



WEBINAR Series



| Getting the Best of TrueDEM

March 2026

Product updates and more



Product Management & Consulting Team

panagenda



Your Team today



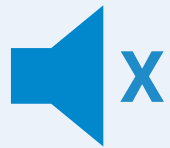
Stefan Fried

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Senior Consultant
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Product Marketing Manager
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.

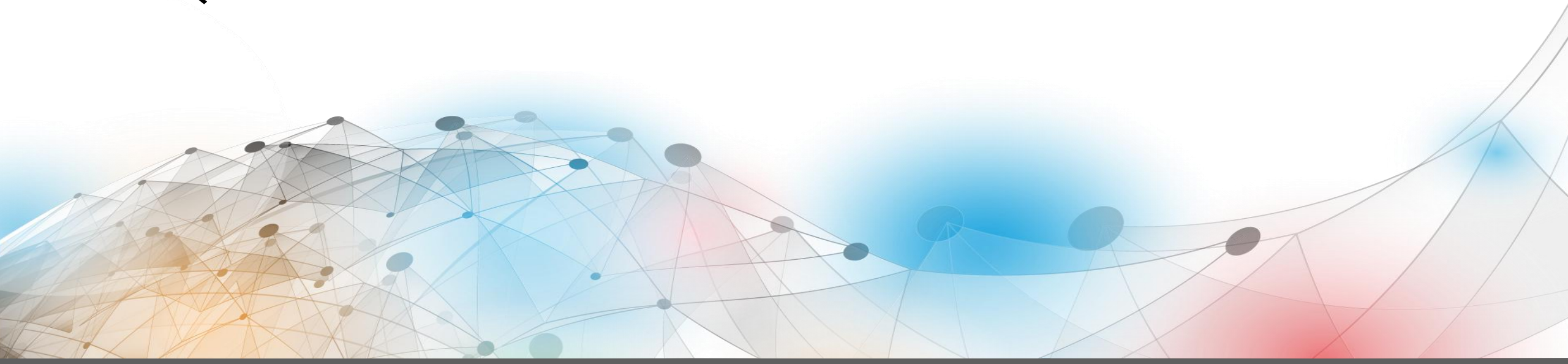


Share your feedback with us

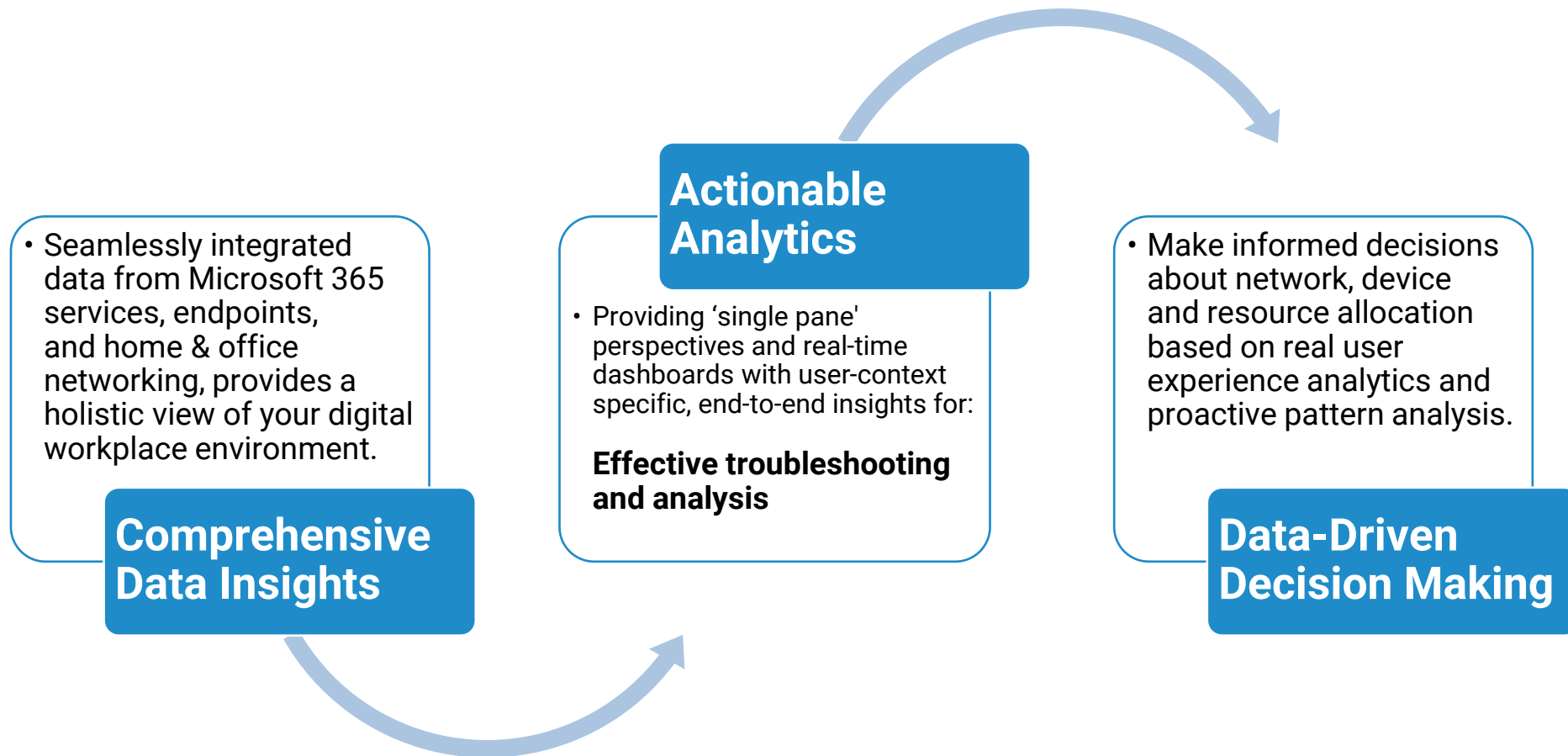
Please let us know what we can do better.

Agenda

1. What is TrueDEM?
2. Upcoming changes
3. Call & Meeting Bots: Helper or Risk?
4. Research review: Microsoft Native Meeting Bots & Applications
5. Q & A



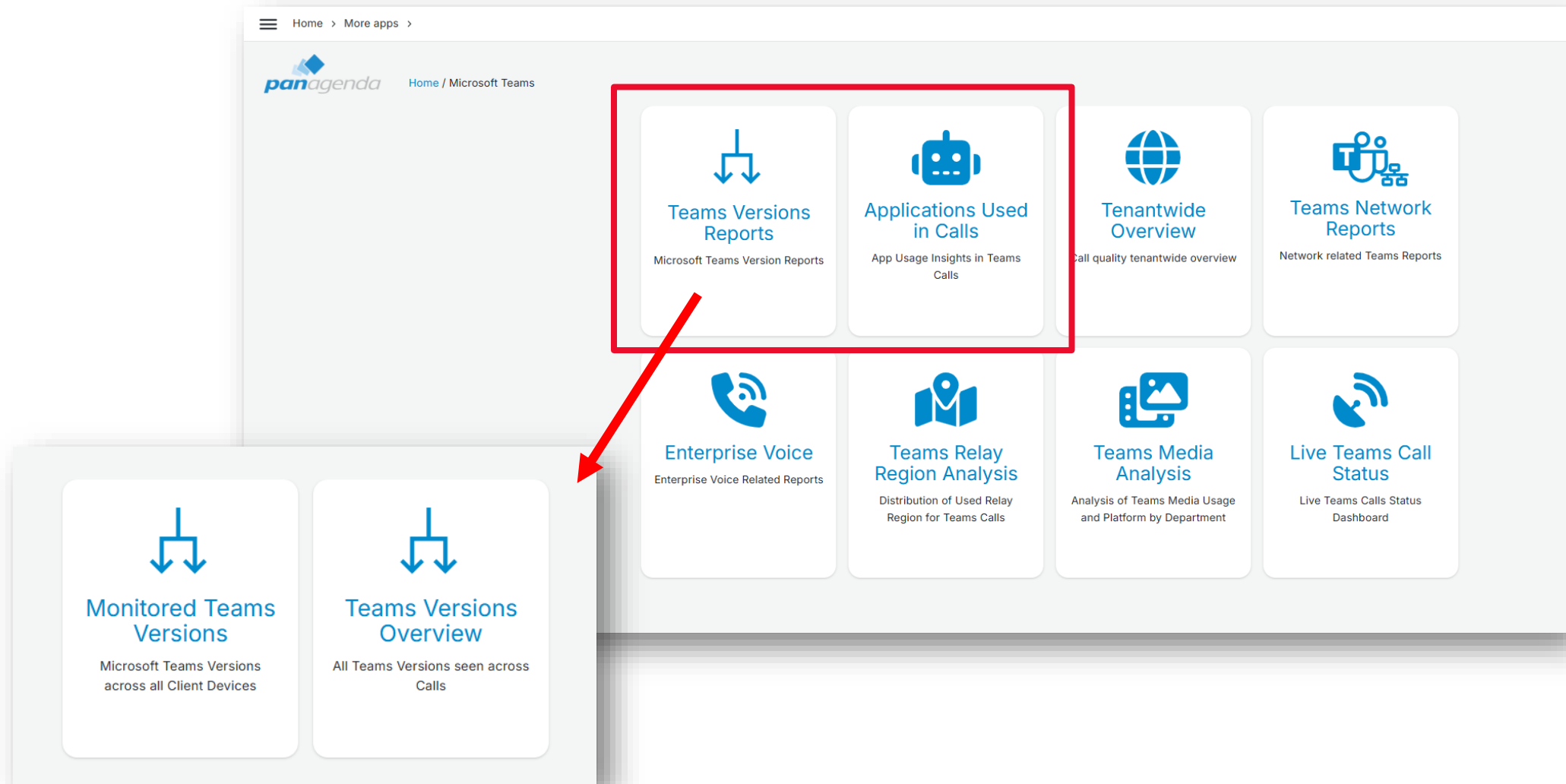
Advanced Microsoft Teams Call Quality Analytics & End-to-end User Experience Monitoring for Microsoft 365





Upcoming Changes

New reports for Teams



The screenshot displays the Panagenda interface with a grid of reports. A red box highlights the 'Teams Versions Reports' and 'Applications Used in Calls' reports. A red arrow points from this box to a zoomed-in view of the 'Monitored Teams Versions' and 'Teams Versions Overview' reports.

Report Title	Description
Teams Versions Reports	Microsoft Teams Version Reports
Applications Used in Calls	App Usage Insights in Teams Calls
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
Monitored Teams Versions	Microsoft Teams Versions across all Client Devices
Teams Versions Overview	All Teams Versions seen across Calls

Teams Versions Overview

Teams Versions Overview

Numbers are aggregated across the selected time range but with a max of 30 days. Only Teams Versions active in Calls are shown in this report.

Latest Teams Version (Windows) &...
26037.502.4377.1107 2026-02-16 15:00:20

Older Teams Versions in use (...)

Older Teams Versions (Windo...)

No data

of Users by Platform and Teams Version

Group	Teams Version	# of Users
▼ windows (5)		
	26037.502.4377.1107	1
	26032.208.4399.5	6
	26032.206.4355.6508	7
	26015.1706.4351.4392	7
	26015.1702.4312.7010	1
▼ macOS (2)		
	26043.2102.4400.7116	2
	26032.605.4378.6183	2
▼ ios (1)		
	8.1.77.2026015601	2
▼ android (1)		
	1.0.0.2026023402	1

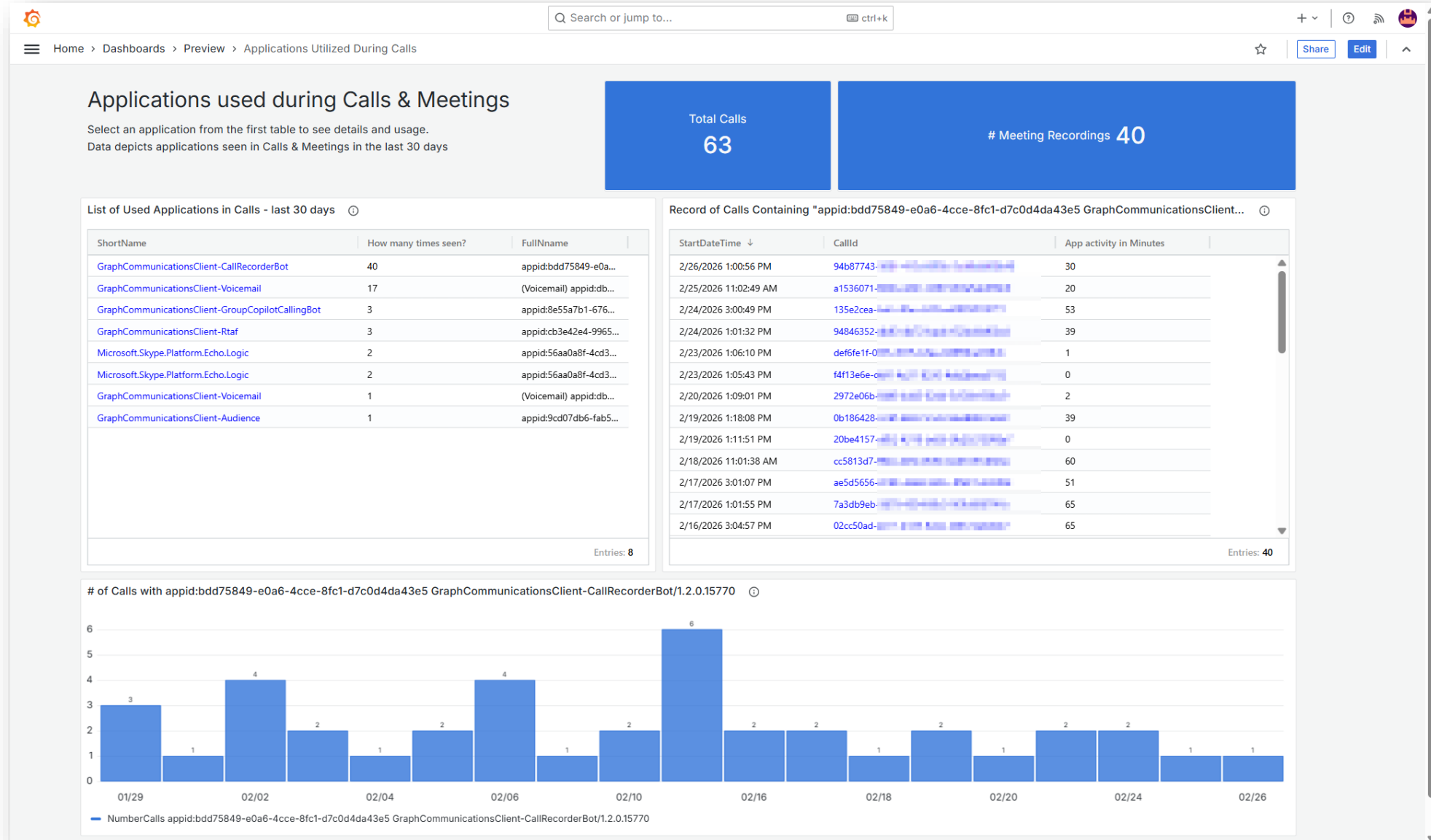
List of Users by Platform and Teams Version

Group	Teams Version	DisplayName	Upn	Last Used
▼ windows (22)				
	26037.502.4377.1107			2/26/2026 2:00:2
	26032.208.4399.5			2/26/2026 12:45:
	26032.208.4399.5			2/24/2026 2:40:2
	26032.208.4399.5			2/26/2026 11:56:4
	26032.208.4399.5			2/26/2026 1:31:21
	26032.208.4399.5			2/26/2026 1:50:17
	26032.208.4399.5			2/26/2026 10:16:1
	26032.206.4355.6508			2/24/2026 12:44:
	26032.206.4355.6508			2/26/2026 10:39:
	26032.206.4355.6508			2/26/2026 1:58:2
	26032.206.4355.6508			2/26/2026 2:27:5
	26032.206.4355.6508			2/26/2026 2:00:2
	26032.206.4355.6508			2/26/2026 2:27:5
	26032.206.4355.6508			2/26/2026 10:16:1
	26015.1706.4351.4392			2/26/2026 11:36:1
	26015.1706.4351.4392			2/26/2026 3:01:5
	26015.1706.4351.4392			2/26/2026 3:01:5
	26015.1706.4351.4392			2/26/2026 12:53:
	26015.1706.4351.4392			2/26/2026 2:59:1

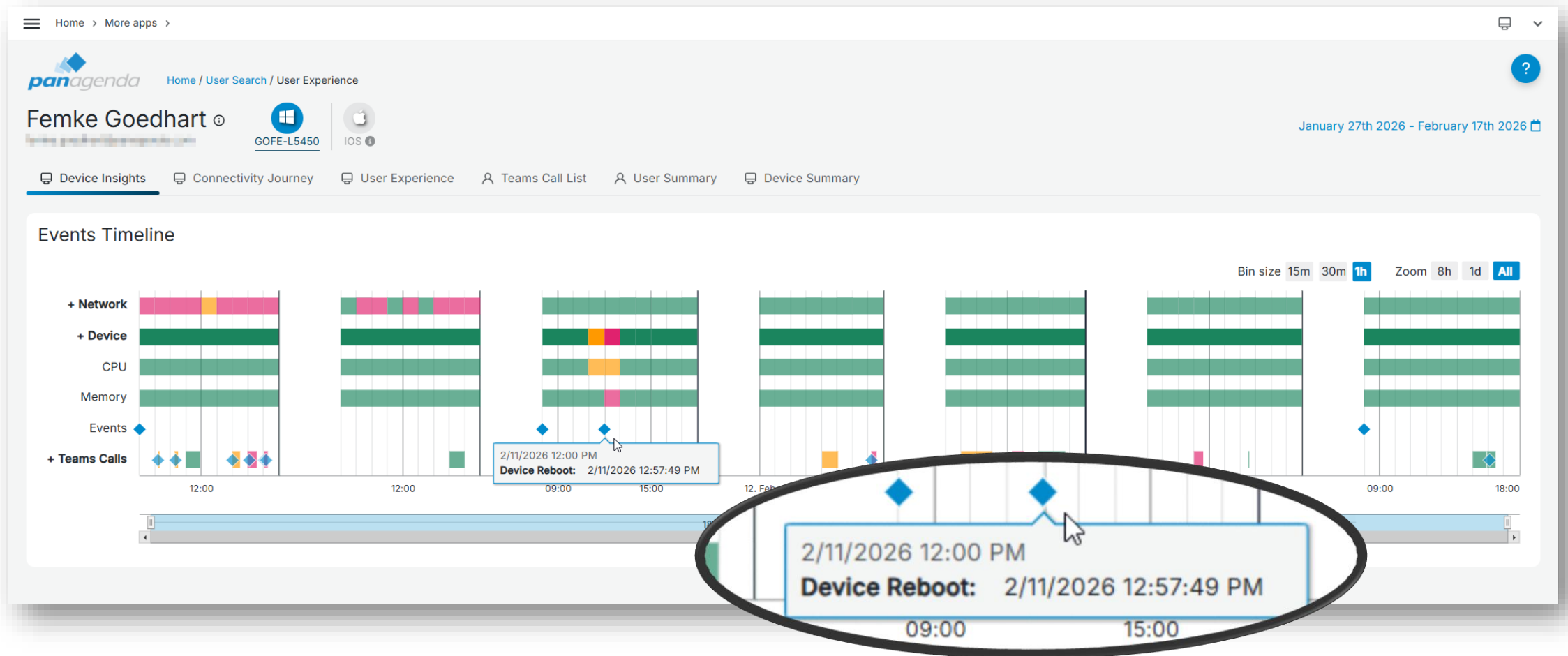
Indicates how many Windows Versions were detected that are older than 90 days

All Platforms, for all tenant users (except guests)

Report: Applications used during Calls & Meetings



Added timeline information












Added Agent Manager Version information




Home > More apps >

panagenda Home / User Search / User Experience

Femke Goedhart  GOFE-L5450  IOS 

 Device Insights  Connectivity Journey  User Experience  Teams Call List  User Summary  **Device Summary**

Device name	GOFE-L5450	Disk OS (C:)
Manufacturer	Dell Inc.	
Device model name	Latitude 5450	
Operating System	WINDOWS	
Architecture	X64	
Build	26100	
CPU	Intel(R) Core(TM) Ultra 7 165H	
Cores	16	
Physical memory	31 GB	
Last Reboot	2/23/2026 8:52:57 AM	
TrueDEM Agent	Version 1.26.3.0 	
Last Seen	2/27/2026 4:11:31 PM	
TrueDEM Agent Manager	Version 6.1.0.0	
Network	Managed	
IP Address	192.168.2.16/24	

Agent

Current Public Enterprise Channel

- Windows: 1.25.6
- macOS: 1.1.1

Insider Channel

- Windows: 1.26.3 (*EU - Expected to be pushed to public channel later this month*)

<https://www.panagenda.com/kbase/display/OE/Release+Notes+TrueDEM>

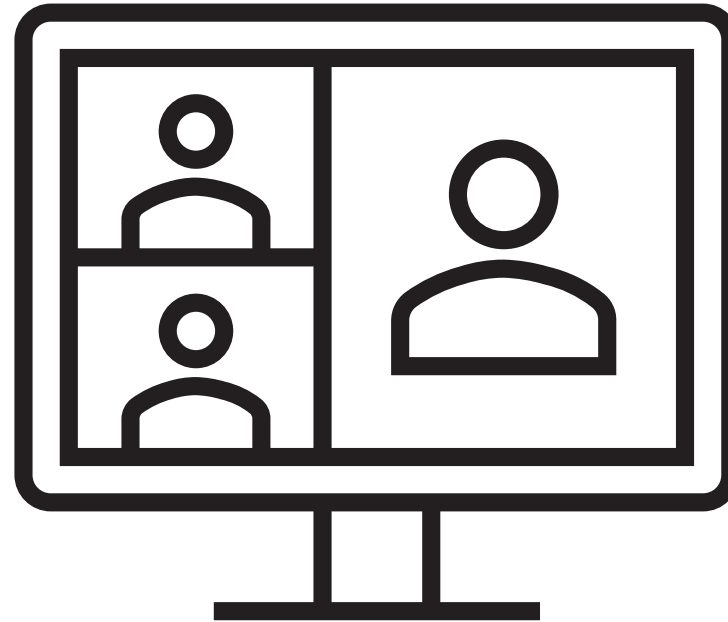
Call & Meeting Bots: Helper or Risk?

From hospital to court room, they might be more impactful than you think



Bot or Application?

Application:
~Graph API or Teams
platform integrated
(post-call)



Bot:
~Application acting
as a Participant
(live)

Native Microsoft <i>CoPilot, RecordingBot, etc</i>	Self-built & certified <i>Compliance recording, etc</i>	Third-Party <i>otter.ai, fireflies.ai, etc</i>
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Note! Microsoft sees all bots as applications and many combine both application & bot techniques to interact!

What do bots & applications do in Teams calls & meetings?

Content capture

- Recording
- Transcribing
- Translating
- Note-taking & summarizing
- ...

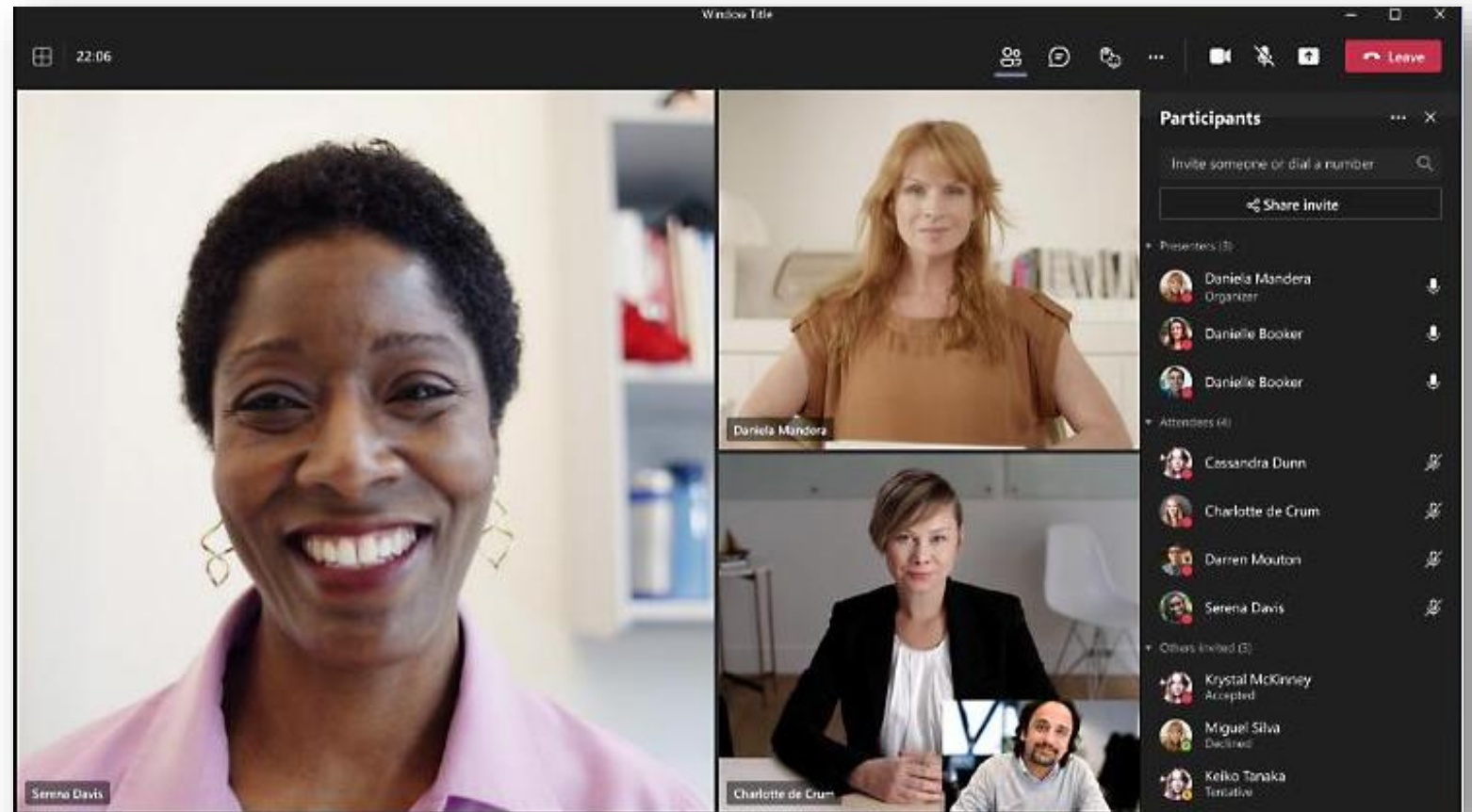
Call management

- Call queue management
- Voicemail
- Compliance recording
- Virtual Assistants
- ...



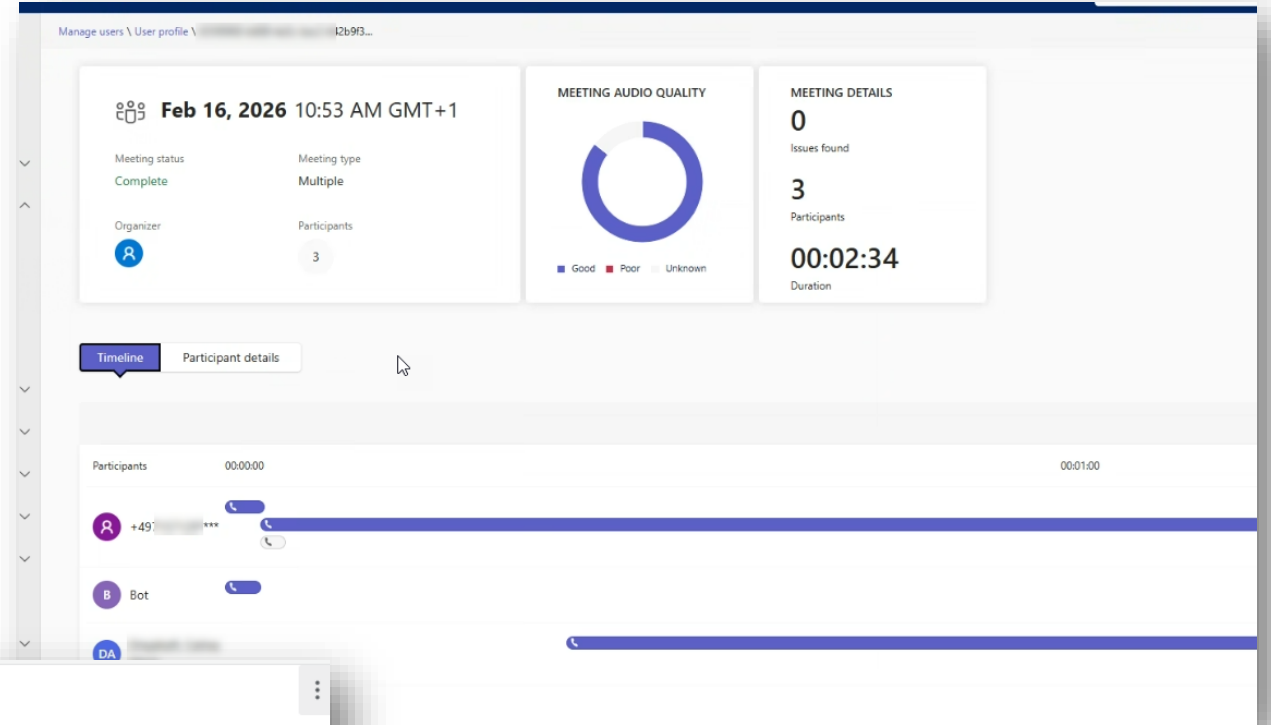
How visible are they?

- Tile
- Participant List ('Fred' factor)



How visible are they?

- Tile
- Participant List ('Fred' factor)
- Call ID



Manage users \ User profile \ [redacted] 12b963...

Feb 16, 2026 10:53 AM GMT+1

Meeting status: Complete | Meeting type: Multiple

Organizer: [User Icon] | Participants: 3

MEETING AUDIO QUALITY

MEETING DETAILS

- 0 Issues found
- 3 Participants
- 00:02:34 Duration

Timeline | Participant details

Participants 00:00:00 00:01:00

+49 [redacted]

B Bot

DA [redacted]

Attendees ⓘ

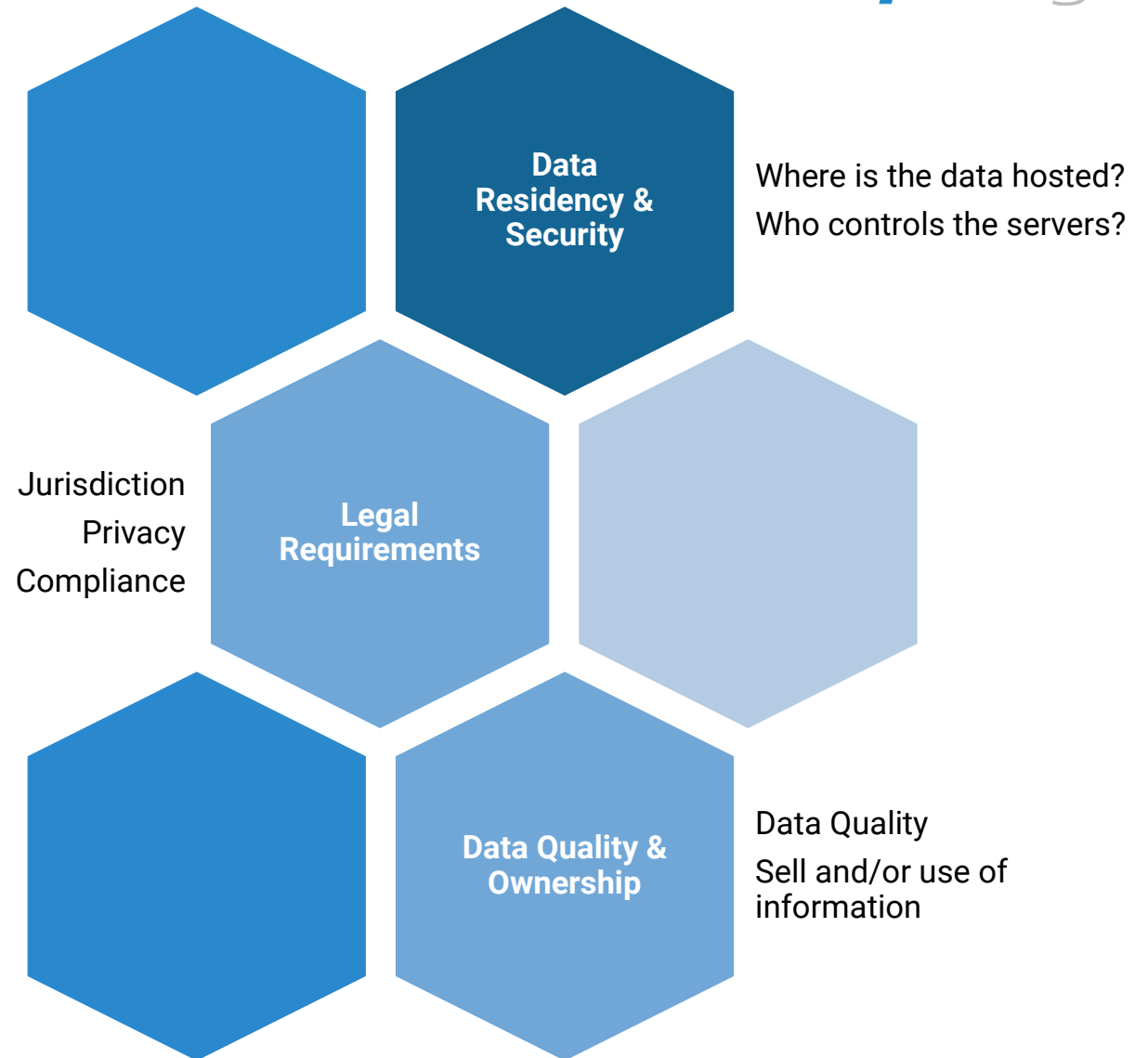
	Worst... 2 ↓	1 ↑	Participant	Device name	Tru
✓	Acceptable		User 1 [redacted]	[redacted]	
✓	Optimal		User 2 [redacted]	[redacted]	
✓	Optimal	📱	Self-developed Bot 1 [redacted]	[redacted]	
✓	Optimal	📱	appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsCli...	ic3-media-mpaa...	
✓	Optimal	📱	appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsCli...	ic3-media-mpaa...	
✓	Optimal	📱	appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsCli...	ic3-media-mpaa...	
✓	Optimal	📱	Self-developed Bot 2 [redacted]	[redacted]	
✓	Optimal	📱	appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsCli...	ic3-media-mpaa...	

Columns Filters

What are the risks?

Access to...

- Recording
- Transcripts
- Shared files
- Comments
- Meeting polls
- Participant list
- ...



Example #1: “Otter.ai Hepatology Rounds” breach

The perfect storm (Sept 2024, Ontario):

- 1 Meeting
- 65 invitees (13 of which no longer worked there)
- Users using private accounts
- The ‘bot’ trigger...

Outcomes:

- Breach of patient confidentiality report by the Information and Privacy Commissioner of Ontario
- Mandates to remediate & prevent:
 - Mandatory meeting lobbies
 - Firewall blocking
 - Offboarding audits



Example #2: **United States v. Heppner, February 2026**

The case:

1. Mr Heppner facing charges for financial fraud
2. Inputted actual facts about the case & information from his lawyer into a consumer grade AI to draft a defence strategy.
3. FBI seized his computer and found the AI logs...

Outcome:

- Attorney-client privilege - DENIED
- Privileged information - WAIVED

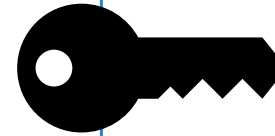


Key Ruling

The privacy policy was treated as consent to disclosure.

What can you do to protect your users / calls?

Technical
Restrictions



Training &
Awareness



Monitoring





Research review:
Microsoft Native Meeting Bots & Applications

Research Purpose

- Determine *which applications* are being used within Teams
- Find out *how frequently* new versions of these apps are being deployed
- *Identify the hosts* on which these applications are running
- Assess the scale by counting the *number of hosts* for each app
- Finally, calculate *how often* each app is used and compare them

Not every App exists in our Entra



Name	↕	Object ID	Application ID	Homepage URL	Created on
CA Conference Auto Attendant		6f486f5b-4581-465b-9123-b...	207a6836-d031-4764-a9d8-...		6/2/2020
CV Conferencing Virtual Assistant		e59ab8c9-9fda-489c-adac-4...	9e133cac-5238-4d1e-aaa0-d...		6/2/2020
MT Microsoft Teams Copilot Bot		74ee8e5f-22c6-41e1-815f-1...	8e55a7b1-6766-4f0a-8610-e...		5/26/2025
SF Skype for Business Voicemail		a4274ae6-2357-43c3-8a03-...	db7de2b5-2149-435e-8043-...		9/4/2019
AC Automated Call Distribution		5a7359c3-f41c-4443-9f8d-d...	11cd3e2e-fccb-42ad-ad00-8...		

Typical structure in a call record...

```
},  
"@odata.type": "#microsoft.graph.callRecords.participantEndpoint",  
"userAgent": {  
  "@odata.type": "#microsoft.graph.callRecords.serviceUserAgent",  
  "headerValue": "appid:bdd75849-e0a6-4cce-8fc1-d7c0d4da43e5  
    GraphCommunicationsClient-CallRecorderBot/1.2.0.15770",  
  "role": "customBot"  
},  
"name": "MEDIAAPP-C-42",  
"cpuName": "Intel(R) Xeon(R) Platinum 8272CL CPU @ 2.60GHz",  
"cpuCoresCount": 8,  
"cpuProcessorSpeedInMhz": 2594,  
"associatedIdentity": {  
  "id": "bdd75849-e0a6-4cce-8fc1-d7c0d4da43e5",
```

Attendees ⓘ

Worst Seg...	Bot?	Participant	Device name
✓ Optimal			
✓ Acceptable			
✓ Optimal	🤖		
✓ Optimal	🤖	appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2026.2.5.1/1.2.0.13083	ic3-media-mpaas-ivr-69
✓ Optimal	🤖	appid:bdd75849-e0a6-4cce-8fc1-d7c0d4da43e5 GraphCommunicationsClient-CallRecorderBot/1.2.0.15770	MEDIAAPP-B-8
✓ Optimal	🤖	appid:ab5d1521-415b-4380-82e4-af803fb8bf2d GraphCommunicationsClient-Grid/1.2.0.9202	ic3-media-audiencebot-16
✓ Optimal	🤖		
✓ Optimal	🤖		

Magnitude of hosts to power these apps...



Teams Interpreter

- **MCRAllInterpreterIngest** - **81 different Hosts** have been identified

Hostname: aiinterpreterin-6c587c9f96-f78tv

Platform: AMD EPYC 7763 64-Core Processor / Intel(R) Xeon(R) Platinum 8370C CPU @ 2.80GHz

App/Version: Single App/Single Version

- **MCRRTPOutput** - **192 different Hosts** have been identified

Hostname: rtpout-5469d6fbbf-2b6ln

Platform: AMD EPYC 7763 64-Core Processor / Intel(R) Xeon(R) Platinum 8370C CPU @ 2.80GHz

App/Version: Single App/Single Version

Magnitude of Hosts to power these apps...



Call Recorder

- **400 different Hosts** have been identified – kind of 4 Pillars ?

MEDIAAPP-A-31

MEDIAAPP-B-31

MEDIAAPP-C-31

MEDIAAPP-D-31

AMD EPYC 7452 32-Core Processor

AMD EPYC 7763 64-Core Processor

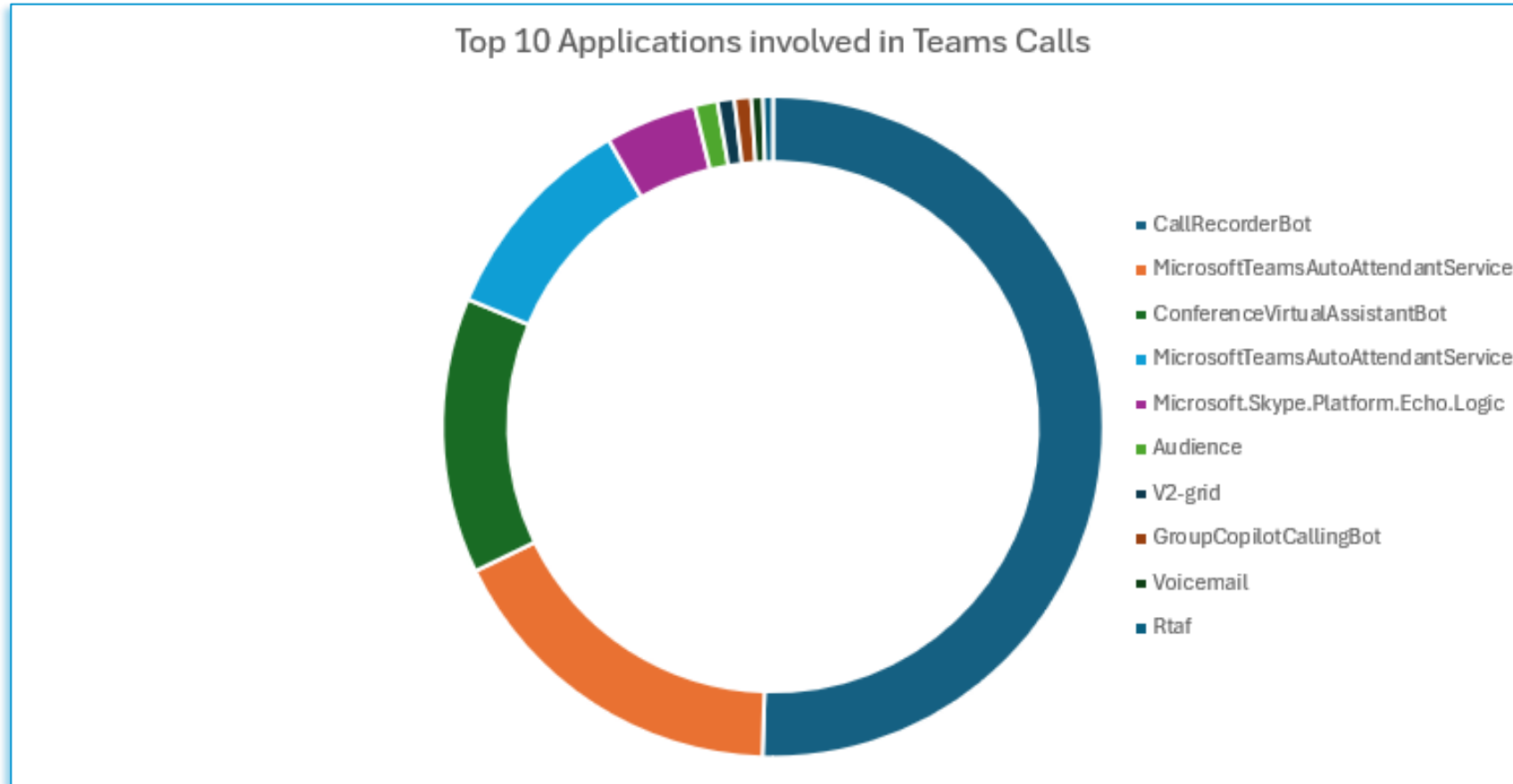
Intel(R) Xeon(R) Platinum 8171M CPU @ 2.60GHz

Intel(R) Xeon(R) Platinum 8272CL CPU @ 2.60GHz

Intel(R) Xeon(R) Platinum 8370C CPU @ 2.80GHz

appid:b1902c3e-b9f7-4650-9b23-5772bd429747 GraphCommunicationsClient-CallRecorderBot/1.2.0.14862
appid:b1902c3e-b9f7-4650-9b23-5772bd429747 GraphCommunicationsClient-CallRecorderBot/1.2.0.15352
appid:b1902c3e-b9f7-4650-9b23-5772bd429747 GraphCommunicationsClient-CallRecorderBot/1.2.0.15770
appid:bdd75849-e0a6-4cce-8fc1-d7c0d4da43e5 GraphCommunicationsClient-CallRecorderBot/1.2.0.14862
appid:bdd75849-e0a6-4cce-8fc1-d7c0d4da43e5 GraphCommunicationsClient-CallRecorderBot/1.2.0.15352
appid:bdd75849-e0a6-4cce-8fc1-d7c0d4da43e5 GraphCommunicationsClient-CallRecorderBot/1.2.0.15770

Top Apps ?



Version number or Build Date or Deployment Date ?



MicrosoftTeamsAutoAttendantService (20251113.1)
MicrosoftTeamsAutoAttendantService (20251120.1)
MicrosoftTeamsAutoAttendantService (20251204.1)
MicrosoftTeamsAutoAttendantService (20251209.2)

appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/1.11.379.0
appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/1.11.421.0
appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/1.11.429.0
appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/1.11.465.0
appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/1.11.485.0
appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/1.11.489.0
appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/1.11.494.0
appid:56aa0a8f-4cd3-446b-8146-0023476a5ff2 Microsoft.Skype.Platform.Echo.Logic/1.0.3274.890

appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.11.21.1/1.2.0.13083
appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.11.26.1/1.2.0.13083
appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.11.5.1/1.2.0.13083
appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.12.1/1.2.0.13083
appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.16.1/1.2.0.13083
appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.17.3/1.2.0.13083
appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.3.1/1.2.0.13083
appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.4.1/1.2.0.13083
appid:9e133cac-5238-4d1e-aaa0-d8ff4ca23f4e GraphCommunicationsClient-ConferenceVirtualAssistantBot-2025.12.5.1/1.2.0.13083

QUESTIONS?



WEBINAR Series



Getting the Best of TrueDEM

April 2026

Product updates and more

April 15th, 2026 | 16:00 CET | 10:00 am EST



Product Management & Consulting Team

panagenda



THANK YOU!