



TrueDEM

Optimizing Digital Experience for M365 Users – Part I



Speakers

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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.

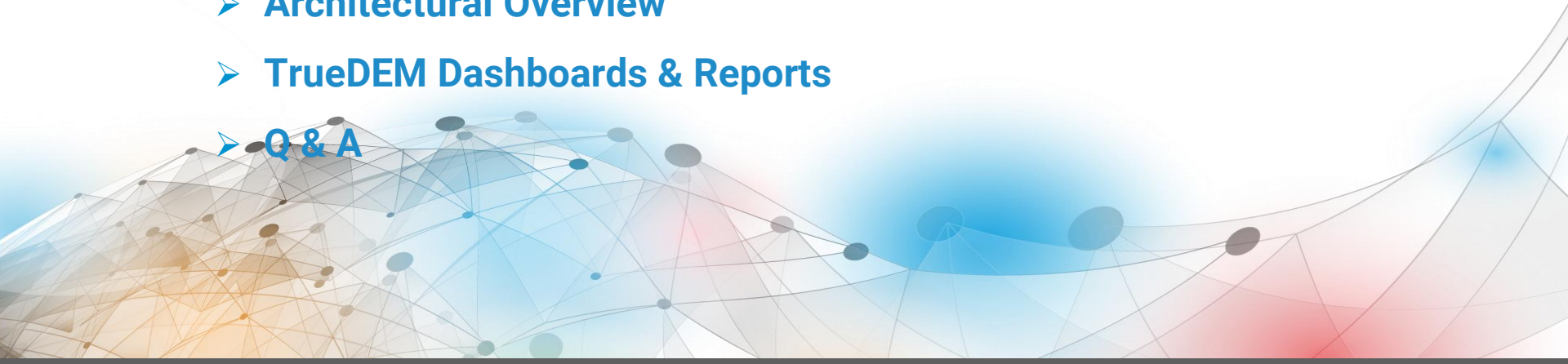


Share your feedback with us

Let us know what we can do better.

Agenda

- **Part I:**
 - **Why TrueDEM?**
 - **nexthink, ThousandEyes, audiocodes - competing or complementary?**
 - **Q & A**
- **Part II:**
 - **Architectural Overview**
 - **TrueDEM Dashboards & Reports**
 - **Q & A**



Why TrueDEM?



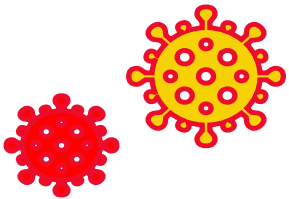
Shift from Server Focus to User Experience



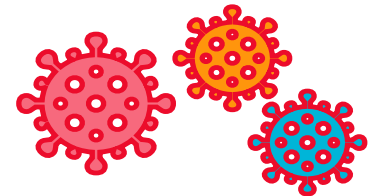
On-Premises Infrastructure:
GreenLight Server Monitoring



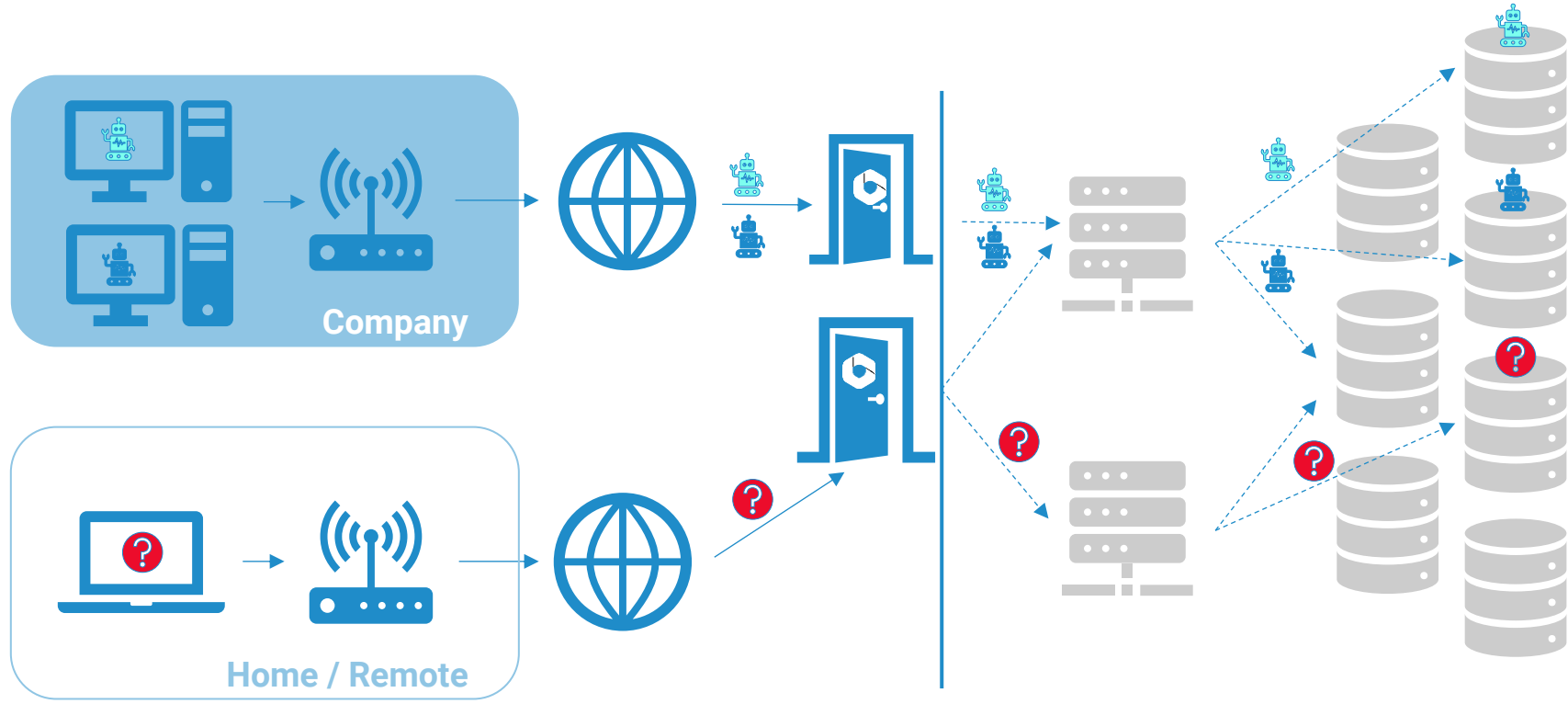
Hybrid IT Environments:
OfficeExpert OpsAnalytics



... and then COVID19 changed the World ...



Location based BOT Simulations



Shift from Server Focus to User Experience



On-Premises Infrastructure:
GreenLight Server Monitoring



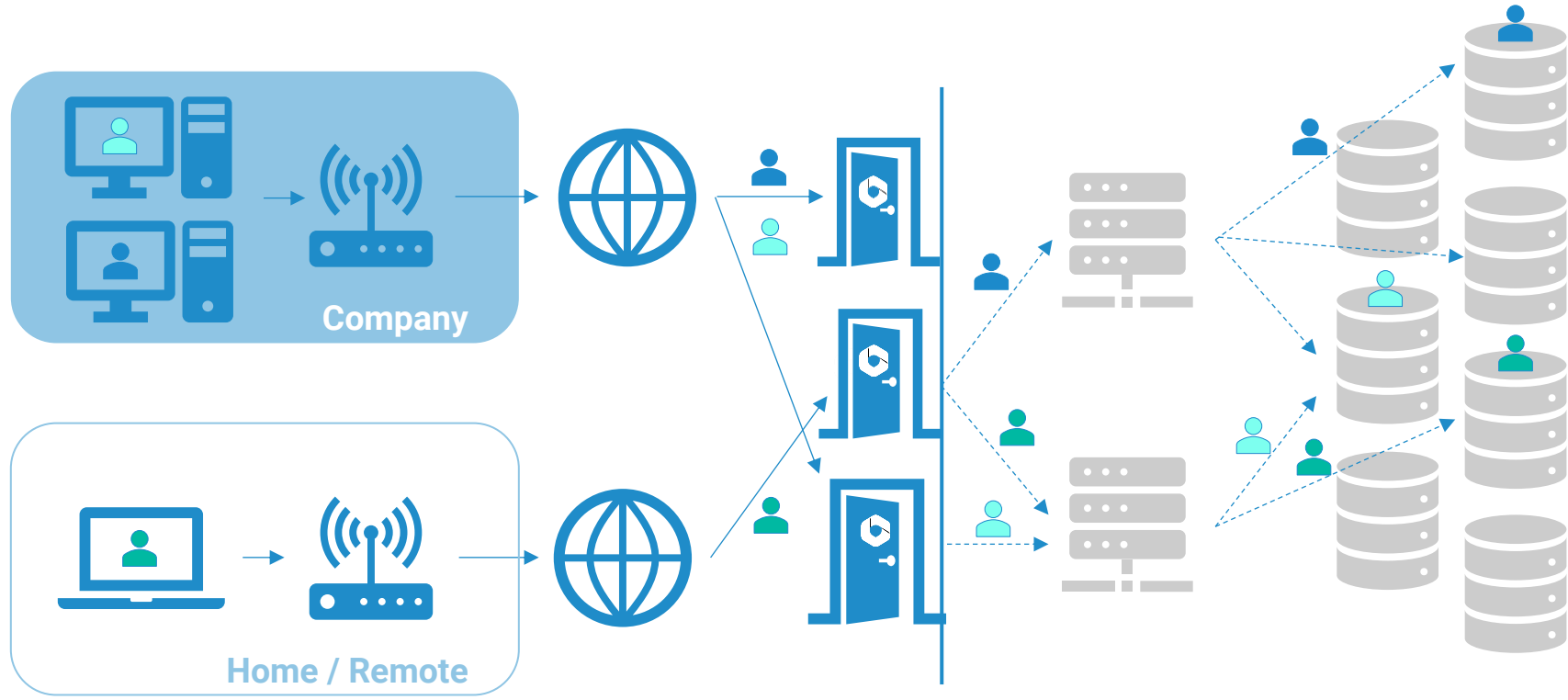
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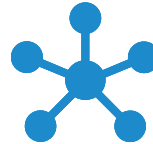
Cloud Solution Operations:
TrueDEM – End-to-End User Experience



True End User Context is key!



VIPs: Constantly in Teams Meetings



VIPs: Constantly in Teams Meetings



USERS DEVICE

- Device type
- Hardware
 - * CPU
 - * Memory
 - * Harddisk(s)
 - * GPU
 - * ...
- OS & OS version
- Teams version
- Attached devices
 - * Camera
 - * Headset
 - * ...
- Drivers
- Installed Software
- Current running processes
- Hardware consumption



LOCAL NETWORK

- Company or home network
- Managed vs. Non-managed
- Bandwidth
- Quality
- Hop's (routing)
- Wifi vs. Ethernet
- If Wifi
 - * Signal strength
 - * 2,4 vs. 5 Ghz
 - * Volatility
- If Company network
 - * Switches
 - * Firewalls
 - * Proxies
 - * QoS
 - * 3rd-party SaaS Security
 - * ...



ISP NETWORK

- Direct Vs. VPN
- Hop's (routing)
- Bandwidth
- Quality
- DNS
- Latency



MICROSOFT NETWORK

- Regional Ingress vs. unexpected far away
- Authentication
- Hop's (routing)
- Bandwidth
- Quality
- Service availability
- Service performance



Intracall Analytics with Teams Realtime Streaming Data



Built for Microsoft 365



And more ...

It's only true if it's ...

End-to-End

100% End user context

Intracall Analytics with
Advanced Realtime Data

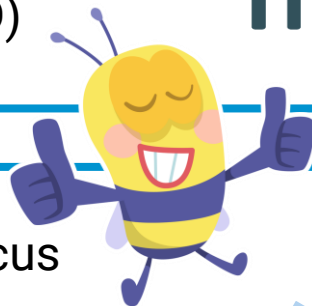
nexthink, ThousandEyes and TrueDEM

Competing OR Complementary ✓

- Used by all larger panagenda customers
- Large and comprehensive solutions
- Leaders in the DEX market
- Teams Call Quality (Microsoft CQD)

nexthink

ThousandEyes



- Microsoft 365 User Experience Focus
- End-to-End in 100% User Context
- Advanced Teams Call Quality Analytics
- Intracall Analytics with Realtime Data

 TrueDEM

Audiocodes & TrueDEM

Competing OR Complementary ✓

- Microsoft Enterprise Voice Expert
- Session Border Controllers (SBCs)
- IP Phones, room solutions, Media Gateways
- Telephony Infrastructure Monitoring (OVOC)



- Microsoft Teams Client-Centric Solution
- Intracall Analytics with Realtime Data
- Microsoft 365 User Experience



Easy Evaluation of TrueDEM



Zero Complexity

- Fast Azure Provisioning
- No complex configuration or integration
- Ask the expert
- Identify and resolve problems instantly
- **Save days / weeks**

Valuable Insights

- M365 workload performance with Real User Simulation Scores
- Instant view on End User Experience
- **Draw first conclusions**
- Advanced Teams Call Analytics based on your real cases

Parameters for Cost of PoC

- **FREE 30 days with <250 users**
- ONLY IF Duration of PoC > 30 days
 - Amount of deployed devices
 - Azure Cost during PoC
 - Consulting

Take the Fast Track

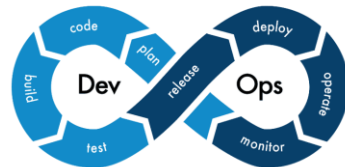
Quality of Results

Cost of PoC

On the safe side with TrueDEM



Secure
Software
Development
Life
Cycle



Sustainability
Integrity Next

QUESTIONS?





TrueDEM

Optimizing Digital Experience for M365 Users – Part II





Architectural Overview

- **Architecture → 100% SaaS – in Azure**
- **Endpoint Install (Agent) → Packaged Sideloaded App (UWP)**
 - No admin privileges required
 - Runs in user context
 - Lightweight background application
- **Dynamic Data Collection → 15-minute frequency + real-time call data**
- **Frontend → Portal hosted in Azure (incl. Grafana)**
- **Supported Client Types**
 - Windows10 & 11, macOS 13 and higher (ARM64)
 - Laptops, Desktops, (ThinClients), VDI (WTS, non-persistent, persistent)
 - VDI → AVD, AWS, Citrix, Omnissa, etc.

- **Every customer has its own product instance → physically separated**
 - Customers get a unique URL for the TrueDEM portal
- **Instances can be provisioned in EU or US Azure Regions**
- **Simple Setup Process via Entra ID Enterprise Application Consents**
- **Enable/Disable TrueDEM for a customer takes a few clicks/seconds**

TrueDEM Dashboards and Reports





1

2

3



User Search

Search for an end-user; then access hardware, software and Teams Call Status



Environment Status

Current status, based on insights from your users and monitored services



Microsoft 365 App Status

Current application and functionality status based on insights from your monitored devices



Microsoft 365 Service Health

Service status and active incidents, self-reported by Microsoft



TrueDEM® Agent Status

Gain insight about agent health and deployment status



Microsoft 365 Outage Analysis

Administrators can select a resolved outage and validate the user impact



Microsoft Teams

Microsoft Teams and Enterprise Voice Insights

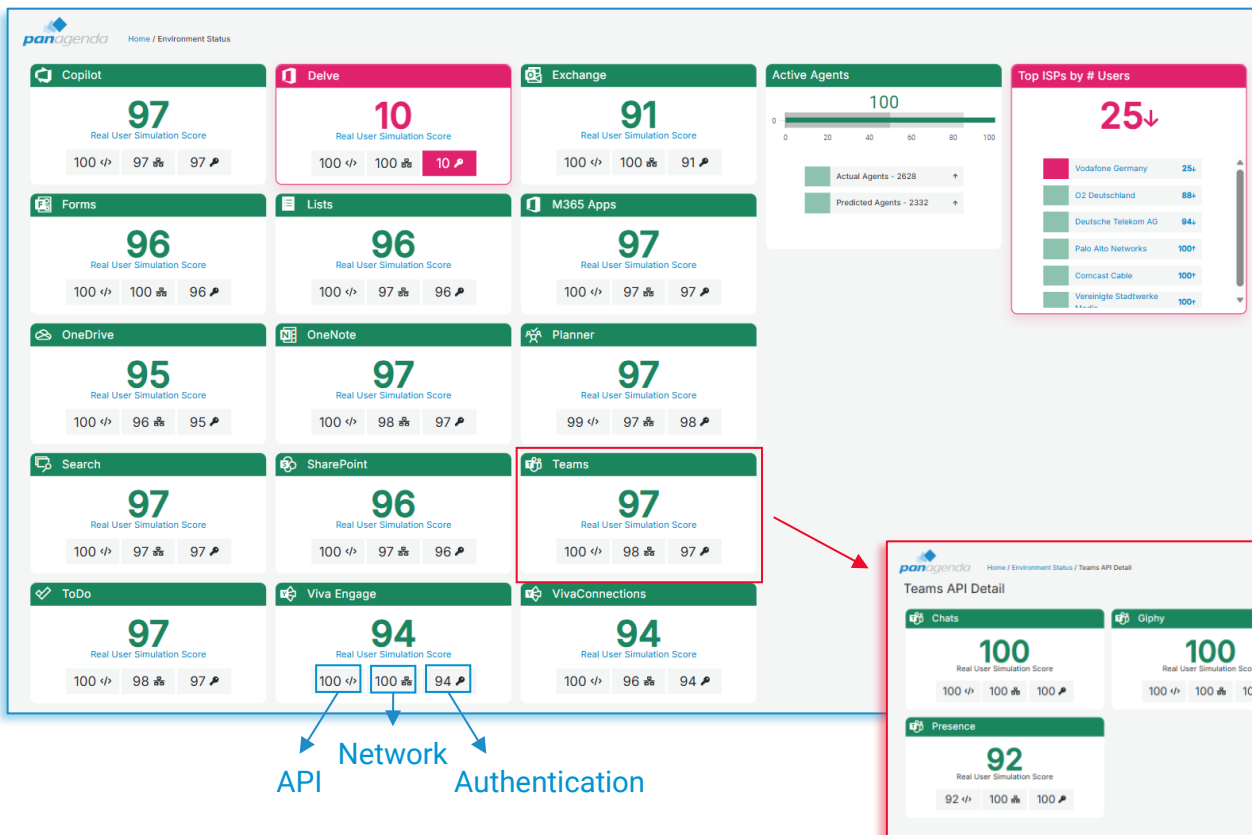


Admin Reports

Top technical reports available in the product, curated into a quick-access list

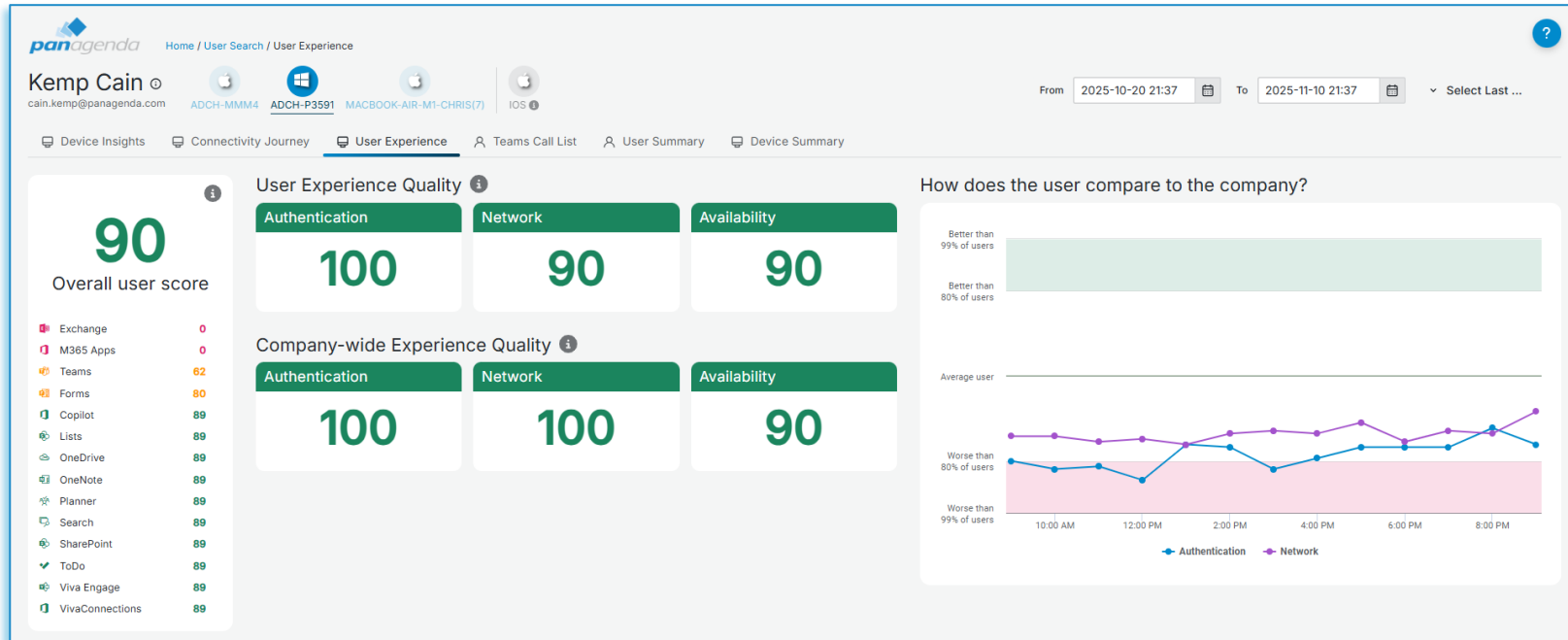
4

Environment Status



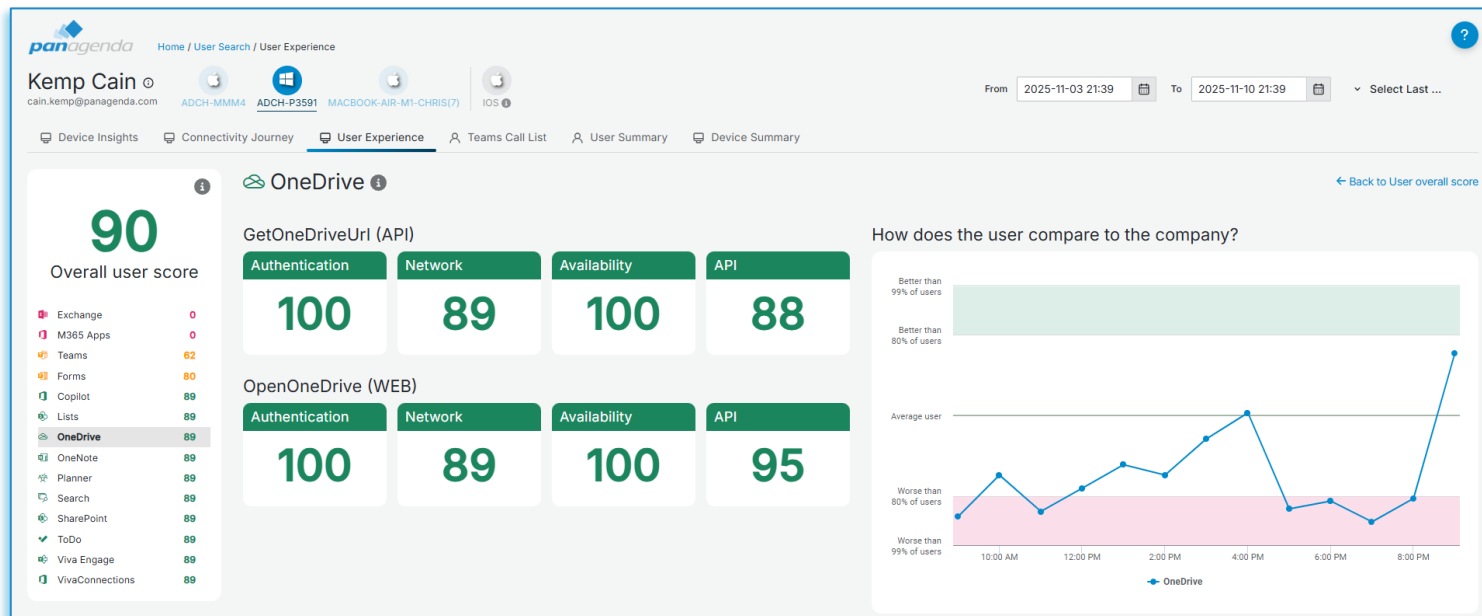
- Tenant wide overview about services
- Global impact on service
- Area of Responsibility Information
 - API => Microsoft 365!
 - Network => local / ISPs / Microsoft?
 - Authentication
- Involved ISPs by number of Users
 - How are my most used ISP's performing?
- Alerting

Environment Status → User Experience



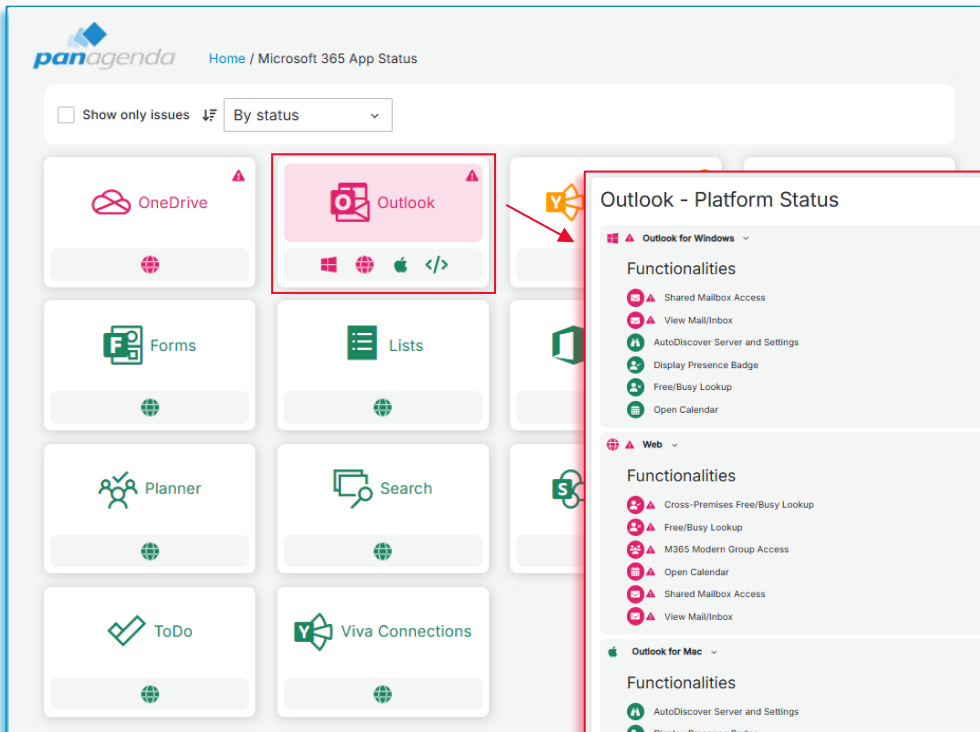
- User Experience Quality compared to Company
- Area of Responsibility Score for Authentication, Network and Availability
- End-to-End User Scores for all Measured Services

Environment Status → User Experience



- Drill-down view to API level for Sub-Services
- Area of Responsibility Scoring at Sub-Service Level
 - Authentication
 - Network (Local / ISP / Microsoft)
 - Availability → Reachability of the Service
 - API (Microsoft)

Microsoft 365 App Status



Outlook - Platform Status

Outlook for Windows

Functionalities

- Shared Mailbox Access
- View Mail/Inbox
- AutoDiscover Server and Settings
- Display Presence Badge
- Free/Busy Lookup
- Open Calendar

Web

Functionalities

- Cross-Premises Free/Busy Lookup
- Free/Busy Lookup
- M365 Modern Group Access
- Open Calendar
- Shared Mailbox Access
- View Mail/Inbox

Outlook for Mac

Functionalities

- AutoDiscover Server and Settings
- Display Presence Badge
- Free/Busy Lookup

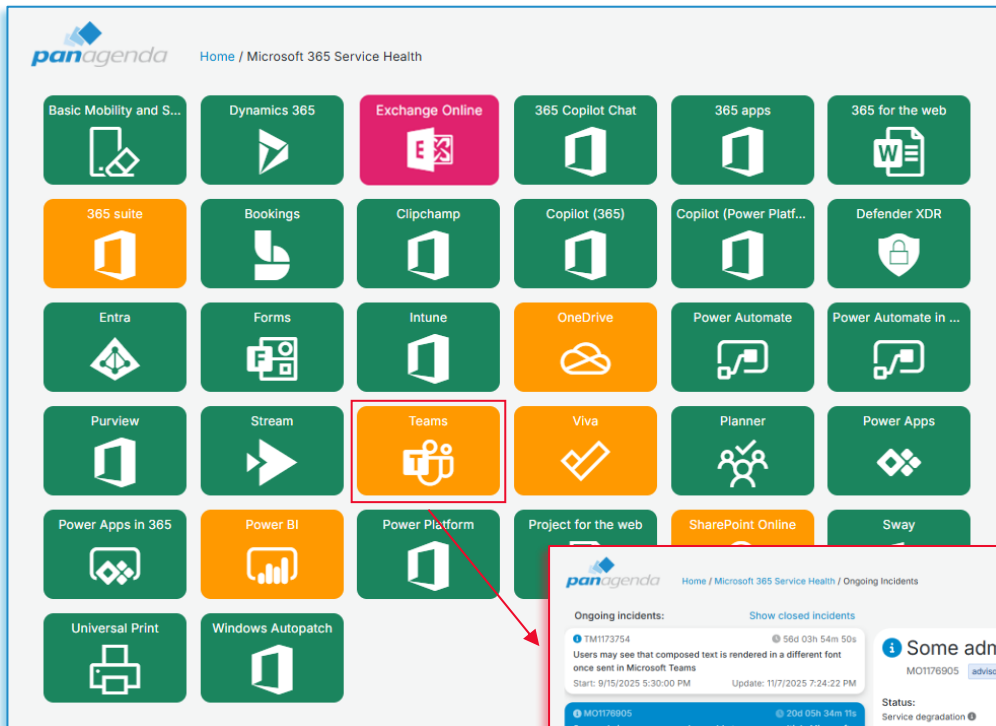
Programmatic Access

Functionalities

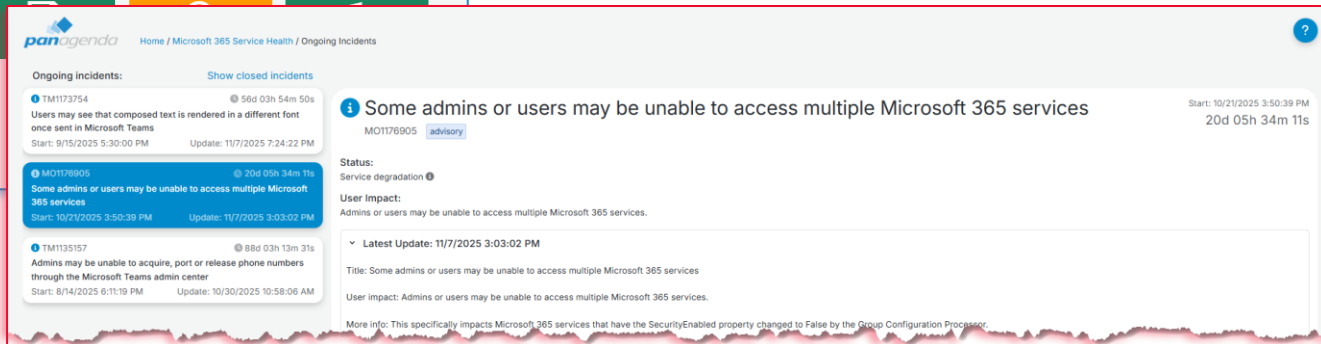
- Web Services

- Clarity about Service / App Status at functional level
- Differentiation between platforms
 - MacOS
 - Windows
 - Web
 - Mobile
 - Programmatic Access
- Ability to communicate workarounds

Microsoft 365 Service Health



- Helicopter Perspective on Platform Health
- Alerting on known Microsoft 365 issues
- Availability of Incident information & Updates
- Communication with Business about **ONGOING** issues can be started
- Is it the network, the ISP or Microsoft that is responsible for potential service degradations?



panagenda Home / Microsoft 365 Service Health / Ongoing Incidents

Ongoing incidents: [Show closed incidents](#)

TM1173754 @ 56d 03h 54m 50s
Users may see that composed text is rendered in a different font once sent in Microsoft Teams
Start: 9/15/2025 5:30:00 PM Update: 11/7/2025 7:24:22 PM

MO1176905 @ 20d 05h 34m 11s
Some admins or users may be unable to access multiple Microsoft 365 services
Start: 10/21/2025 3:50:39 PM Update: 11/7/2025 3:03:02 PM

TM1135157 @ 88d 03h 13m 31s
Admins may be unable to acquire, port or release phone numbers through the Microsoft Teams admin center
Start: 8/14/2025 6:11:19 PM Update: 10/30/2025 10:58:06 AM

Some admins or users may be unable to access multiple Microsoft 365 services
MO1176905 advisory

Status: Service degradation ⓘ

User Impact: Admins or users may be unable to access multiple Microsoft 365 services.

Latest Update: 11/7/2025 3:03:02 PM

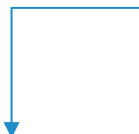
Title: Some admins or users may be unable to access multiple Microsoft 365 services

User impact: Admins or users may be unable to access multiple Microsoft 365 services.

More info: This specifically impacts Microsoft 365 services that have the SecurityEnabled property changed to False by the Group Configuration Processor.

Microsoft 365 Service Health

Closed Incidents



Export to Excel

Incident	Start Date Time	Last Modified D... ↓	Duration	Service	Status	Feature	Feature Group	Title	Last Update
▲ CP1184299	11/5/2025 10:00:00 PM	11/10/2025 10:25:33 AM	4d 12h 25m 33s	Microsoft Copilot (Mic...	serviceRestored	General	Microsoft Copilot (Mic...	Users using the "Crea...	Title: Users using the "Create" video function in M...
▲ TM1181326	10/7/2025 1:04:00 AM	11/7/2025 11:26:07 PM	31d 23h 22m 07s	Microsoft Teams	serviceRestored	General	Teams Components	Some users may expe...	Title: Some users may experience intermittent cras...
● PL1154805	9/18/2025 2:06:26 AM	11/6/2025 10:53:33 PM	49d 21h 47m 07s	Planner	serviceRestored	My tasks	Planner	Users may be unable t...	Title: Users may be unable to access the Planner c...
● SP1183409	11/6/2025 11:59:27 AM	11/6/2025 7:50:21 PM	07h 50m 54s	SharePoint Online	serviceRestored	Save Site as Template	SharePoint Features	SharePoint Online use...	Title: SharePoint Online users may see notification...
● OD1183373	11/6/2025 2:25:00 AM	11/6/2025 8:28:02 AM	06h 03m 02s	Microsoft OneDrive	serviceRestored	OneDrive for Business	OneDrive for Business	Microsoft OneDrive us...	Title: Microsoft OneDrive users may see notificatio...
● SP1183372	11/6/2025 2:25:00 AM	11/6/2025 8:04:39 AM	05h 39m 39s	SharePoint Online	serviceRestored	Save Site as Template	SharePoint Features	SharePoint Online use...	Title: SharePoint Online users may see notification...
▲ MV1183146	11/5/2025 2:07:00 PM	11/5/2025 7:47:14 PM	05h 40m 14s	Microsoft Viva	serviceRestored	Post/Reply/Like	Viva Engage	Users may be unable t...	Title: Users may be unable to post messages or vie...
▲ EX1183174	11/5/2025 6:16:35 PM	11/5/2025 6:56:22 PM	39m 47s	Exchange Online	serviceRestored	OWA - problem conne...	E-Mail and calendar a...	Users may experience...	Title: Users may experience errors or failures whe...
▲ TM1183073	11/5/2025 7:25:00 AM	11/5/2025 9:51:06 AM	02h 26m 06s	Microsoft Teams	serviceRestored	General	Teams Components	Users may have been ...	Title: Users may have been unable to join calls, live...
● MB1182944	10/10/2025 9:01:00 PM	11/5/2025 9:17:43 AM	25d 13h 16m 43s	Microsoft Bookings	falsePositive	Bookings	Microsoft Bookings	Users may be able to ...	Title: Users may be able to see deleted shared mail...
● TM1182987	11/3/2025 11:00:00 PM	11/5/2025 12:07:51 AM	1d 0h 07m 51s	Microsoft Teams	serviceRestored	Calendar	Teams Components	Some users' shifts ma...	Title: Some users' shifts may be missing from the ...
● TM1181149	10/16/2025 8:14:00 PM	11/4/2025 11:05:00 PM	19d 03h 51m 00s	Microsoft Teams	serviceRestored	Calling	Teams Components	Some users may not f...	Title: Some users may not receive the toast notific...
● TM1182769	11/3/2025 4:00:00 PM	11/4/2025 10:56:51 PM	1d 06h 56m 51s	Microsoft Teams	serviceRestored	General	Teams Components	Some users may not s...	Title: Some users may not see QR codes generatin...
● TM1182837	11/1/2025 6:00:00 AM	11/4/2025 10:55:53 PM	3d 16h 55m 53s	Microsoft Teams	serviceRestored	General	Teams Components	Users may be unable t...	Title: Users may be unable to view images that are ...
● TM1182854	11/4/2025 10:50:00 AM	11/4/2025 12:20:07 PM	01h 30m 07s	Microsoft Teams	serviceRestored	Calling	Teams Components	Some users may have...	Title: Some users may have been unable to join or ...
● TM1182515	11/3/2025 4:00:00 AM	11/4/2025 12:57:09 AM	20h 57m 09s	Microsoft Teams	serviceRestored	Meetings	Teams Components	Users may be unable t...	Title: Users may be unable to record PowerPoint pr...
● EX1181125	10/3/2025 7:34:00 PM	11/3/2025 10:20:12 PM	31d 03h 46m 12s	Exchange Online	serviceRestored	OWA - poor customer ...	E-Mail and calendar a...	Some users added as ...	Title: Some users added as members to a Microsof...
● TM1178123	9/17/2025 7:15:00 PM	11/3/2025 8:55:07 PM	47d 02h 40m 07s	Microsoft Teams	serviceRestored	Meetings	Teams Components	Some users leveragin...	Title: Some users leveraging the Microsoft Teams L...
● MV1182528	11/3/2025 12:00:00 PM	11/3/2025 8:26:55 PM	08h 26m 55s	Microsoft Viva	serviceRestored	Post/Reply/Like	Viva Engage	Users may encounter l...	Title: Users may encounter intermittent failures wh...
● EX1180553	10/24/2025 9:00:00 PM	11/3/2025 7:58:33 PM	9d 23h 58m 33s	Exchange Online	serviceRestored	Performance degradat...	Networking Issues	Some admins are una...	Title: Some admins are unable to access public fol...
▲ TM1182381	11/3/2025 10:55:00 AM	11/3/2025 1:24:57 PM	02h 29m 57s	Microsoft Teams	serviceRestored	Meetings	Teams Components	Some users may have...	Title: Some users may be unable to join or create ...
● OP1181966	10/31/2025 7:45:00 PM	10/31/2025 11:17:51 PM	03h 32m 51s	Microsoft 365 apps	serviceRestored	Multiple Applications	Office Client issues	Some users may enco...	Title: Some users may encounter issues or be pro...
● TM1180817	10/27/2025 6:56:33 PM	10/31/2025 6:32:55 AM	3d 11h 36m 22s	Microsoft Teams	serviceRestored	App Start	Teams Components	Android users may ex...	Title: Android users may experience app launch fai...
● OP1162778	9/30/2025 6:42:16 PM	10/31/2025 4:46:56 AM	30d 11h 04m 40s	Microsoft 365 apps	serviceRestored	PowerPoint	Office Client issues	PowerPoint users are ...	Title: PowerPoint users are unable to open double ...

- Historical Reporting about closed Microsoft 365 Incidents
- Differentiation between Incidents and Advisories
- Complete history of updates and resolution
- Export to Excel (e. g. for PowerBI reporting)

Microsoft 365 Outage Analysis

Home > More apps >

panagenda Home / Microsoft 365 Outage Analysis

[Export to Excel](#)

Incident	Start	End	Duration	# of Affected U...	Service	Feature	Report Link	Title
▲ EX1158762	9/24/2025 4:57:0...	9/24/2025 5:42:0...	45m 00s	13	Exchange Online	OWA - problem co...	Report: EX115876...	Some users may be unable to access their mailboxes through one or more Exchange Online connection methods
▲ MO1148487	9/5/2025 3:10:00 ...	9/9/2025 10:46:0...	4d 07h 36m 00s	21	Microsoft 365 suite	Access	Report: MO114848...	Some users may be blocked from opening URLs in Exchange Online messages and Microsoft Teams

- Automatic Reporting on Microsoft 365 Outages
- Proof of ACTUAL Impact (When / Where / Who)
- Detailed information to support the Service Credit Eligibility Claims
 - Users impacted
 - Total and Adjusted Time Affected per User

	A	B	C	D	E	F
	User Principal Name	User Display Name	Service Down	Total Time Affected	Past Success Modifier	Adjusted Time Affected
1	craig.chaney@panagenda.com	Craig Chaney	FALSE	48m 00s	85%	40m 48s
2	dylan.ambrose@panagenda.com	Ambrose Dylan	FALSE	48m 00s	85%	40m 48s
3	leo.gill@panagenda.com	Leo Gill	FALSE	48m 00s	85%	40m 48s
4	mariana.dickey@panagenda.com	Dickey Mariana	FALSE	30m 00s	85%	25m 48s
5	kendal.gay@panagenda.com	Kendal Gay	FALSE	30m 00s	85%	25m 48s
6	grace.gross@panagenda.com	Grace Gross	FALSE	48m 00s	85%	40m 48s
7	rhys.hawkins@panagenda.com	Rhys Hawkins	FALSE	42m 00s	85%	36m 00s
8	rosalee.melvin@panagenda.com	Rosalee Melvin	FALSE	42m 00s	85%	36m 00s
9	yadira.redmond@panagenda.com	Yadira Redmond	FALSE	48m 00s	85%	40m 48s
10	leo.fritz@panagenda.com	Leo Fritz	FALSE	00m 00s	85%	00m 00s
11	anne.mcfadden@panagenda.com	Anne Mcfadden	FALSE	48m 00s	85%	40m 48s
12	kiersten.lange@panagenda.com	Kiersten Lange	FALSE	00m 00s	85%	00m 00s
13	avalon.carey@panagenda.com	Avalon Carey	FALSE	00m 00s	85%	00m 00s

panagenda Home / Microsoft 365 Outage Analysis / Incident EX1158762

EX1158762 Incident

9/24/2025 4:57:00 PM - 9/24/2025 5:42:00 PM
45m 00s

Some users may be unable to access their mailboxes through one or more Exchange Online connection methods

Description
Users may have been unable to access their mailboxes through one or more Exchange Online connection methods.

Affected Service
Exchange Online

Affected Workloads
Exchange Online

13 users affected
59% of total users

06h 08m 24s
Adjusted total users time affected

[Export affected users to Excel](#)

[More details](#)

Title: Some users may be unable to access their mailboxes through one or more Exchange Online connection methods





5



User Search

Search for an end-user; then access hardware, software and Teams Call Status



Environment Status

Current status, based on insights from your users and monitored services



Microsoft 365 App Status

Current application and functionality status based on insights from your monitored devices



Microsoft 365 Service Health

Service status and active incidents, self-reported by Microsoft



TrueDEM® Agent Status

Gain insight about agent health and deployment status



Microsoft 365 Outage Analysis

Administrators can select a resolved outage and validate the user impact



Microsoft Teams

Microsoft Teams and Enterprise Voice Insights



Admin Reports

Top technical reports available in the product, curated into a quick-access list

User Search, User Experience Page and Teams Call Analytics **LIVE**





Q Search or jump to...

ctrl+k



Home > More apps >



User Search

Search for an end-user; then access hardware, software and Teams Call Status



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Current status, based on insights from your users and monitored services



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Microsoft Teams

Microsoft Teams and Enterprise Voice Insights



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Top technical reports available in the product, curated into a quick-access list



6



Microsoft Teams Versions

Microsoft Teams Versions across all Client Devices



Tenantwide Overview

Call quality tenantwide overview



Teams Network Reports

Network related Teams Reports



Enterprise Voice

Enterprise Voice Related Reports



Teams Relay Region Analysis

Distribution of Used Relay Region for Teams Calls



Teams Media Analysis

Analysis of Teams Media Usage and Platform by Department

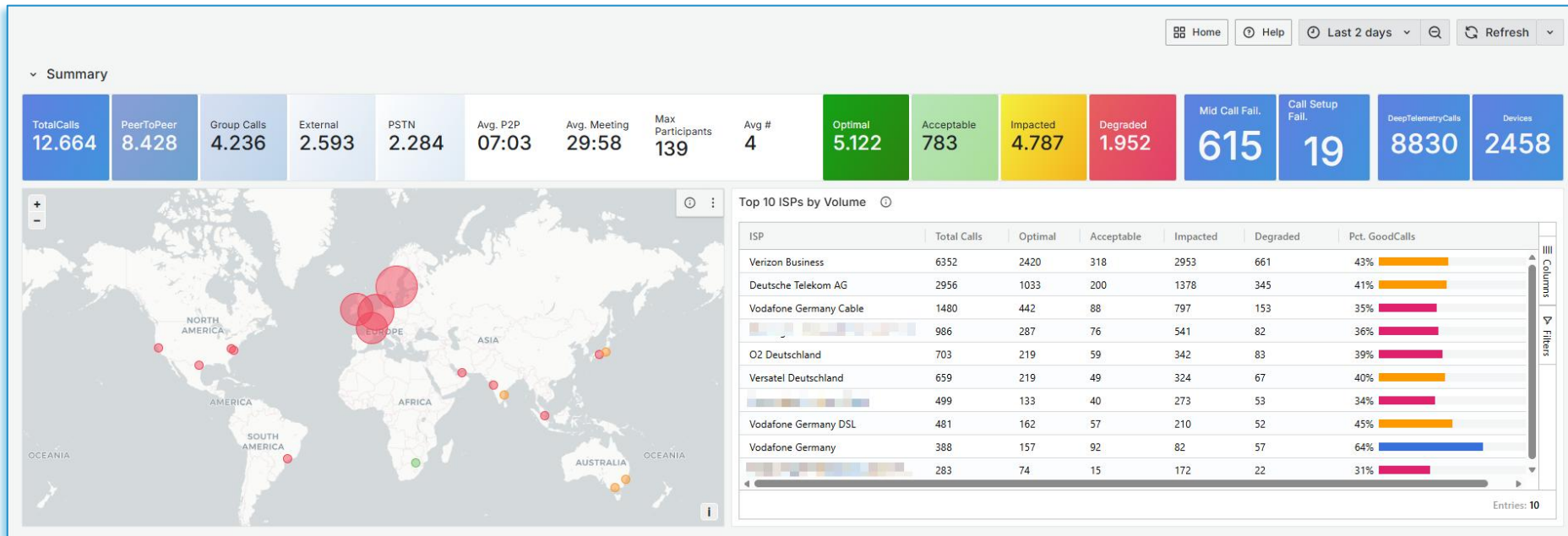


Live Teams Call Status

Live Teams Calls Status Dashboard

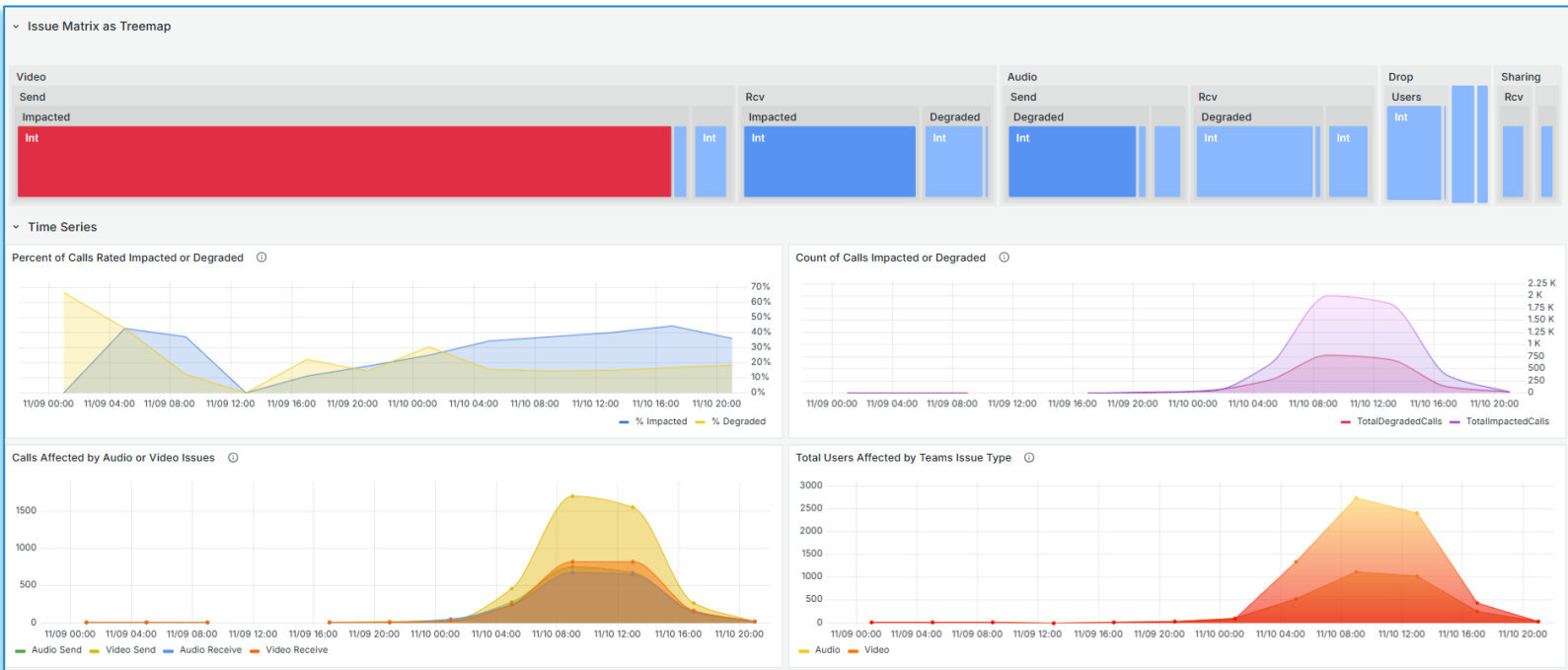
7

Tenantwide Overview



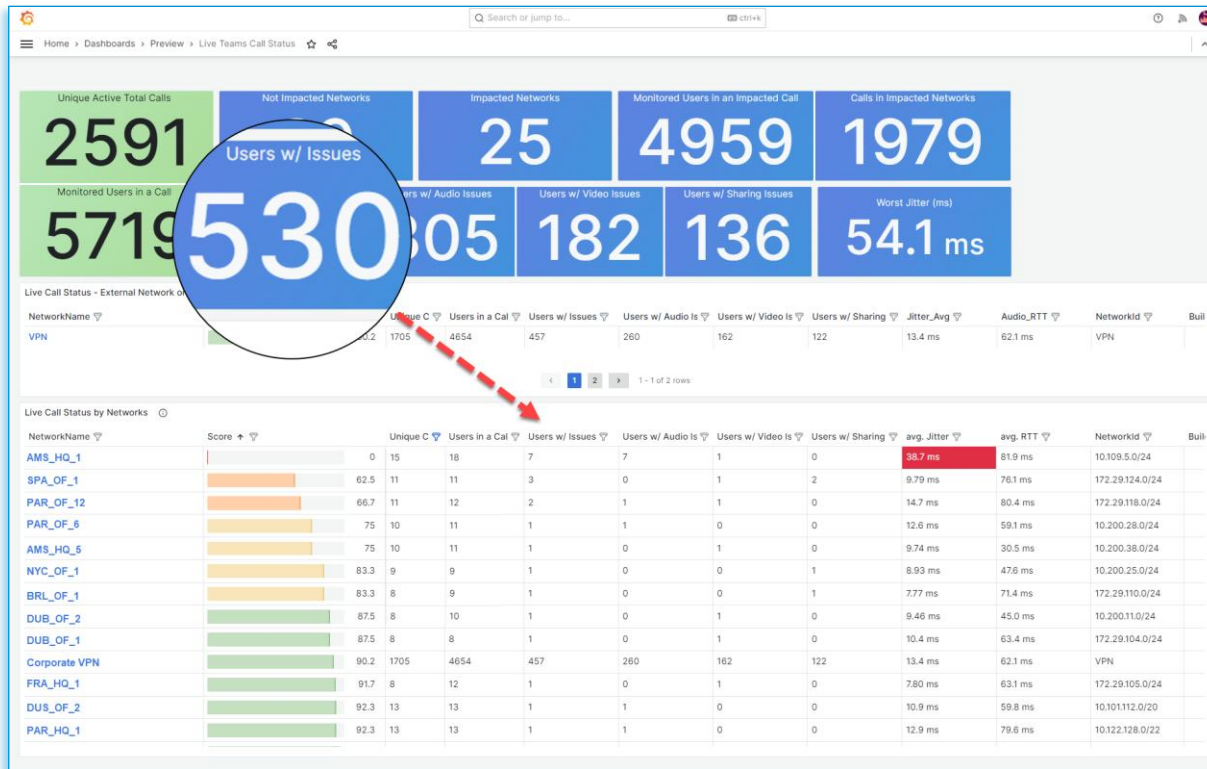
- Tenantwide Overview about Call Quality
- Clarity which Microsoft Datacenters handle calls
- Quantitative Distribution per Classification
- Involvement of ISP in Bad Call

Tenantwide Overview



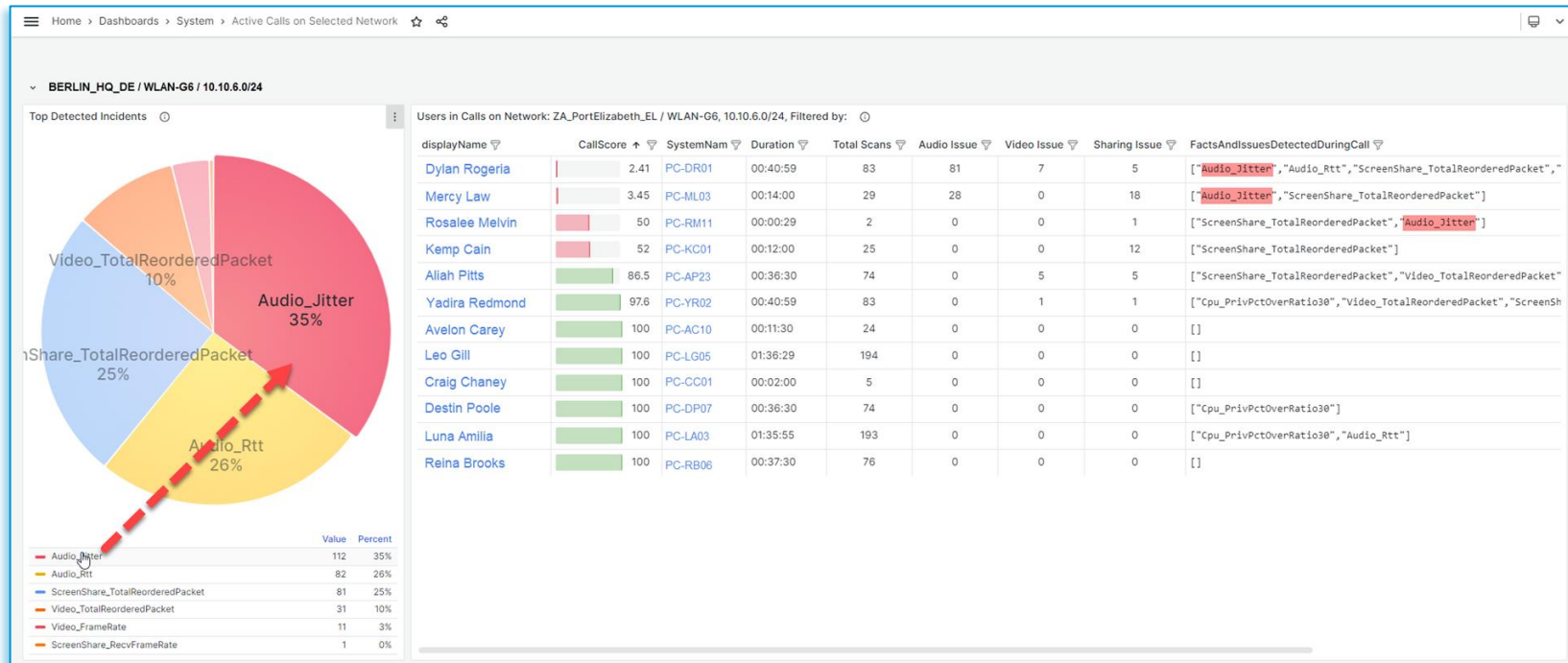
- Problem Distribution Video / Audio / Drop / Sharing
- Direction: Send or Receive
- Understanding of Impact
 - Internal Users vs. Externals
- Clarity about Timeline of issues
 - Is there a direct relation to an (ongoing) Microsoft or ISP problem?

Live Teams Call Status



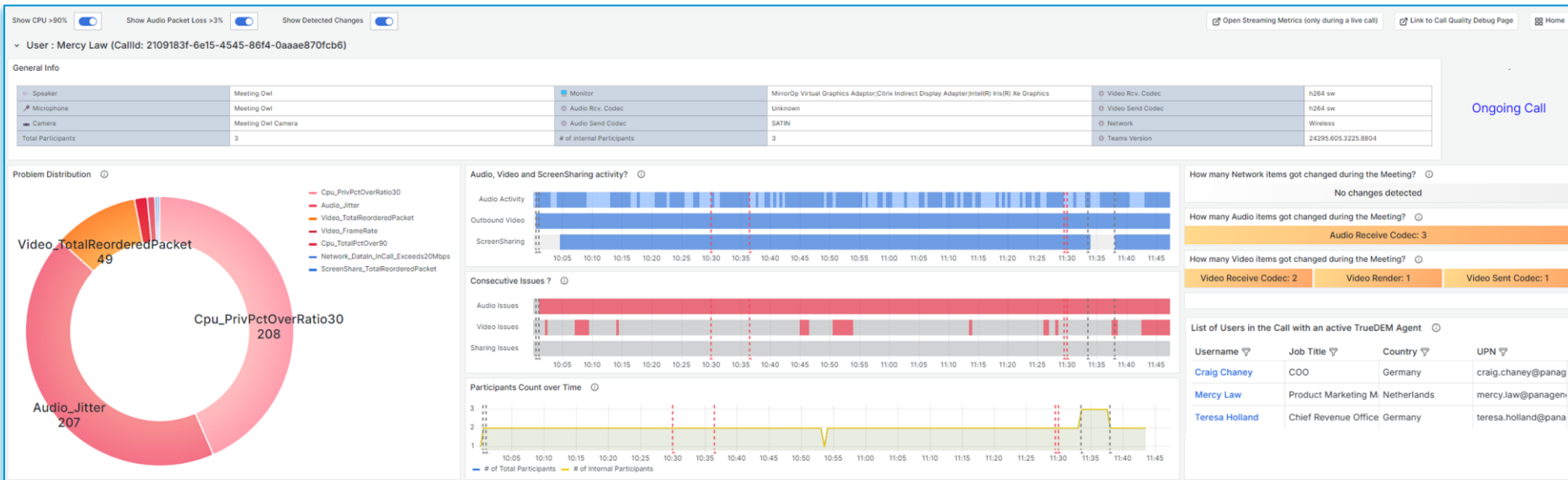
- Tenantwide Live Status overview for Teams Call
- Quantity of users in Impacted Calls
- Impacted Calls per Corporate Network
- Type of issues

Live Teams Call Status



- Live insight into call problem distribution within a corporate network
- Direct access to impacted calls and users
- Severity Ranking by TrueDEM Call Score
- Detected issues during calls

Live Teams Call Status



- Deep dive into Call
- What happened when (type of issue & action)
- Media Usage Throughout the Call
- Change detection (Network and A/V codecs)



Q Search or jump to...

ctrl+k



Home > More apps >



Home / Microsoft Teams



Microsoft Teams Versions

Microsoft Teams Versions across all Client Devices



Tenantwide Overview

Call quality tenantwide overview



Teams Network Reports

Network related Teams Reports



Enterprise Voice

Enterprise Voice Related Reports



Teams Relay Region Analysis

Distribution of Used Relay Region for Teams Calls



Teams Media Analysis

Analysis of Teams Media Usage and Platform by Department



Live Teams Call Status

Live Teams Calls Status Dashboard



Q Search or jump to...

ctrl+k



Home > More apps >



[Home](#) / [Microsoft Teams](#) / Teams Network Reports



Managed Networks Call Overview

Managed Networks showing signs of Network-level Call Issues

8



WiFi Network Analysis

WiFi networks scored based on compatibility with Teams/UC standards

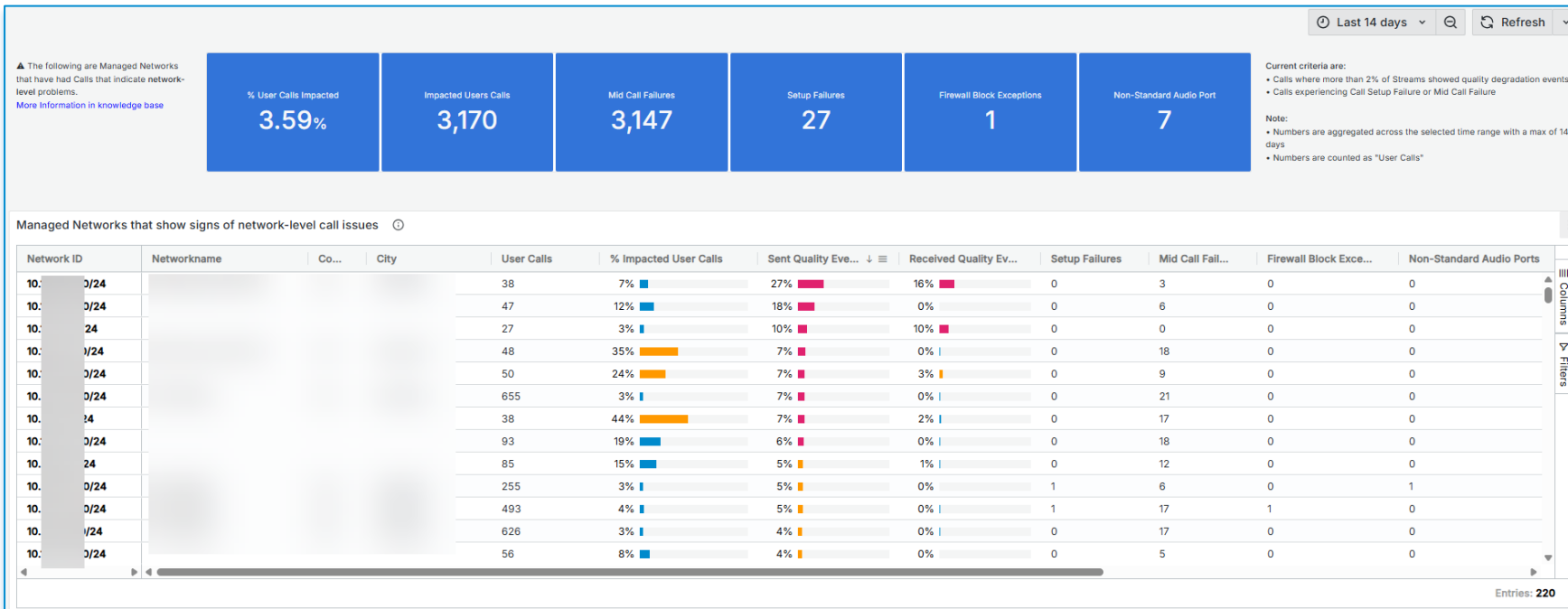
9



Network Call Quality

Corporate network call quality

Managed Networks Call Overview



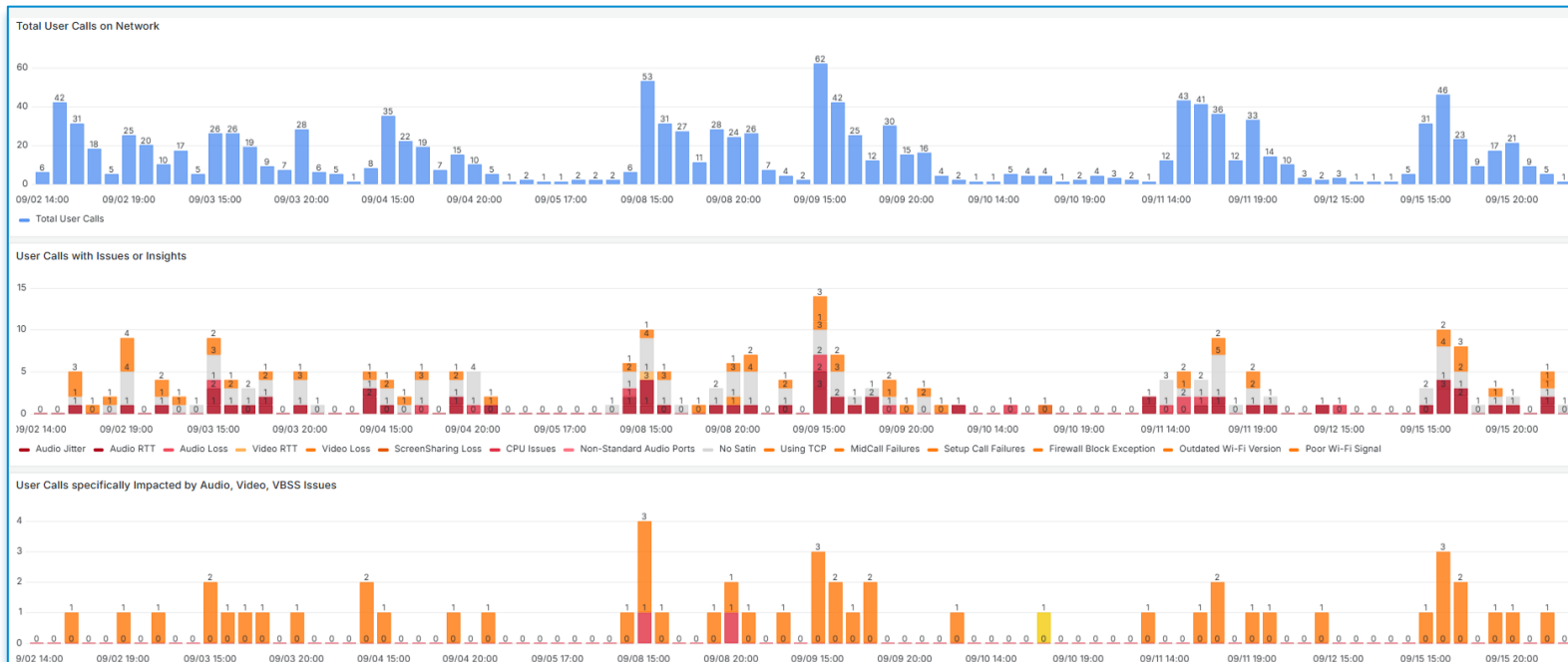
- Managed Network (with Network-related Call Problems)

Managed Networks Call Overview

Total User Calls 1,268	Users 156	Devices 156	Teams Versions 6	Calls not using SATIN 95	Calls w/ Issues or Insights 349
Calls w/ CPU Load Problems 13	Setup Call Failures 0	Mid Call Failures 54	Firewall Block Exception 0	Calls using TCP 2	Calls w/ non-standard Audio Ports 0
Calls w/ Jitter Problems 38	Calls w/ Video Problems 2	Calls w/ Audio Problems 48	Calls w/ VBSS Problems 1	Calls w/ Outdated Wifi 0	Calls w/ Poor Wifi Signal 0

- Details about a Managed Network (last 14 days)
- What is happening on this Network?

Managed Networks Call Overview



- Details about a Managed Network (last 14 days)
- Time Series (Number of Calls ; Issues/Insights; Media Category)

Managed Networks Call Overview

Issues By Teams Version											
Teams Version	Users	Devices	Total User C...	Issues/Insig...	Video Issues	Audio Issues	ScreenShari...	Audio Jitter	Audio RTT	Audio Loss Rate	Video RTT
25227.205.3936.6644	29	29	95	12	0	5	0	4	3	0	0
25227.203.3915.2444	66	66	313	36	0	12	1	10	4	0	0
25212.2204.3869.2204	89	89	500	55	1	18	0	13	10	0	1
25198.1112.3855.2900	33	33	295	41	1	12	0	10	5	0	0
25198.1109.3837.4725	9	9	37	11	0	0	0	0	0	0	0
25185.410.3812.8024	4	4	29	1	0	1	0	1	0	0	0
Issues By Device Type											
SystemProductName	Devices	Users	Total User C...	Issues/Insig...	Video Issues	Audio Issues	ScreenShari...	Audio Jitter	Audio RTT	Audio Loss Rate	Video RTT
HP EliteBook 840 14 inch G1...	53	53	383	42	0	14	0	11	7	0	0
HP EliteBook 840 14 inch G9...	33	33	239	25	1	6	0	6	4	0	0
HP ZBook Power 16 inch G1...	18	18	114	19	1	11	0	7	5	0	1
HP EliteBook 840 G8 Noteb...	16	16	181	33	0	6	0	5	4	0	0
HP EliteBook 840 G8 Noteb...	13	13	93	2	0	0	0	0	0	0	0
HP ZBook Power 15.6 inch G...	8	8	70	12	0	5	0	3	2	0	0
HP ZBook Power 15.6 inch G...	7	7	56	9	0	2	1	2	0	0	0
Issues By Operating System											
OS_Build	OS Major	OS Revis...	Users	Devices	Total User C...	Issues/Insig...	Video Issues	Audio Issues	ScreenShari...	Audio Jitter	Audio Loss
22631	10	5768	99	99	795	92	2	27	0	20	17
26100	10	4946	47	47	392	50	0	16	1	14	2
22631	10	5624	9	9	70	13	0	5	0	4	3

- What is happening on a Managed Network (last 14 days)
- Grouped by Teams Versions, Device; OS

Managed Networks Call Overview

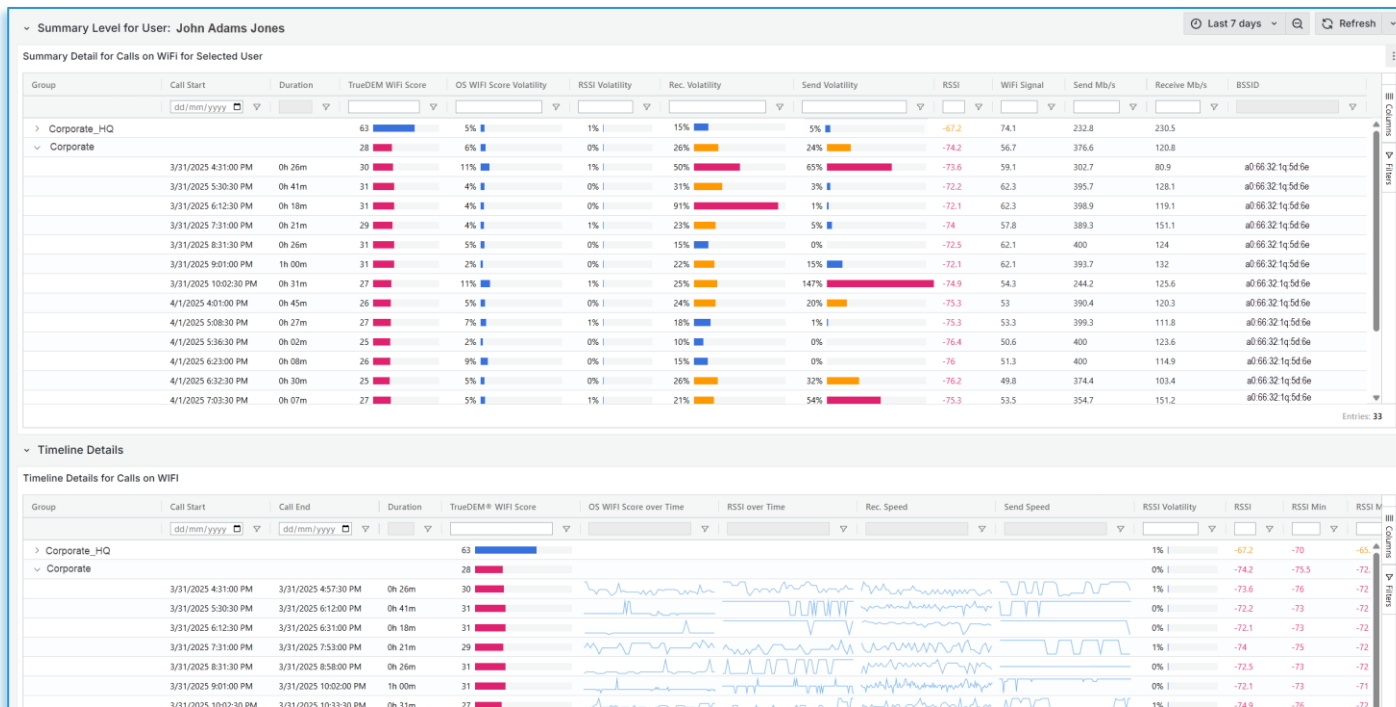


List of all Calls on the selected Network

Call Start	Issue(s) ↓	Userid	Avg. Audio Jitter	Max. Audio Jitter	Avg. Audio Loss Rate	Max. Audio Loss Rate	Avg. Video Rtt	Max. Video Rtt	Avg. Video Loss Rate	Max. Video Loss Rate	Wifi Version
11/10/2025 8:31:05 AM	Video RTT Over Threshold, CPU Use Over Threshold		20.8	26.4	0%	0%	217.8	489	0%	0%	
11/10/2025 12:51:30 PM	TCP Detected, Mid-Call Failure(s), Exclusive Use of Non-Satin Codec		26.1	26.8	0%	0%	64	65	0%	0%	
11/6/2025 3:04:00 PM	TCP Detected, Jitter Over Threshold		54	70.3	0%	0%	101.5	909	0%	0%	
11/7/2025 2:16:30 PM	TCP Detected		6.9	10.1	0%	0%					
11/7/2025 2:16:00 PM	TCP Detected		7.3	7.3	0%	0%					
11/7/2025 1:44:30 PM	TCP Detected		5.9	7.3	0%	0%					
11/7/2025 1:20:00 PM	TCP Detected		6.9	16.8	0%	0%	53.1	65	0%	0%	
11/7/2025 10:22:00 AM	TCP Detected		8.4	9.1	0%	0%					
11/5/2025 10:02:00 AM	TCP Detected		14.1	101.3	0%	0%	31.5	110	0%	0%	
11/11/2025 10:01:30 AM	Screen Sharing Loss Over Threshold, CPU Use Over Threshold		11.5	11.7	0%	0%	21	22	2%	5%	
11/10/2025 2:31:00 PM	Screen Sharing Loss Over Threshold		11.9	14.7	0%	0%					
11/6/2025 11:05:00 AM	Screen Sharing Loss Over Threshold		14.7	54.5	0%	0%					
11/6/2025 4:11:00 PM	Poor Wi-Fi Signal		10.7	11.7	0%	0%	172.4	198	0%	0%	6
11/6/2025 3:03:00 PM	Poor Wi-Fi Signal		9	13.1	0%	0%	137.3	169	0%	9%	6
11/6/2025 2:07:01 PM	Poor Wi-Fi Signal		9.5	12.9	0%	0%	20.3	39	0%	0%	6
11/5/2025 1:30:30 PM	Poor Wi-Fi Signal		9.1	14.4	0%	0%	21.8	26	0%	0%	6
11/6/2025 2:56:30 PM	Mid-Call Failure(s), Memory Use Over Threshold		27.6	36.3	0%	0%	51.8	257	0%	0%	
11/6/2025 10:07:00 AM	Mid-Call Failure(s), Memory Use Over Threshold		10.7	11.8	0%	0%	79.8	96	0%	0%	
11/5/2025 10:04:30 AM	Mid-Call Failure(s), Memory Use Over Threshold		12.9	15.6	0%	0%	27.2	69	0%	0%	
11/6/2025 10:21:30 AM	Mid-Call Failure(s), Exclusive Use of Non-Satin Codec		42.1		0%	0%	127	209			

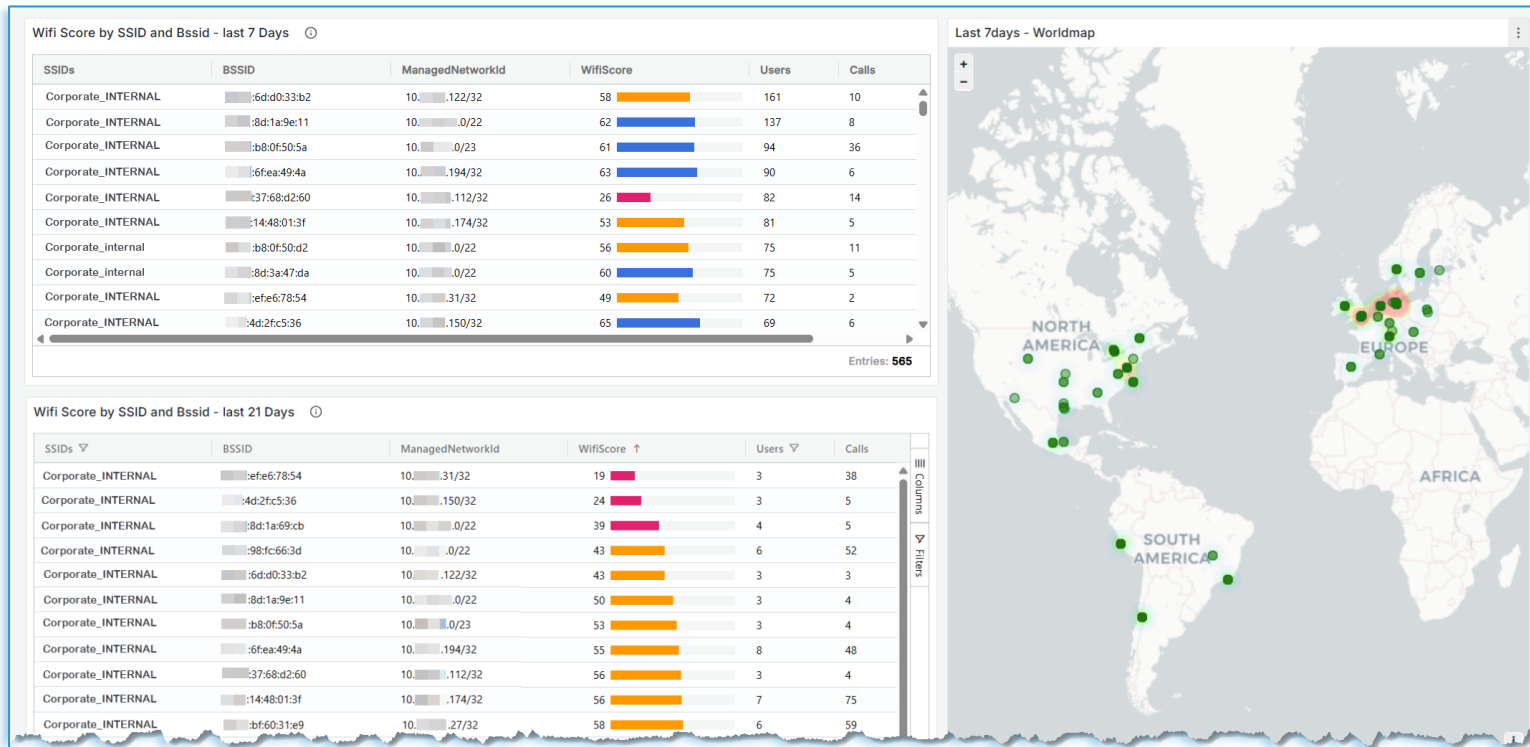
- Details about a Managed Network (last 14 days)
- What Calls have taken place on this network and what was the Quality ?
- Including TrueDEM Calls Insights → See "Issue(s)" column

WiFi Network Analysis



- Wi-Fi Network Volatility Analysis
- In-depth Timeline Analysis
 - Score over time
 - Volatility, RSSI & other metrics over time
 - Receive and Send Speed

WiFi Network Analysis



- Tenantwide Wi-Fi Network Analysis
- Geographical Visualization
- Wi-Fi Scoring by SSID and Bssid



Teams Reports

- Teams Versions
- Network Call Quality
- Enterprise Voice
- Teams Relay Region Analysis
- Teams Media Analysis

Admin Reports

- Outlook Versions
- ISP Overview
- Device Hardware

... and more!

Again → Easy Evaluation of TrueDEM



Zero Complexity

- Fast Azure Provisioning
- No complex configuration or integration
- Ask the expert
- Identify and resolve problems instantly
- **Save days / weeks**

Valuable Insights

- M365 workload performance with Real User Simulation Scores
- Instant view on End User Experience
- **Draw first conclusions**
- Advanced Teams Call Analytics based on your real cases

Parameters for Cost of PoC

- **FREE 30 days with <250 users**
- ONLY IF Duration of PoC > 30 days
 - Amount of deployed devices
 - Azure Cost during PoC
 - Consulting

Take the Fast Track

Quality of Results

Cost of PoC

QUESTIONS?



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THANK YOU!

