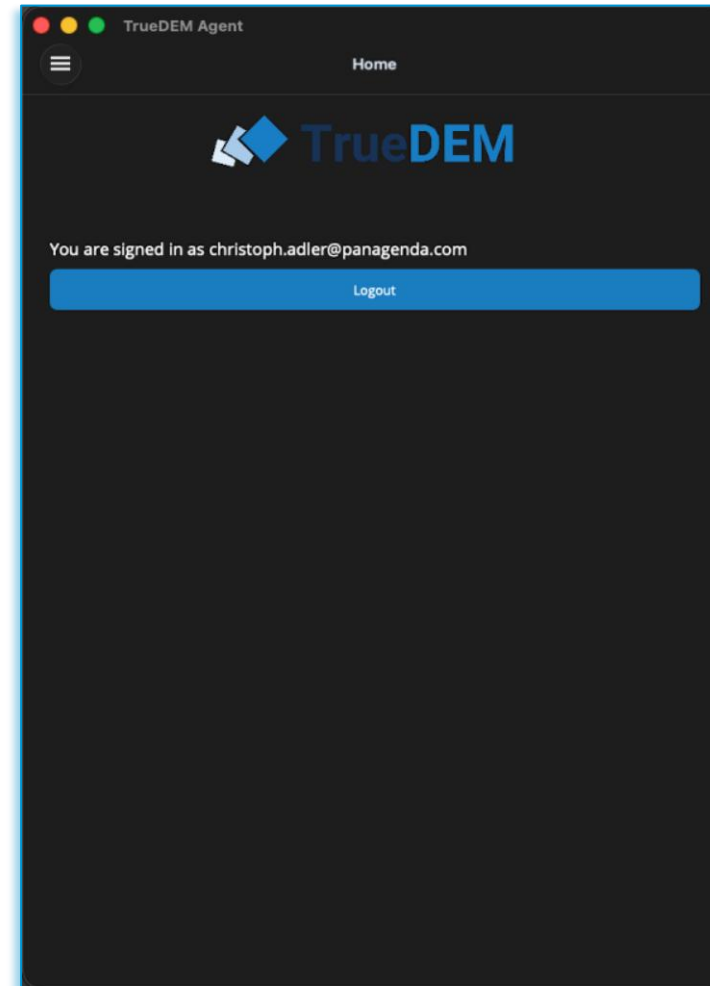
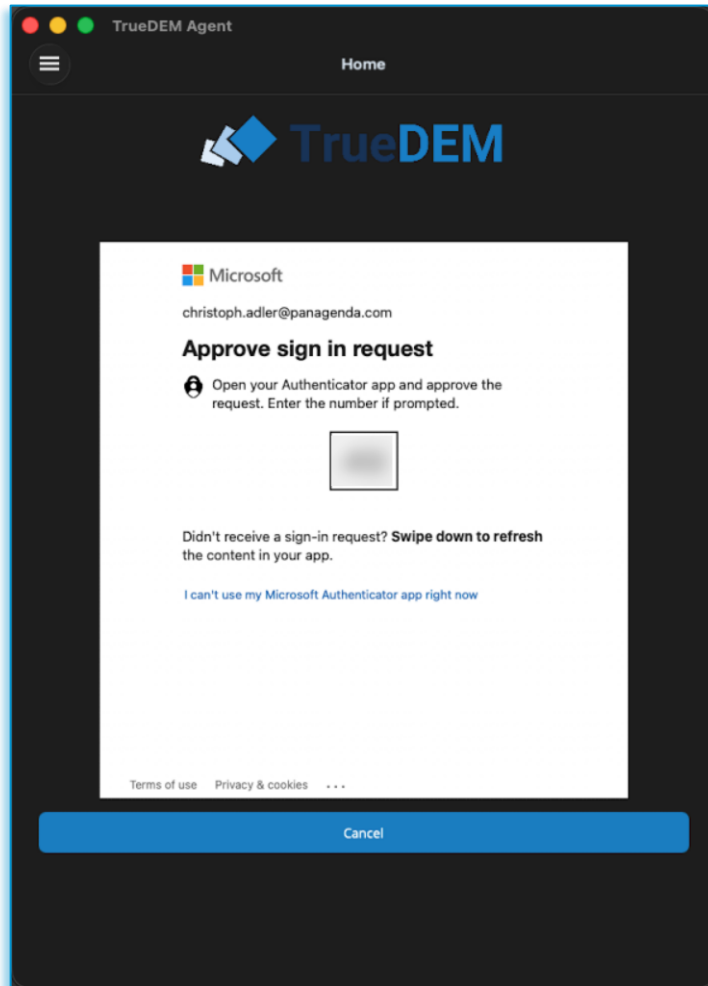


[Release Notes](#)

TrueDEM Agent on macOS



TrueDEM Agent on macOS



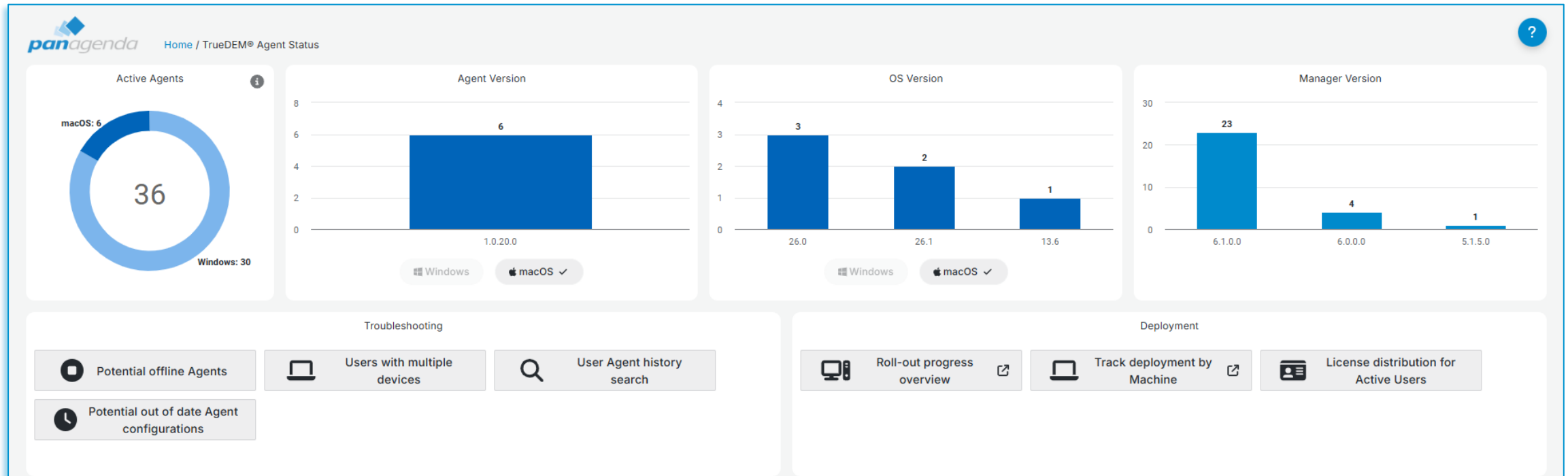
TrueDEM Agent on macOS



- **Current coverage/scope**
 - Overview: Deployed TrueDEM Agents on macOS (incl. versioning)
 - Device Insights/Summary (more to come)
 - Connectivity Journey
 - User Experience details for all supported Microsoft 365 workloads
 - Teams Call details (based on CQD)

TrueDEM Agent on macOS

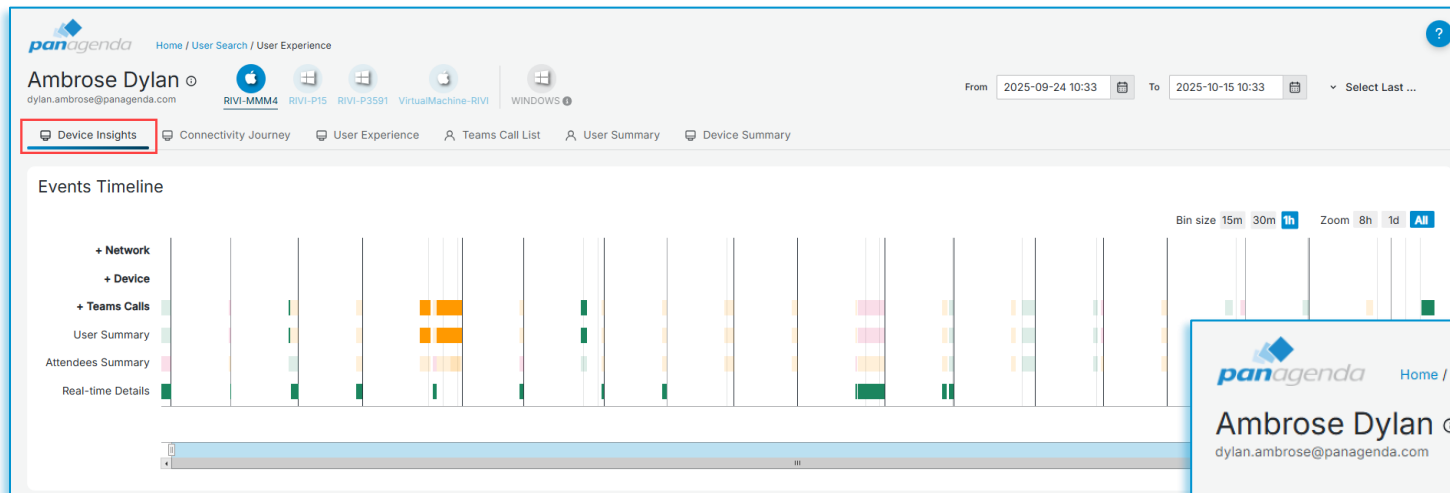
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TrueDEM Agent on macOS



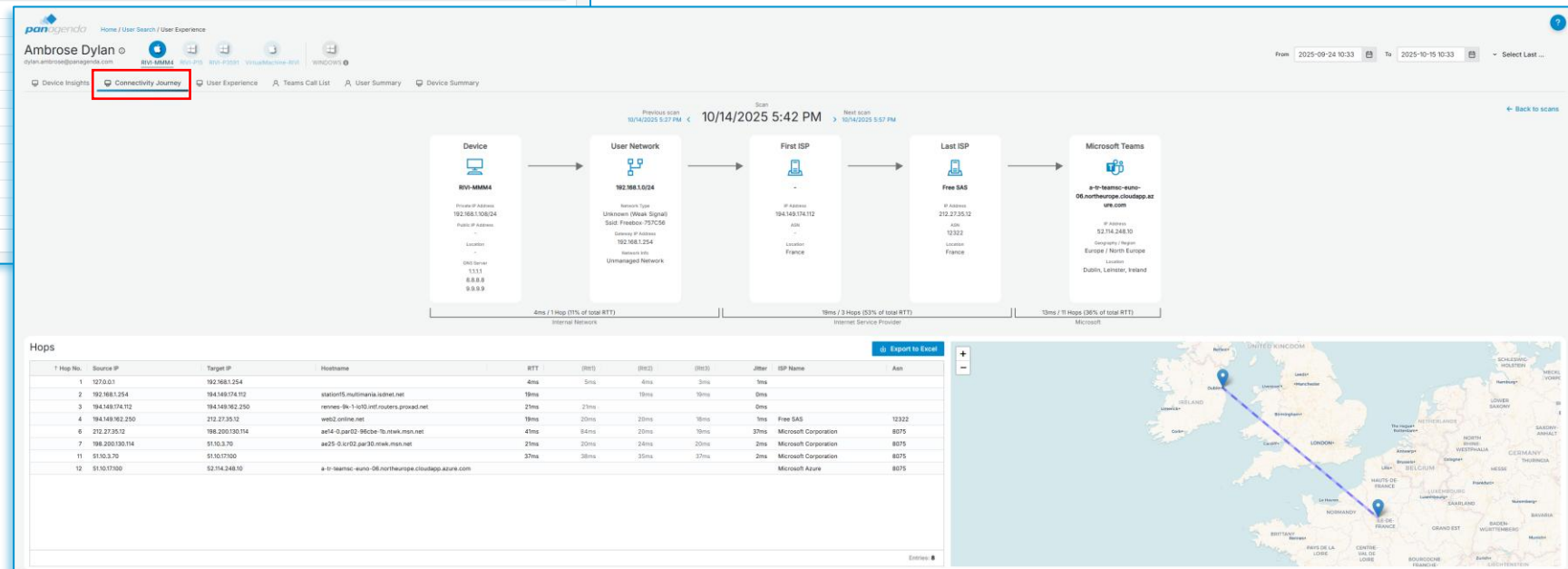
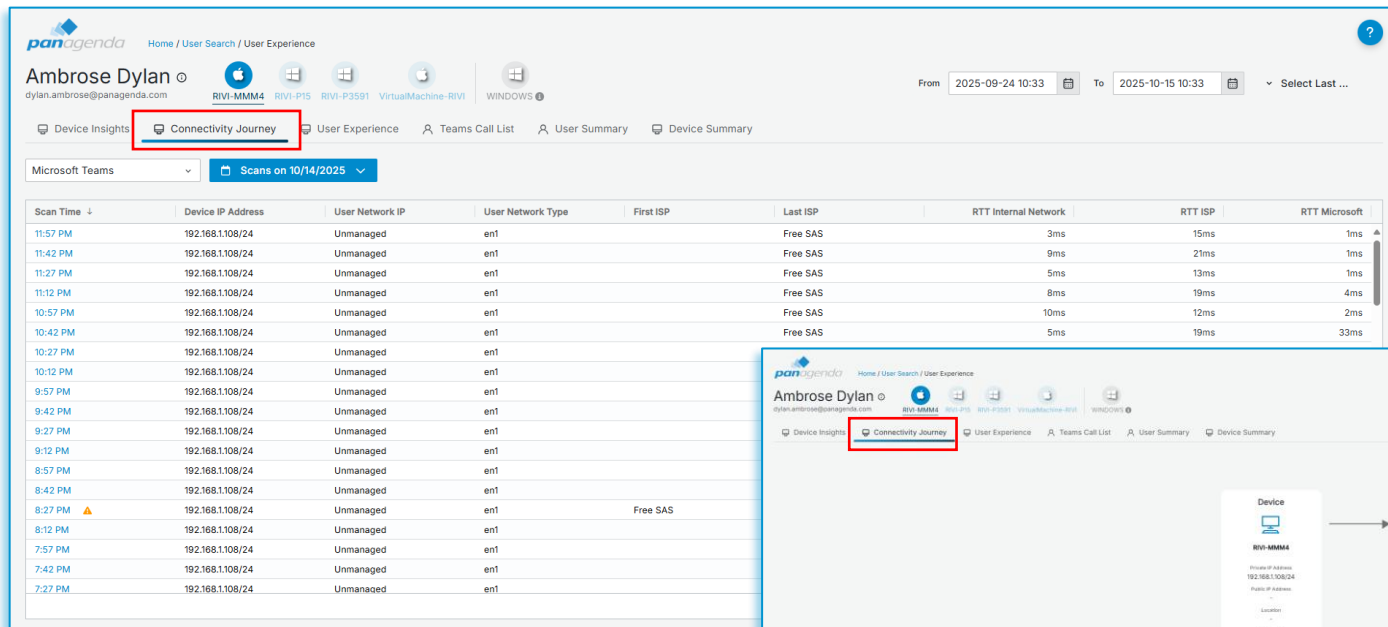
- **Current coverage/scope**
 - Device Insights/Summary (more to come)



The screenshot shows the Panagenda interface for user Ambrose Dylan. The 'Device Summary' tab is selected and highlighted with a red box. The interface displays a summary of device information for the user, including details about the device name, manufacturer, operating system, and TrueDEM agent version. The summary is presented in a table format with two columns: the property name and the value.

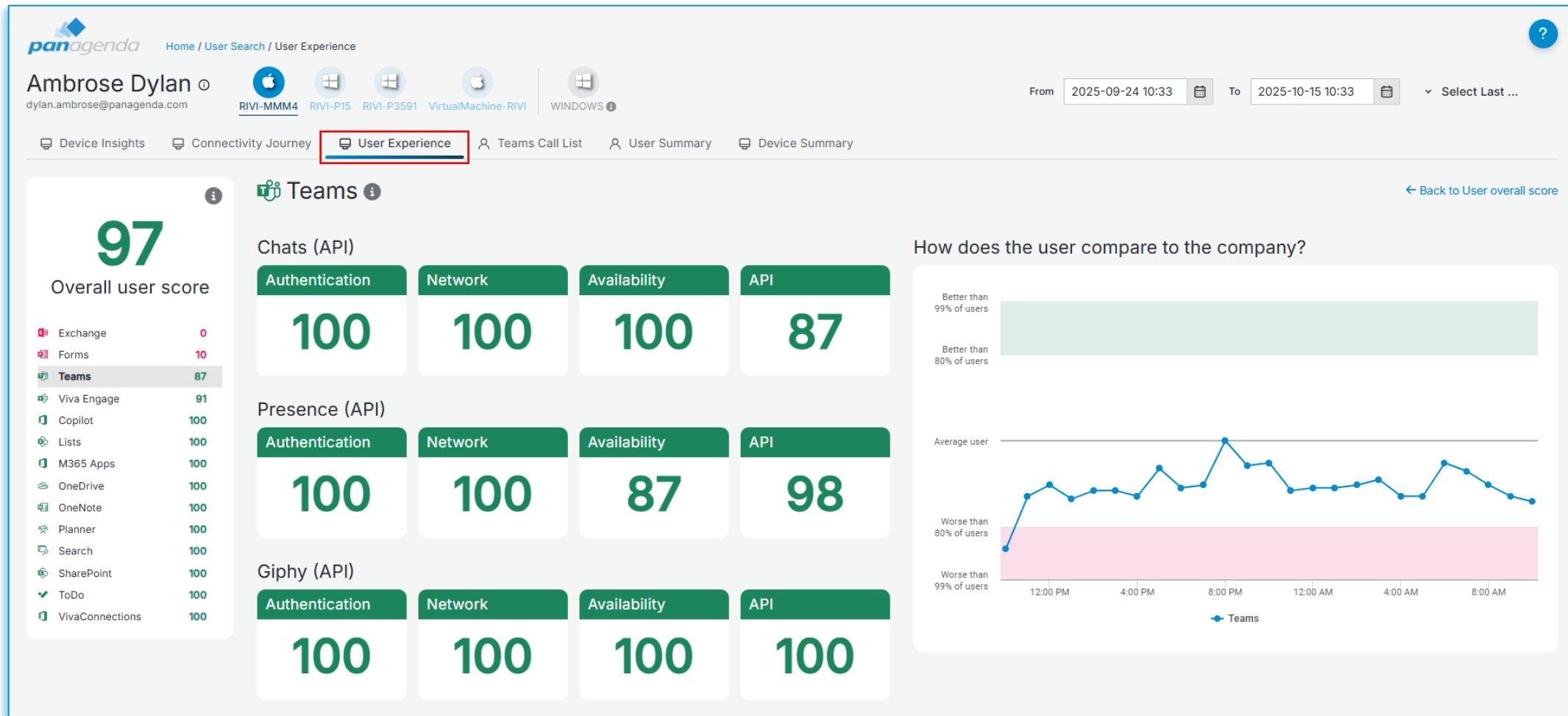
Device name	RIVI-MMM4
Manufacturer	Apple Inc.
Device model name	Mac mini (2024)
Operating System	MACOS
Architecture	Arm64
Build	26
CPU	n/a
Cores	n/a
Physical memory	
TrueDEM Agent	Version 1.0.20.0
Last Seen	10/15/2025 10:26:45 AM
Network	Unmanaged

- **Current coverage/scope**
 - Connectivity Journey



TrueDEM Agent on macOS

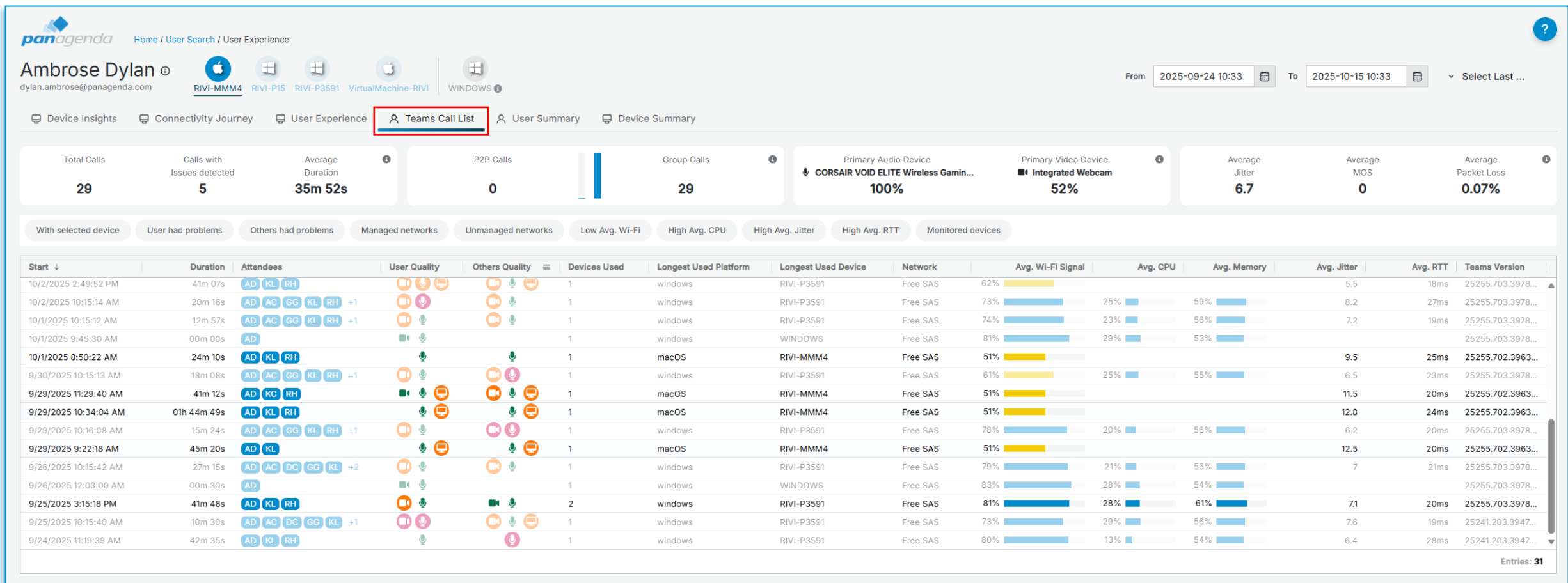
- **Current coverage/scope**
 - User Experience details for all supported Microsoft 365 workloads



TrueDEM Agent on macOS



- **Current coverage/scope**
 - Teams Call details (based on CQD)





 **TrueDEM** on VDI

 Microsoft
citrix
omnissa™



Upgrade Your Time

TrueDEM Agent on VDI

- **All Windows-based VDI's are supported**
 - Azure Virtual Desktop, Citrix, Omnissa Horizon, etc.
 - Local clients (incl. thin clients) can operate other OS (macOS, Linux, etc.)
- **Both types of media optimizations are supported**
 - SlimCore
 - WebRTC
- **Persistent VDI**
 - TrueDEM Manager & Agent installation == physical computer (Desktop/Laptop)
- **Non-persistent VDI**
 - Different compared to persistent VDI, but analog to Microsoft Teams App
 - Install TrueDEM Auto-Start (using .msi) on Host for Image creation
 - Set Environment Variable (after log-in of a user): **TRUEDEM_ENV_TYPE=VDI** or **CITRIX** or **<something>**
 - Install Provisioned Package: Add-AppxProvisionedPackage
 - Agent updates: manual updates by VDI Administrator (~ once per quarter)

Talk to us!

TrueDEM Agent on VDI



	Laptop / Desktop	VDI (SlimCore)	VDI (WebRTC)
Categorization of Call Quality	✓	✓	✓
Aggregated A/V/VBSS metrics (powered by CQD Call Records)	✓	✓ Yes, of the local Endpoint	✓ Same as SlimCore
Teams Version Information	✓	✓ Yes, Teams version installed on VDI Host	✓ Same as SlimCore
Teams Media Relay Information	✓	✓ Yes, Relay used by the local Endpoint	✓ Same as SlimCore
Network Info/ Metrics (30sec interval)	✓	Yes, but it is a combination of VDI Host and local Endpoint: ✓ - In general network info of the VDI Host is shown. - Network Information related to Media Streams are from the local Endpoint (e.g., user on WiFi to connect to VDI --> Primary Adapter shows wired from VDI host)	✓ Same as SlimCore ✓
Device Info / Metrics (30sec interval)	✓	Yes, mainly VDI Host Information (Note: Agent is not installed locally) ✓ - In general, device name of the VDI client is shown. - Local Endpoint Hostname shown based on Call Records data - Device Information/Metrics are from the VDI Client only	✓ Same as SlimCore ✓
A/V/VBSS - Device Info / Metrics (30sec interval)	✓	✓ Yes, of the local Endpoint	✓ Same as SlimCore
Applications (30sec interval)	✓	✓ Yes, Apps running on VDI Client during a call	✓ Same as SlimCore
List of Attendees	✓	✓	✓

QUESTIONS?

WEBINAR Series



| Join Us Next Time On:
November 26th 2025



THANK YOU!