



WEBINAR Series



Getting the Best of TrueDEM **July 2026**

Product updates and more



Product Management & Consulting Team
panagenda



Your Team today



Christoph Adler

Head of Solution Consulting

christoph.adler@panagenda.com

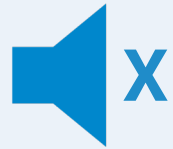


Femke Goedhart

Product Marketing Manager

femke.goedhart@panagenda.com

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. News & updates**
- 3. What we're working on: Sneak Peek!**
- 4. Deep dive: Minor glitches – Big consequences**





WHAT IS TRUEDEM?

See what your users **actually** experience

TrueDEM continuously measures the real digital experience behind Microsoft 365 and Teams — so IT can pinpoint root causes in minutes and fix issues proactively, often before anyone reports them.

Full visibility at every level



Device & app health

CPU, memory, Wi-Fi, drivers, attached devices, app health and more.



Network & connectivity

Managed and remote networks, ISP route and Microsoft 365 insights.



Microsoft 365 & Teams

Teams call quality live and postmortem, plus Microsoft 365 service and app experience.



See your whole organization at a glance and stay ahead of issues before they ever reach a ticket — with the freedom to zoom into any single user or device whenever the detail matters.



Teams Intracall Analysis



Call & Meeting Quality

End-to-End Measurements



Network Path & ISP Insights



Microsoft 365 User Experience



Service & App Responsiveness



News & Updates

Portal updates

New in the TrueDEM Portal since the June webinar (Week 23).

📅 Portal release · Week 25, 2026

☁ TrueDEM Portal (SaaS — auto-updated)



Portal Updates

- **Call Quality score** now defaults to TrueDEM real-time data when available, instead of Microsoft data.
- **Call Quality Debug Level:** TrueDEM real-time and Microsoft scores now shown separately, in two dedicated columns.
- **Device Hardware Report:** new drill-down lists the devices per device type with their individual CPU & RAM usage.
- **Teams Call List:** a new indicator shows which data sources (real-time / post-call) feed the call score.
- **Connectivity Journey:** hops in the list are now clickable and highlight the matching hop on the map.
- **Real Time Call page:** the raw-data table now clearly flags whether changes occurred during the call.

Agent updates

The Windows and macOS agents ship on separate release tracks — here are the current builds and what's inside each.



TrueDEM Agent — Windows

v1.26.3 GA Week 13, 2026

- Improved scan-engine capabilities and push-notification registration.
- Signed executables.

v1.27.3 Insider channel Week 24, 2026

- New license-check action.
- Renamed from OfficeExpert EPM to TrueDEM (updated logos, icons & assets).
- Fixed missing Wi-Fi information on Windows 10.



TrueDEM Agent — macOS

v1.1.1 GA Week 5, 2026

- Enhanced scanning-engine capabilities.
- Fixed IP-address anonymization processing.

v1.2.3 Insider channel Week 24, 2026

- New license-check action.
- macOS version-name resolution (e.g. macOS 26 → “Tahoe”).
- Migrated to .NET 10.0.

NEW IN THIS SERIES · ROADMAP

What we're currently working on

A regular look behind the scenes — where our Product Management and Engineering teams are focusing today, and the direction we're actively building toward.



The following topics reflect our current product direction and ongoing development. Scope, details, timing and pricing may still change on the way to release.

CURRENTLY IN DEVELOPMENT

Next generation TrueDEM Agent



A new technical approach

- No more DLL injection required
- New technology for collecting real-time collaboration telemetry + a ton more data
- Extensive research enabled a completely new architecture



What it delivers

- Better stability
- Optimized performance
- Improved maintainability
- Future-ready architecture



This new architecture lays the foundation for the next generation of TrueDEM capabilities.

COMING WITH THE NEXT-GEN AGENT

Feature parity between Windows & macOS

 Windows

 macOS

- macOS will gain support for Microsoft Teams real-time calling telemetry
- Windows and macOS customers will receive the same monitoring capabilities
- Monitor all users consistently — regardless of operating system

More Teams call detail than ever

- Significantly richer Microsoft Teams call details
- Additional telemetry that is not available today
- New opportunities for future analytics & troubleshooting

CURRENTLY EXPLORING

AI integration via Model Context Protocol (MCP)

Not another black-box AI. TrueDEM will expose an **MCP Server** so you can connect the large language model you already trust.



How it works

- TrueDEM will provide an MCP Server
- Enriched with TrueDEM product knowledge, metadata and semantic understanding of your telemetry



All LLMs (local/private) with MCP client



Why it matters

- You will be able to ask complex questions in natural language
- Dramatically faster troubleshooting — from days or hours to minutes
- Correlate data that today requires manual investigation
- Future telemetry becomes available through MCP automatically

Ask TrueDEM in plain language

 "Why did this user's Teams performance degrade compared to last week?"

 "Show similar incidents affecting users in the same location."

 "Which users had the worst call quality in the last 24 hours, and why?"

 "Is this a network problem on our side or with the ISP?"

 Answers in minutes – TrueDEM combines multiple data sources automatically, instead of manually navigating reports.

UNDER EVALUATION

A flexible permission model



Administrator

- Full access
- Same capabilities as today's portal



End user

- Ask questions about their own telemetry
- Access limited to personal data
- Ideal for self-service support



Delegated / regional admins

- Access only to assigned users or org units
- Role-based permissions
- For regional IT, departments or business units

 Concept under evaluation — levels and scope may evolve before release.



Deep Dive: **Minor glitches – Big consequences**

**The call went fine. The
proposal was great.**
So why did the customer
not sign with us?

New research in *Nature* shows the answer is not what you expect

Glitches: Common enough to ignore — **so we do.**

~1 in 3

video calls carries at least one glitch: a freeze, a stutter, an audio dropout.

70%

of people say glitches make little or no difference to how they judge the person on the call.

"I think people are used to it. They're just like — yeah, it happens."

— senior industry executive, interviewed in the study

Users and experts agree it's harmless. **Is it really?**

Reasons glitches can make a call **land badly**.



Disruption

"This isn't going smoothly."

The glitch breaks the flow of the conversation.



Negative attributions

"You didn't prepare for our meeting."

We pin the glitch on the person, not the tech.



Impaired comprehension

"I can't understand you."

We take in less of what was actually said.



Uncanniness

"Something feels off."

The illusion of a real person present breaks, and it feels subtly eerie, so we judge the person less favorable.

A glitch doesn't interrupt the conversation. **It changes the person in it.**

STEP 01

The illusion

Video calls simulate sitting face-to-face. Your brain treats it as a real, present human.



STEP 02

The break

A freeze or stutter shatters it. The technology jumps from background to foreground.



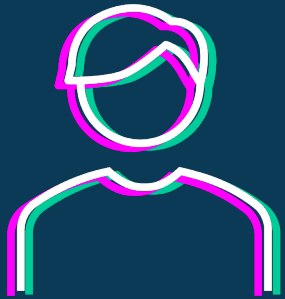
STEP 03

The "uncanny" effect

Unconsciously, It feels eerie. That feeling attaches to the human. Less trust, less warmth.

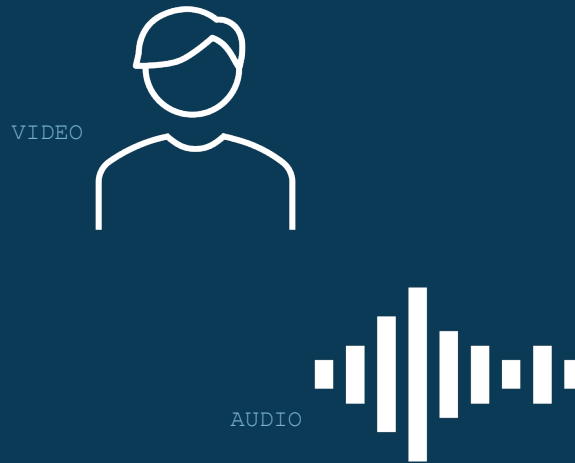
How a glitch **breaks** the illusion

What makes a face stop feeling human?



Facial distortion

Features smear, warp or pixelate, the face briefly looks wrong.



Out of sync

Lips and words drift apart — the brain notices before you do.

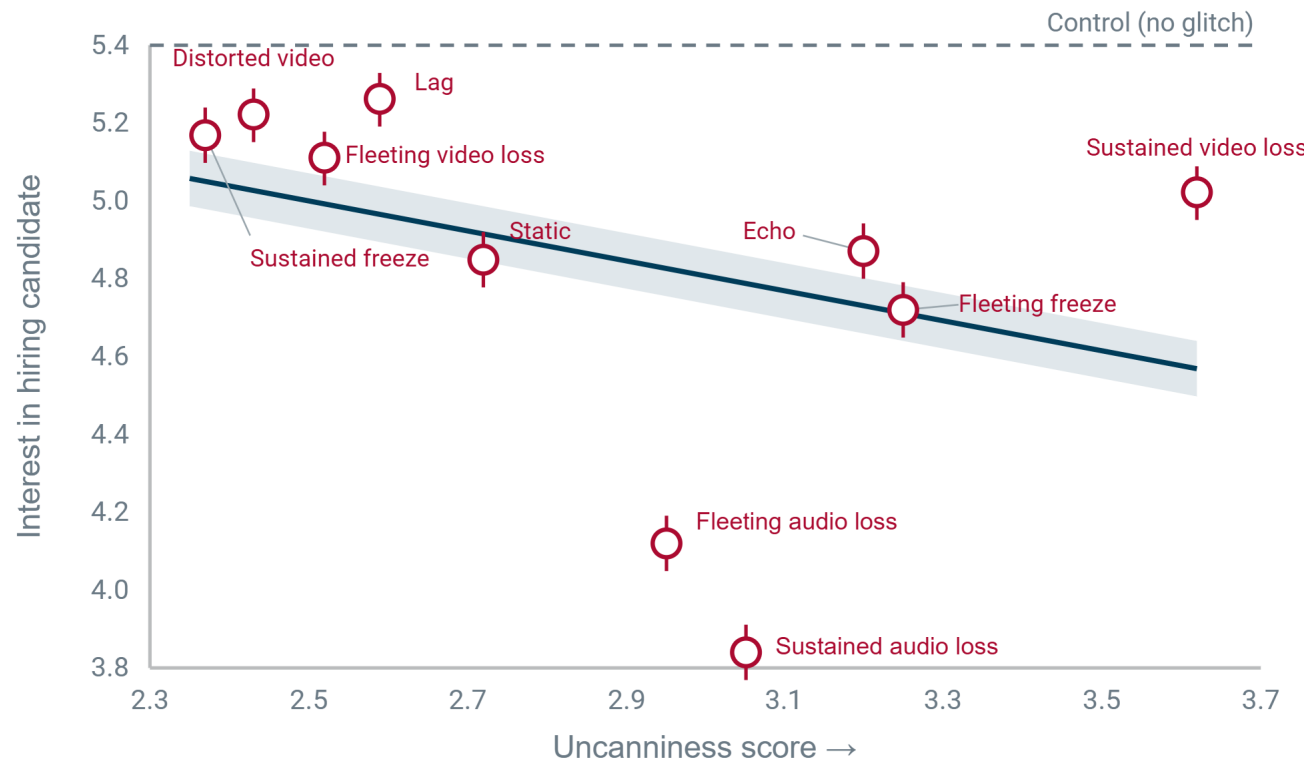


Choppy movement

Smooth motion turns to frozen steps — a person moves like a puppet.

The most damaging glitches **aren't** the **biggest** ones.

UNCANNINESS VS. HIRING INTEREST · EACH DOT = ONE OF 10 GLITCH TYPES



A brief freeze can hurt **more** than a long one.

Study 4 · adapted from Fig. 1, Brucks, Rifkin & Johnson, Nature (2025). **Audio loss** is costliest — it also breaks comprehension.

Now put this inside Teams — **every day, all day.**



Internal trust

Every 1:1, standup and review is face-to-camera. Colleague-to-colleague trust erodes call by call — invisibly.



External stakes

Interviews, client and cross-org calls. The first impression is often a stuttering tile — and it's charged to the person, not the network.



It compounds

Hundreds of calls a year. Tiny per-call costs add up into a real **"trust tax"** on collaboration.

Teams exists to build relationships across distance. A glitch doesn't just drop a frame — **it chips at the thing the platform is for.**

Same person. Same script. **One version glitched.**

TELEHEALTH

77% → **61%**

chose to work with the provider

JOB INTERVIEW

Lower

interest in hiring the candidate

FINANCIAL ADVICE

4.6 → **3.8**

willingness to engage (of 7)

PAROLE HEARINGS

60% → **48%**

granted parole (real hearings)

Six studies plus replications, live and recorded calls · Brucks, Rifkin & Johnson, *Nature* (2025)

It's not the disruption. **It's the broken illusion.**

FACE-TO-FACE VIDEO



Glitch → the human illusion breaks → uncanny → **trust drops.**

A frozen *face* costs you.

SAME GLITCH, SCREEN-SHARE



No face, no illusion to break → **no uncanniness, no drop in trust.**

A frozen *slide* doesn't.

This isn't about the content - **It's about social presence.**

You can't **apologize** your way out of a glitch.



Setting expectations

"My connection may be spotty..."

No help. The uncanny reaction still fires.



Acknowledging it

"Sorry, you froze there..."

Made judgements **worse**, it spotlights the break.



A little humour

"Well, that was my robot moment."

Helped a bit — but not a strategy you can rely on.

The reliable fix isn't a better apology. It's **fewer glitches**

IT can't fix what IT **can't see.**

WHAT TOOLS REPORT

- ✓ Call connected
- ✓ Measurements in range
- ✓ No dropped session
- ✓ No errors logged

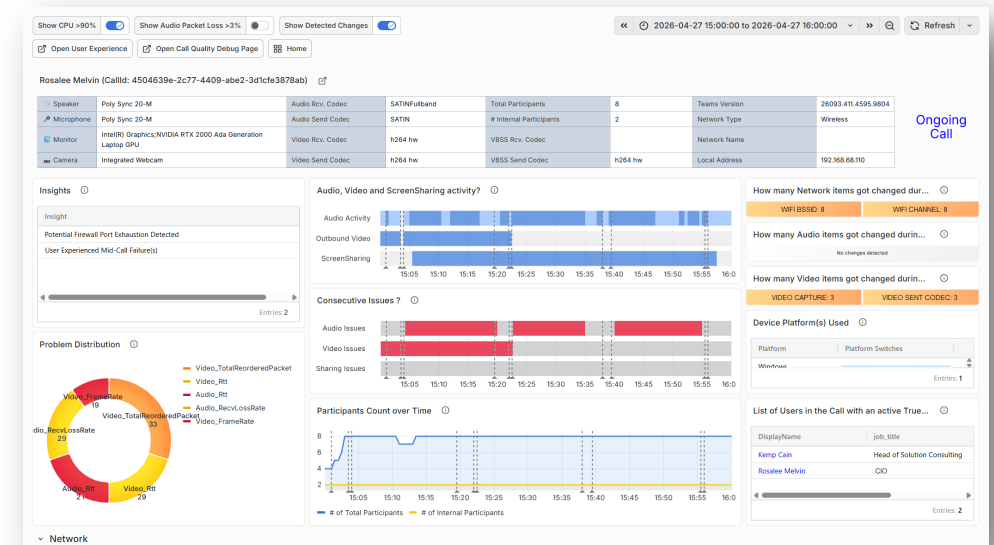
Verdict: "Good call."

WHAT ACTUALLY HAPPENED

- × 3 fleeting freezes
- × 1 audio dropout
- × A moment of echo
- × An uncanny, guarded feeling

Result: trust quietly eroded...

That user experience — the real, per-user, per-call quality — is exactly the gap **TrueDEM** is built to close.



Call quality matters — even when it seems insignificant.

In fact it may matter *more*, depending on the role and the conversation.

Research link:

Research: **Video-call glitches trigger uncanniness and harm consequential life outcomes**

Melanie S. Brucks, Jacqueline R. Rifkin & Jeff S. Johnson

published in Nature on December 3rd 2025

<https://www.nature.com/articles/s41586-025-09823-0>



<https://www.panagenda.com/blog/glitches-in-teams-calls-are-costing-you-trust-you-just-cant-see-it/>

QUESTIONS?



WEBINAR Series



Getting the Best of TrueDEM September 2026

Product updates and more

September 2nd, 2026 | 16:00 CET | 10:00 am EST



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THANK YOU!