

WEBINAR SERIES

Getting the Best of TrueDEM

October 2026

Product updates and more

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

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**

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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: Microsoft 365 Outage Analysis

A first look at this newly released feature incl. in-flight analysis.

04

Q&A and what's next

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

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

IN ONE MINUTE



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 last webinar (Week 37).

📅 Portal release · Week 41, 2026

☁ TrueDEM Portal (SaaS - auto-updated)



Microsoft 365 Outage Analysis

- **More workloads:** outage reporting for Teams, Exchange Online and the M365 Suite was improved, and three workloads were added: Copilot, SharePoint and OneDrive.
- **Longer history:** the list of outage reports now covers up to 6 months, instead of only the last 30 days.



What it means for you

- **One report, six workloads:** check Copilot, SharePoint and OneDrive outages in the same place you already use for Teams and Exchange Online.
- **Look back further:** use the 6-month history for service reviews and to show how often outages affected your users.



Headline this month: **Full real-time call quality for Teams on macOS, now generally available (agent 1.3.5)**

Portal fixes & improvements

Also in the Week 41 release.

📅 Portal release · Week 41, 2026

☁ TrueDEM Portal (SaaS - auto-updated)



Fixes

- **Call Quality Debug Level - Call Timeline:** the visual now supports large Teams calls. Previously it could time out on calls with a large number of participants.
- **Track Deployment by Machine:** resolved an issue that could cause long loading times or time-outs on this page.



Improvements

Polish from the same release.

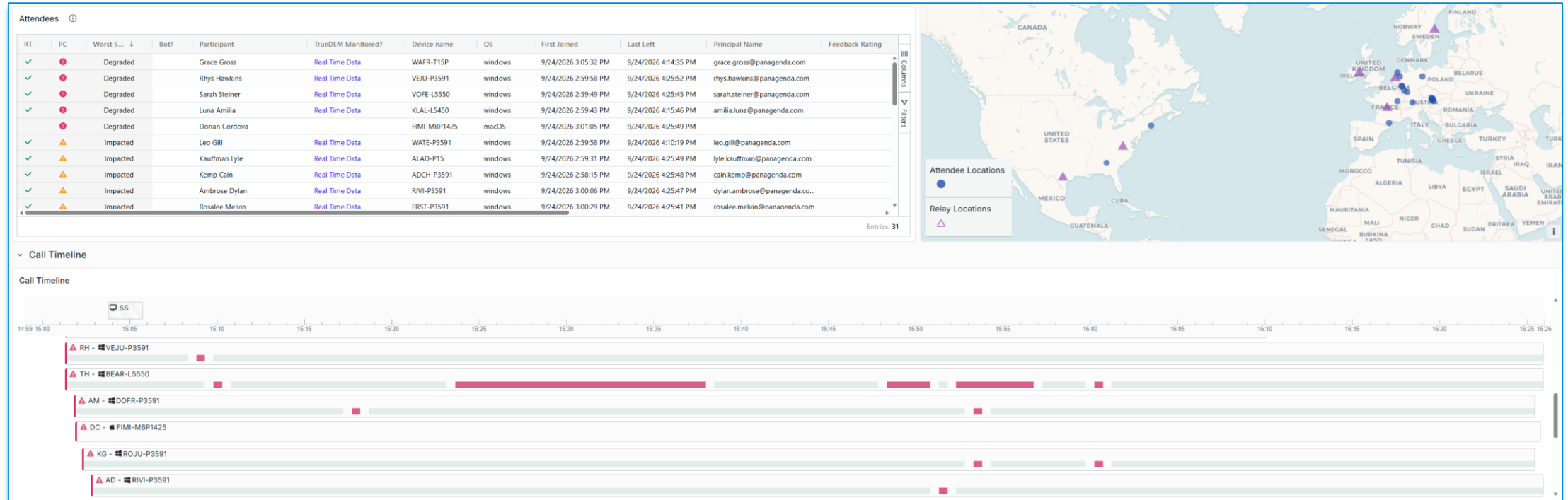
- **Microsoft 365 Outage Analysis:** the export was simplified to avoid confusion. If you process exported reports further, give your templates a quick check.



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

Call Timeline for large calls

Call Quality Debug Level → Call Timeline



Previously, the Call Timeline could time out on calls with many participants. **Now it loads for large Teams calls too.**

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

v1.3.5 GA Week 42, 2026

- Added Teams plugin support for real-time Teams call metrics
- Added more metrics for CPU, memory and process monitoring
- Added Wi-Fi signal strength calculation

v1.3.5 Insider channel Week 38, 2026

- Added Teams plugin support for real-time Teams call metrics
- Added more metrics for CPU, memory and process monitoring
- Added Wi-Fi signal strength calculation

SECTION 03

Focus Topic

Microsoft 365 Outage Analysis

A first look at this newly released feature incl. in-flight analysis.

What's coming

What you need

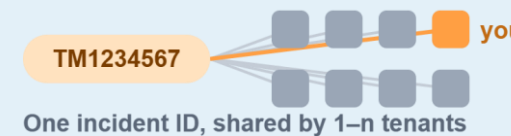
What it looks like

Relevant $\neq$ Affected



EXAMPLE

Users in England may be unable to access Microsoft Teams.



Your tenant

- ✗ No offices in England
- ✗ No users in England
- ✗ No users connecting from England
- ✓ But you use Teams

What Microsoft knows

- ✓ You use the affected service
- ✓ You are in the incident scope
- ✓ Your tenant may be involved
- ✓ So the incident could be relevant

**Microsoft does not confirm that any of your users are actually impacted,
but this incident is relevant for your tenant**

“Users may be affected.” But which ones?

Active issues Microsoft is working on

Issue title	Issue type	Affected service	Updated ↓	ID
Users may be unable to access multiple Microsoft 365 services using Global Secure Access (GSA)	Advisory	Microsoft 365 suite	Oct 13, 2026, 12:47 PM GMT+2	MO1505952
Some users may be unable to create ass			5, 11:29 AM GMT+2	OP1505951
Users may not see chart data when usin			5, 6:02 AM GMT+2	PB1505699
Users may be unable to reply or reply-a			5, 2:30 AM GMT+2	EX1479349

Home > Service health

Service health

Overview Issue history Reported issues

⊗ We are having trouble getting info about your service incidents, advisories, and history right now. Try again in a few minutes.

View the issues and health status of all services that are available with your current subscriptions. [Learn more about Service Health](#)



Are we impacted?

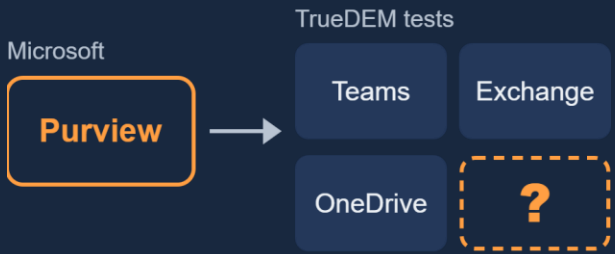
Microsoft only says our te
“potentially” affected.

ere?

in locations, networks or
es

Transparency is the key. From “may be affected” to more exact information

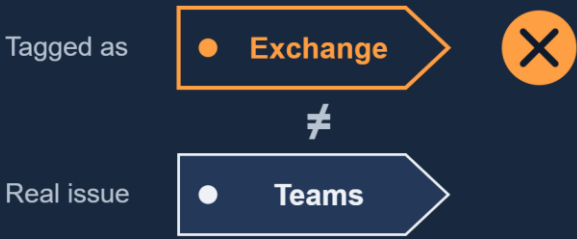
Challenges – Three examples ...



Microsoft
Purview → Teams Exchange
OneDrive ?

No matching test

Purview reports an issue, but TrueDEM has no Purview test to measure it.



Tagged as **Exchange** ✗
≠
Real issue **Teams**

Wrong tagging

If Microsoft tags the wrong service, TrueDEM follows the wrong signal.



Update
Start 09:10
End 14:30 → **Final post**
Start 09:10
End — ?

Changing content

Microsoft edits its posts: the end time can vanish from the final update.

☁ That's why TrueDEM has clear **conditions** for which incidents get analyzed.



Conditions – Which standard Workloads get analyzed

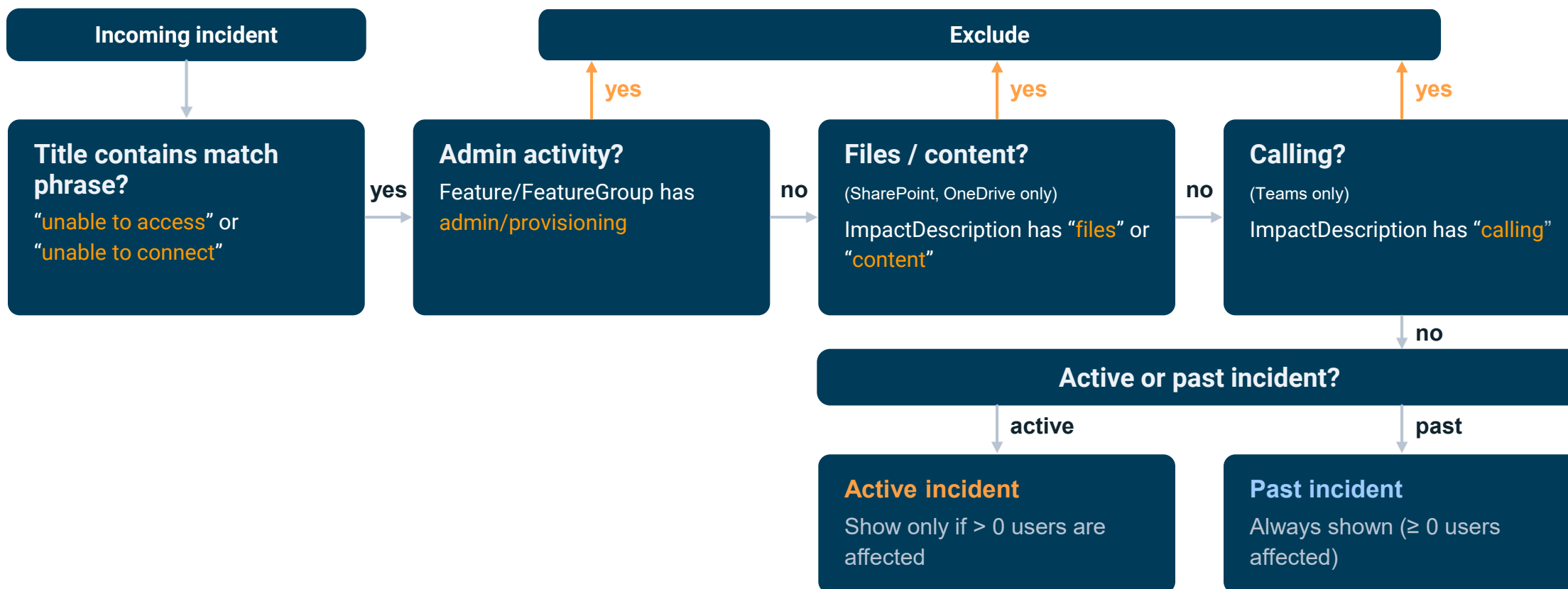
Exchange Online

Teams

Copilot

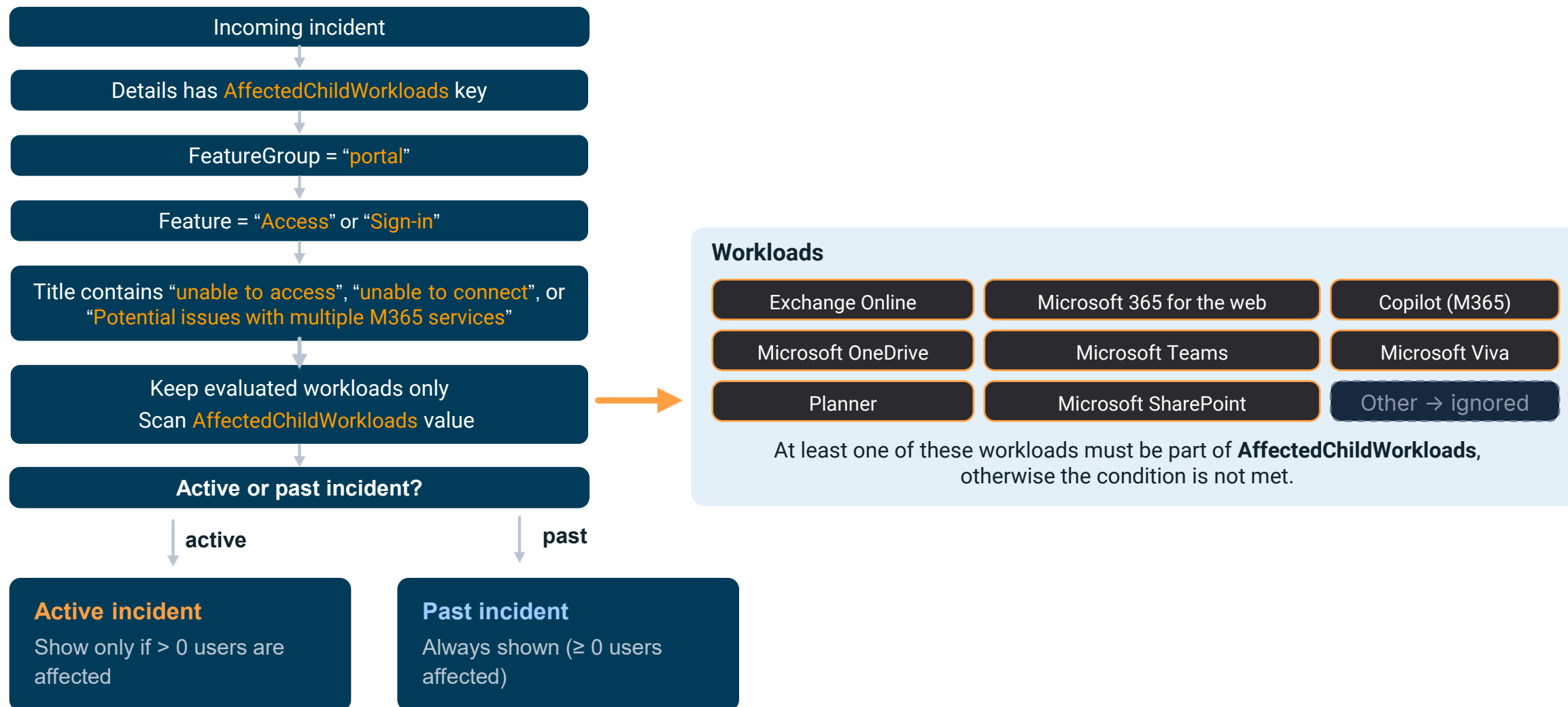
SharePoint

OneDrive

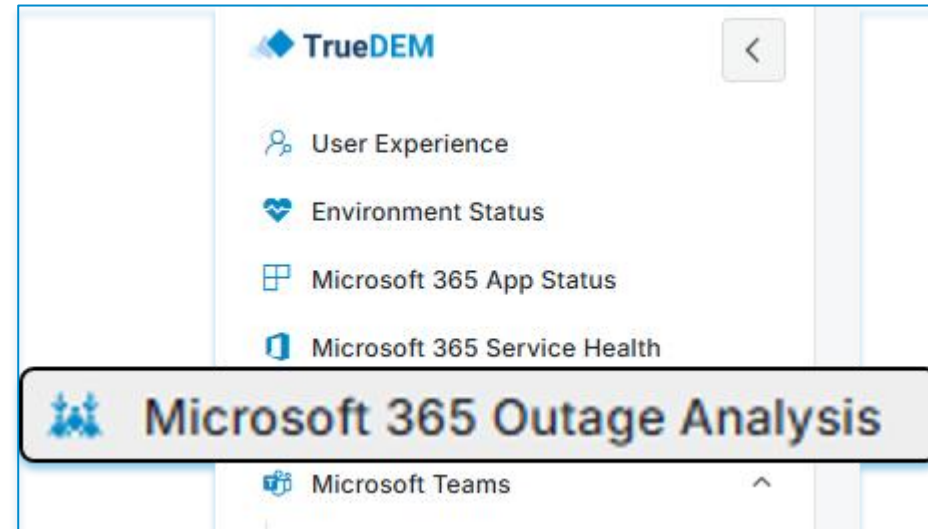


Conditions – Which M365 Suite Incidents get analyzed?

For cases when Microsoft reports a general problem across the entire M365 Suite



What does TrueDEM show?



Incident	Start	End	Duration	# of Affect...	Service	Feature	Report Link	Title
CP1478444	9/22/2026 4:...	9/27/2026 8:1...	5d 15h 28m 00s	2091	Microsoft Cop...	General	Report: CP147...	Some users may be unable to a
EX1473059	9/15/2026 5:0...	9/18/2026 5:4...	3d 00h 40m 0...	1220	Exchange Onli...	Performance ...	Report: EX147...	Users may be unable to access
SP1464785	8/23/2026 4:...	9/4/2026 7:00...	12d 14h 22m ...	4542	SharePoint On...	Access Servic...	Report: SP146...	Some users may be unable to a
EX1464935	8/31/2026 5:0...	9/3/2026 12:0...	2d 18h 52m 00s	3218	Exchange Onli...	All clients	Report: EX146...	Users may be unable to connec
CP1447620	7/31/2026 10:...	8/5/2026 6:4...	4d 08h 45m 0...	1291	Microsoft Cop...	General	Report: CP144...	Users may be unable to access
OD1424850	7/12/2026 12:...	7/12/2026 12:...	24m 00s	13	Microsoft One...	OneDrive for ...	Report: OD14...	Some users may have been una
SP1424849	7/12/2026 12:...	7/12/2026 12:...	24m 00s	13	SharePoint On...	SharePoint On...	Report: SP142...	Some users may have been una

 Note: Report Link is only shown if at least one user was affected



What does TrueDEM show for an active case?

In-flight Analysis

Incident	Start	End	⌵	↑ Duration	# of Affect...	Service	Feature	Report Link
▲ OD1424850	9/22/2026 4:...			24m 00s	65	Microsoft One...	OneDrive for ...	Report: I

☁ Note: In-flight will show up at the top of the list without an end date



Incident Report Content

Microsoft 365 Outage Analysis / Incident EX1449203

EX1449203

incident

8/7/2026 1:00:00 AM - 8/7/2026 5:00:00 PM

16h 00m 00s

Description

Users may have been unable to access their mailbox with any Exchange Online connection method.

Affected Service

Exchange Online

Affected Workloads

Exchange Online

150 users affected

Export affected users to Excel

More details

Title: Users may be unable to access their mailbox with any Exchange Online connection method

User impact: Users may have been unable to access their mailbox with any Exchange Online connection method.

Final status: Following the completion of the infrastructure restarts and a subsequent period of monitoring the service health telemetry, we've confirmed that impact was remediated.

Scope of impact: This event may have affected users who attempted to access their mailboxes with any connection method in the North America region.

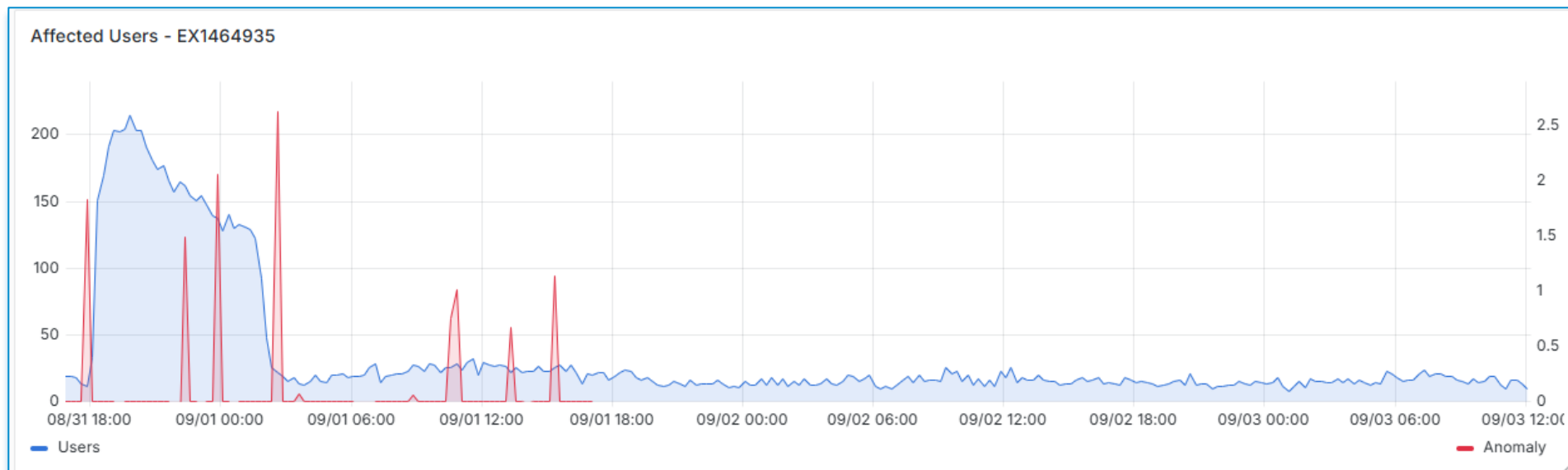
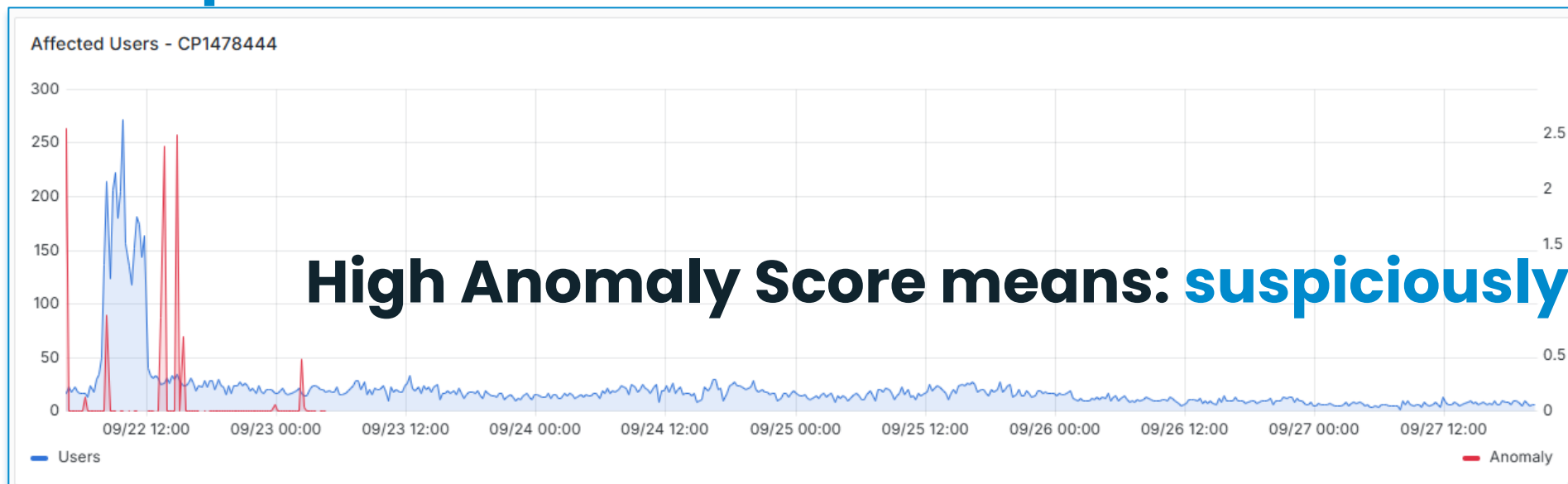
Start time: Thursday, August 6, 2026, at 11:00 PM UTC

End time: Friday, August 7, 2026, at 3:00 PM UTC

Root cause: A networking issue on the portion of affected infrastructure that services Exchange Online connectivity was leading to inefficient performance and impact.

Next steps:

Custom Reports #1 (not yet part of the report)



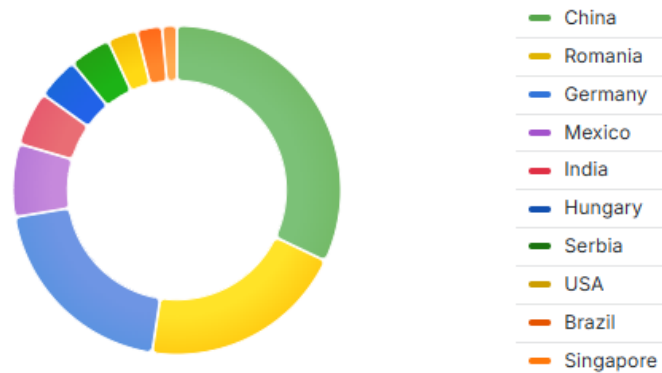
Custom Reports #2

Breaking it down to **Country / Department**

by Countries

Group	UserDisplayName	UserPrincipalName	Department	UserId
> Germany (1212)				
> Spain (464)				
> France (330)				
> United States (141)				
> Portugal (114)				
> Italy (106)				
▼ Mexico (89)				

Top Countries Affected (# of 15min bins)



by Countries

Group	UserDisp
▼ Germany (382)	
> Department A (17)	
> Department B (12)	
> Department C (9)	
> Department D (8)	
> Department E (5)	



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 -December News & Updates-

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

[Register Today >](#)



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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