

WEBINAR SERIES

Getting the Best of TrueDEM

September 2026

Product updates and more

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

Today's **agenda**

01

What is TrueDEM?

Short positioning refresher for anyone joining for the first time.

02

News & updates

What shipped in the Portal and in the agents since the last webinar.

03

Focus Topic #1: Real-Time Teams Call Quality – Now on macOS

A first look at bringing live in-call quality metrics to macOS endpoints.

04

Focus Topic #2: TrueDEM Meets AI – the MCP Service

Ask TrueDEM questions in natural language, with the large language model you already trust.

05

Q&A and what's next

Questions & Answers, then the date of the webinar session.

Before we start

A few housekeeping notes so you get the most out of the next minutes.



All attendee lines are muted

This is to prevent interruptions during the presentation.



Please submit questions via Chat or Q&A

Your questions will be addressed directly during the webinar, or in the Q&A section after the presentation.



The webinar is being recorded

Afterwards we will send you a mail giving you access to the recording and the presentation slides.



Share your feedback with us

Please let us know what we can do better.

Presenting **this session**

Product Management & Solution Consulting



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SECTION 01

What is TrueDEM?

Advanced Microsoft Teams call quality analytics and end-to-end user experience monitoring for Microsoft 365.

Positioning

Levels of visibility

Coverage

TrueDEM, **very briefly**

For the people in the room who have never seen it.

TrueDEM measures the **real digital experience behind Microsoft 365 and Teams – per user, per device, per call.**



On the endpoint

An agent on Windows and macOS collects device, app and Wi-Fi health.



Across the network

Managed and remote networks, network path and ISP insights.



Into Microsoft 365

Teams call quality plus Microsoft 365 service and app experience.



Measured continuously - **from the endpoint all the way to the Microsoft 365 service.**

SECTION 02

News & Updates

What shipped in the TrueDEM Portal and in the Windows and macOS agents since the June webinar.

Portal updates

Agent updates

Portal updates

New in the TrueDEM Portal since the July webinar (Week 29).

📅 Portal release · Week 36/37, 2026

☁ TrueDEM Portal (SaaS - auto-updated)



Call quality

- **Real-time call quality on macOS:** TrueDEM now supports real-time call quality metrics for macOS Teams - every user with the TrueDEM agent for macOS gets full call quality details.
- **Call Quality Debug Level:** a new “Call Timeline” section shows for all participants whether issues occurred during the call - and, for users with the TrueDEM agent, when they happened and what type they were.



Personalisation & drill-downs

- **Store custom column definitions:** change the column layout, sorting and filtering on a table, then save it as your own default. Stored per user, so it follows you to any device. Enabled on the Call List on the User Experience page.
- **Connectivity Journey:** open the hop details for one specific hop straight from the hop list, via the icon behind the Target IP.
- **Real Time Call data page:** a new graph in the Network section shows the wireless RSSI in dBm.



Headline this month: **Full real-time call quality for Teams on macOS (Insider Channel only - first)**

Portal fixes & improvements

Also in the Week 36/37 release.

📅 Portal release · Week 36/37, 2026

☁ TrueDEM Portal (SaaS - auto-updated)



Fixes

- **Environment status:** an additional delay was inadvertently introduced on opening the page in a previous version - that has been remediated. Large organizations may still see several seconds of load time, because the calculations behind it are complex.
- **Substandard Wi-Fi networks for Teams calls:** under “All calls on Wi-Fi for a single user”, clicking the category text opened an empty Call Debug page instead of the category. Fixed.
- **User Experience - User details:** manager names were no longer included after a change in Entra. Resolved.



Improvements

Polish from the same release.

- **Geo maps:** several improvements to how geolocation information is depicted, including an overlay text that was incorrectly visible.



The TrueDEM Portal is delivered as **SaaS and auto-updated**.

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

v1.27.3**GA**

Week 34, 2026

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

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

v1.2.3**GA**

Week 34, 2026

- Added license-check action
- Added macOS version name resolution (e.g. macOS 26 resolves as "Tahoe").
- Migrated to .NET 10.0

v1.2.3**Insider channel**

Week 24, 2026

- Added license-check action
- Added macOS version name resolution (e.g. macOS 26 resolves as "Tahoe").
- Migrated to .NET 10.0

SECTION 03

Focus Topic #1

Real-Time Teams Call Quality – Now on macOS

A first look at bringing live in-call quality metrics to macOS endpoints.

What's coming

What you need

What it looks like

macOS permissions

Real-time Teams call quality is **coming to macOS**

What ships, when, and what you need to be part of it.

**NEW**

Agent 1.3.x reads live call data **straight from the Teams client**

While a user is in a call or a meeting, the agent collects real-time Teams call quality data on macOS - the same real-time call quality analysis we have done on Windows for years.



When

Calendar week 38, 2026 (Insider Channel).
GA to be announced.



How

TrueDEM Agent for macOS 1.3.x, released
to the Insider channel.



What you need

A TrueDEM Advanced license.

① Insider-channel builds are for early validation. Add your macOS users to the Insider channel now so they are in the first wave.

From Windows-only to **your whole fleet**

This is the feature-parity item we previewed in the July session.

UNTIL NOW

Real-time Teams call quality on Windows only.

- Windows endpoints deliver live in-call telemetry from the Teams client.
- macOS endpoints are monitored, but without real-time call quality data.
- Mixed fleets end up with two different levels of call detail.

One platform, full detail

FROM AGENT 1.3.X

The same real-time analysis on macOS.

- macOS endpoints deliver live in-call telemetry from the Teams client too.
- Full call quality details for every user running the macOS agent.
- Monitor all users consistently - regardless of operating system.

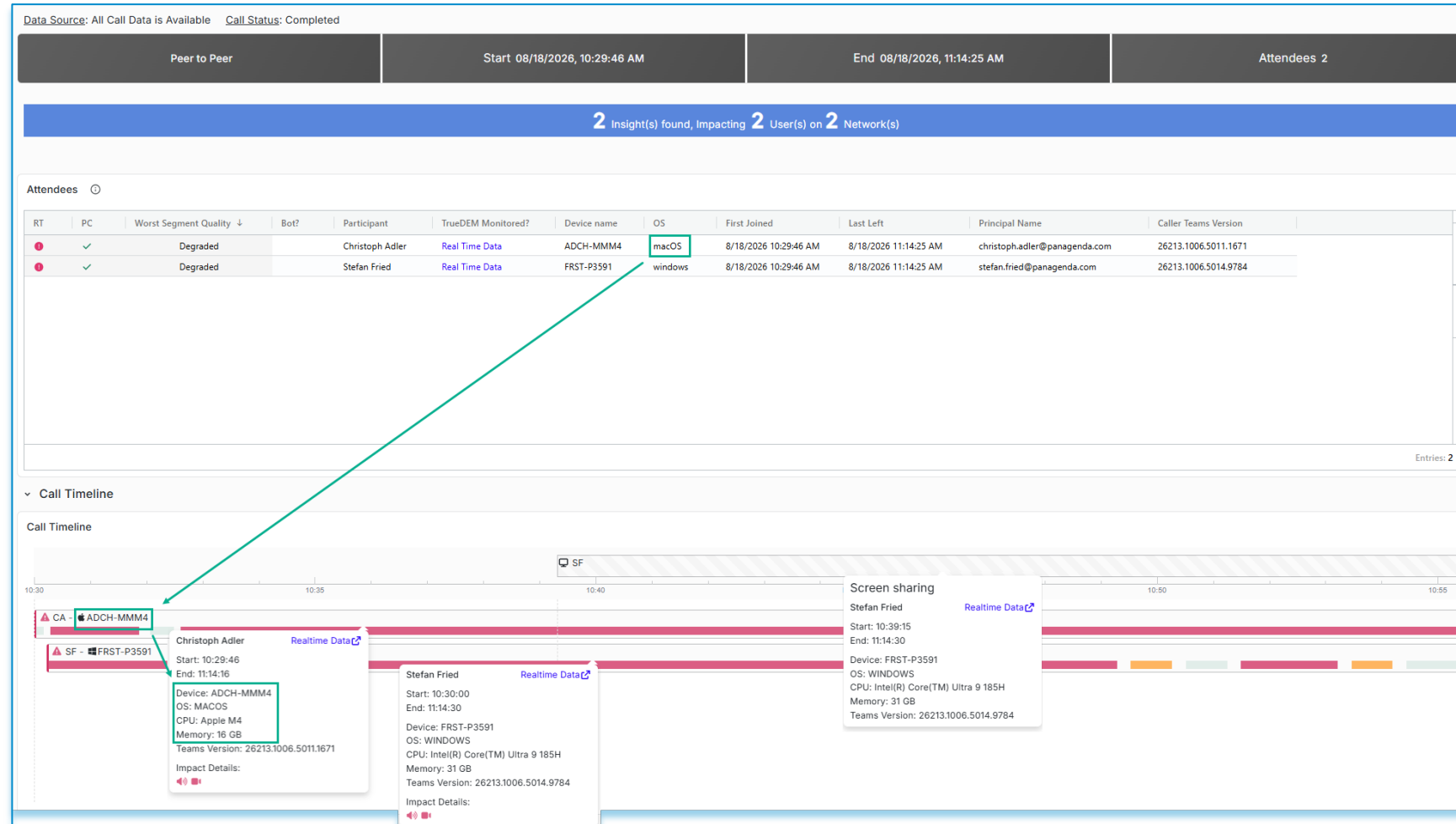
Both platforms, full detail

Search → User Experience → Teams Call List

👁 Same page, same metrics, same drill-downs - **the platform simply no longer matters.**

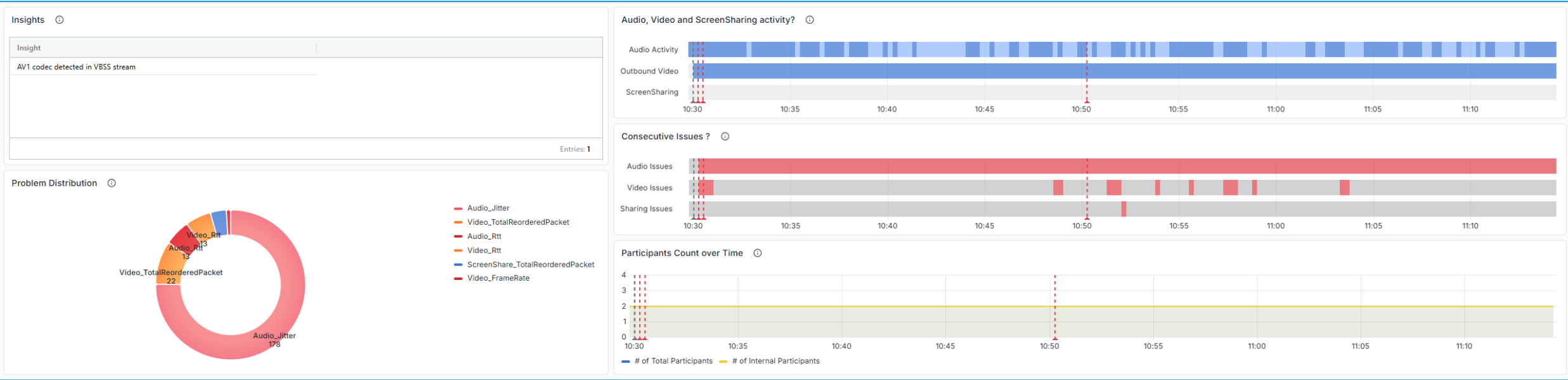
Real-time call quality, macOS

Call Quality Debug Level



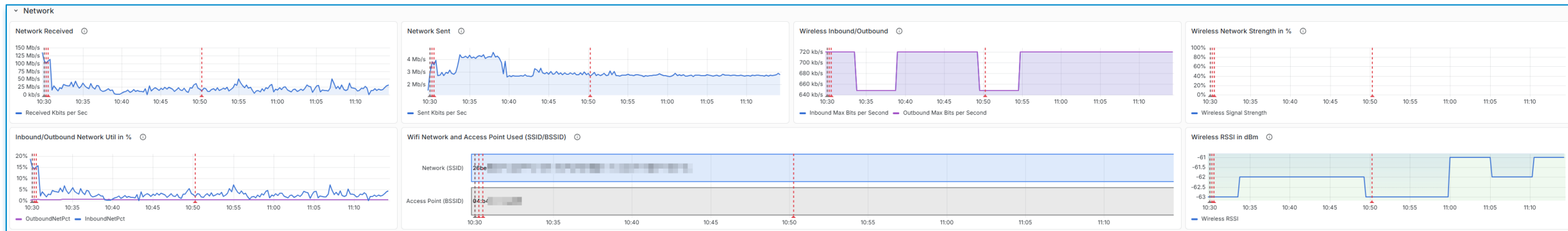
Real-time call quality, macOS

Real Time Call Data - Details



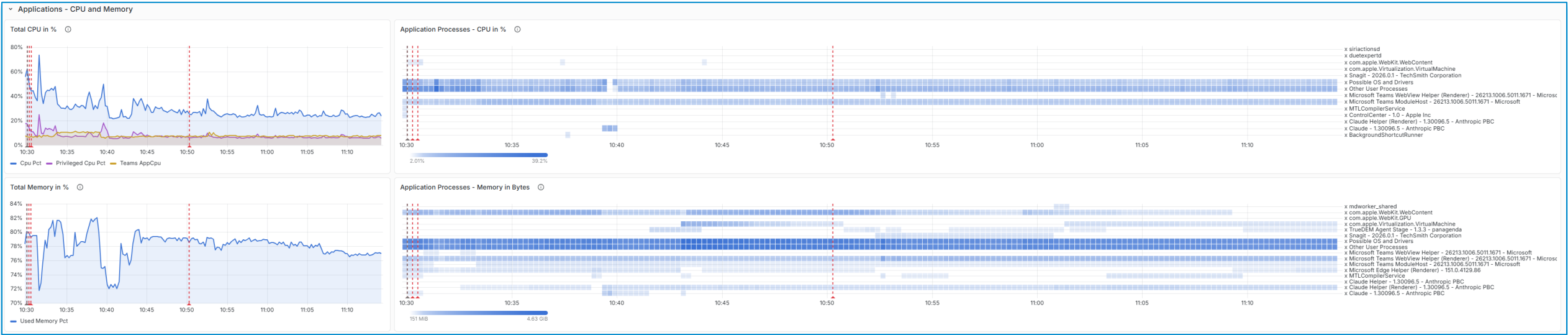
Real-time call quality, macOS

Real Time Call Data - Details



Real-time call quality, macOS

Real Time Call Data - Details



Real-time call quality, macOS

Real Time Call Data - Details



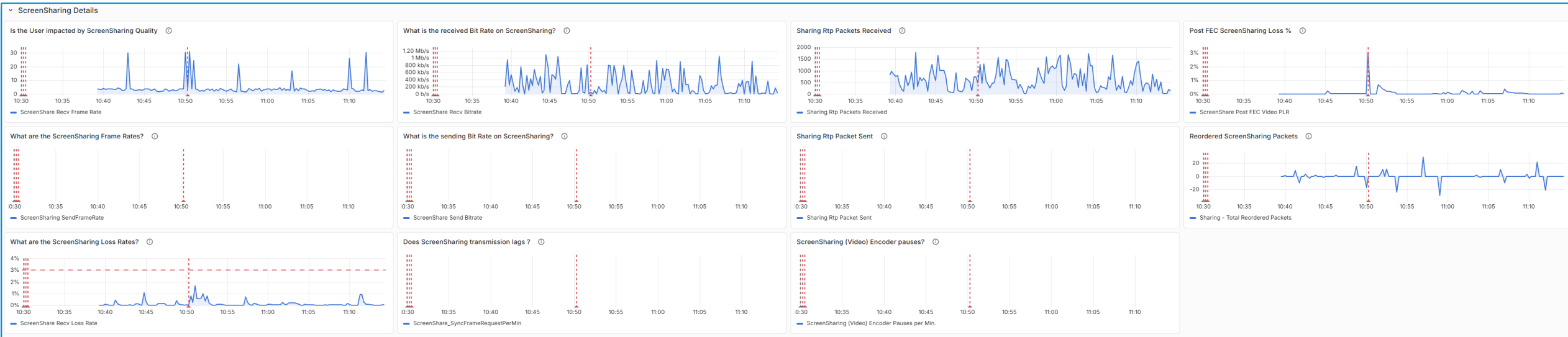
Real-time call quality, macOS

Real Time Call Data - Details



Real-time call quality, macOS

Real Time Call Data - Details



The macOS **permission prompt**

Nothing unusual - but worth handling before the rollout rather than during it.



What the user sees

- The very first time the user starts a call or meeting, macOS asks whether the connection to Teams is allowed.
- Once allowed, the prompt does not come back.



Why it appears

- Standard macOS behaviour - the OS asks before one app may talk to another.
- The same consent you already give tools like Snagit for screen recording, microphone or camera access.



How to avoid it

- The setting can be pre-approved centrally, for example through Microsoft Intune.
- Pre-approve before you roll out and your users never see the dialog at all.



Plan the pre-approval with your endpoint team first. **It turns a user-facing dialog into a silent rollout.**

The macOS permission prompt

Nothing unusual - but worth handling before the rollout rather than during it.

Configure instance

^ Privacy

Privacy Preferences Policy Control

Remove subcategory

Configure the Privacy Preferences Policy Control payload to manage the settings in the Privacy pane of Security & Privacy preferences on devices.

Allowed ⓘ

True

⊖

Authorization ⓘ

Allow

⌵

⊖

Code Requirement ⓘ

identifier "com.panagenda.TrueDEMSERVICE" and anchor apple gener...

Identifier ⓘ

com.panagenda.TrueDEMSERVICE

Identifier Type * ⓘ

bundle ID

⌵

Static Code ⓘ

False

⊖

SECTION 04

Focus Topic #2

TrueDEM Meets AI – the MCP Service

Ask TrueDEM questions in natural language, with the large language model you already trust.

Why we're building it

What's coming

What you can ask

How we get there

OVER TO STEFAN

What you'll see next

Stefan takes it from here.



Stefan Fried

Senior Program Manager & Senior Consultant



How it works

The architecture behind the TrueDEM MCP Service.



The Copilot integration

The Copilot client and Copilot in Teams, connected to the service.



Live questions

Real questions asked against real TrueDEM telemetry.

Everything you need, is just a prompt away

Why we are building the MCP Service in the first place.

TODAY

Getting to the answer takes expertise → often ours

- TrueDEM pulls together a lot of data, from the device, the local network, the ISP and the Microsoft 365 side. Knowing what all of it means for a user's experience takes real expertise.
- So customers come to us for the interpretation. Nobody knows this data better, and we are glad to help.
- For specific questions we often build a custom report before anyone gets an answer.

The answer arrives → but it costs time

WITH THE MCP SERVICE

Ask in your own words and get the answer yourself

- Ask the question the way you would ask a colleague.
- Combine and compare data that no single report puts side by side.
- No custom report, no waiting, no ticket to us needed.

The answer arrives in minutes.



The information is already in your TrueDEM instance. **The MCP Service is what puts it within reach.**

Two halves, **one answer**

Neither the model nor the data is much use on its own.

THE MODEL

The LLM you already trust

General knowledge, best practices and language, whichever model your organization has standardized on.



THE BRIDGE

The TrueDEM MCP Service

Knows your telemetry: which metrics matter and how much data to fetch. It gets exactly the right data to the model - efficiently and securely.



YOUR DATA

Your own TrueDEM instance

Your devices, your networks, your Teams calls, your real-time data, your Microsoft 365 experience. Nothing generic → your own measurements.



The model brings the reasoning, TrueDEM brings the facts - **the MCP Service is what lets them work together.**

One question, **the answer your audience needs**

Ask once — then ask for it again in the language of whoever has to read it.



“A Microsoft 365 service had a bad afternoon. Was it Microsoft, was it our network, or was it the endpoints?”



FOR THE NETWORK TEAM

The technical answer

- What degraded, where, when and for how long.
- What the measurements on the path actually show.
- Enough detail to act on, or to rule your own network out.



FOR MANAGEMENT

The short version

- What happened, in two sentences.
- How many people it affected, and where.
- Whether it was ours to fix — or Microsoft's.



Same question, same data — **two answers, each written for its reader.**

Ask TrueDEM in **natural language**

Estate-wide questions that no single report answers.



"Which of our networks is worst for Teams and Microsoft 365 right now - since when, how many users, and why?"



"User X reported a poor Teams call. What happened during that call, and what do we change so the next one is better?"



"In which region is our OneDrive and Outlook experience the worst - and by how much?"



"Which devices have less than 4 GB of RAM, or less than 10 GB free on drive C?"



Answers in minutes

TrueDEM combines multiple data sources automatically, instead of you manually navigating reports.

Three tiers of access

Who will be able to ask - and in which order we are building it.

AIMING FOR 2026



TIER 01

Admin access

The same scope of access administrators have in the TrueDEM Portal today.

- Full access across the tenant
- The tier we are working on now

LATER



TIER 02

Regional administrators

Access limited to the locations or regions someone is responsible for - configured by you.

- Scoped to assigned locations or org units
- Defined by the customer, not by us

LATER



TIER 03

End user

Questions about their own experience, and nothing beyond it.

- Access limited to their own data
- Aimed at self-service support



Tier 1 first. Tiers 2 and 3 follow once tier 1 is generally available - no timing we can give today.

From preview to **general availability**

We would rather arrive late and solid than early and rough.

WHERE WE ARE

Preview phase

A small group of preview customers is working with us, so the MCP Service arrives solid and efficient rather than merely early.



NEXT

Broader availability

Once the preview has done its job, we open the MCP Service up to a wider group of customers.



THEN

General availability

GA for tier 1 - and only then the conversation about tiers 2 and 3.



This is a research phase, not a countdown - **no dates to announce for any of these steps.**

AN EXAMPLE SETUP

Connecting it to **your LLM**

What the configuration looks like - here with Microsoft Copilot Studio.

- 1 In **Copilot Studio**, open or create an agent.
- 2 On the **Tools** tab: **Add a tool** → *Create new* → **Model Context Protocol**.
- 3 Name the connection - for example **TrueDEM** - add a short description, and enter the **MCP Server URL** for your region.
- 4 Set **Authentication** to **OAuth 2.0** and **Type** to *Manual*, then create it.
- 5 Sign in with your business account and authorize the connection.
- 6 Add the tool to your agent, publish it, and ask your first question.



One detail still to come

The Server URL for your region will be published with the release. Everything else here is standard Copilot Studio.

ALL YOU NEED

An MCP client

OAuth 2.0



Copilot Studio is just one example - **any MCP-capable client is configured roughly the same way.**



Questions?

Use the Chat or Q&A panel - we'll go through as many as we can.

Anything we can't cover live, we'll follow up by mail.



WEBINAR Series



Getting the Best of TrueDEM

October 2026

Product updates and more



Product Management & Consulting Team
panagenda



Thank you!

Thanks for joining the TrueDEM Product Webinar. The recording and these slides will land in your inbox shortly.



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Next session: Wednesday, October 14th, 2026 | 16:00 CET / 10:00am EST