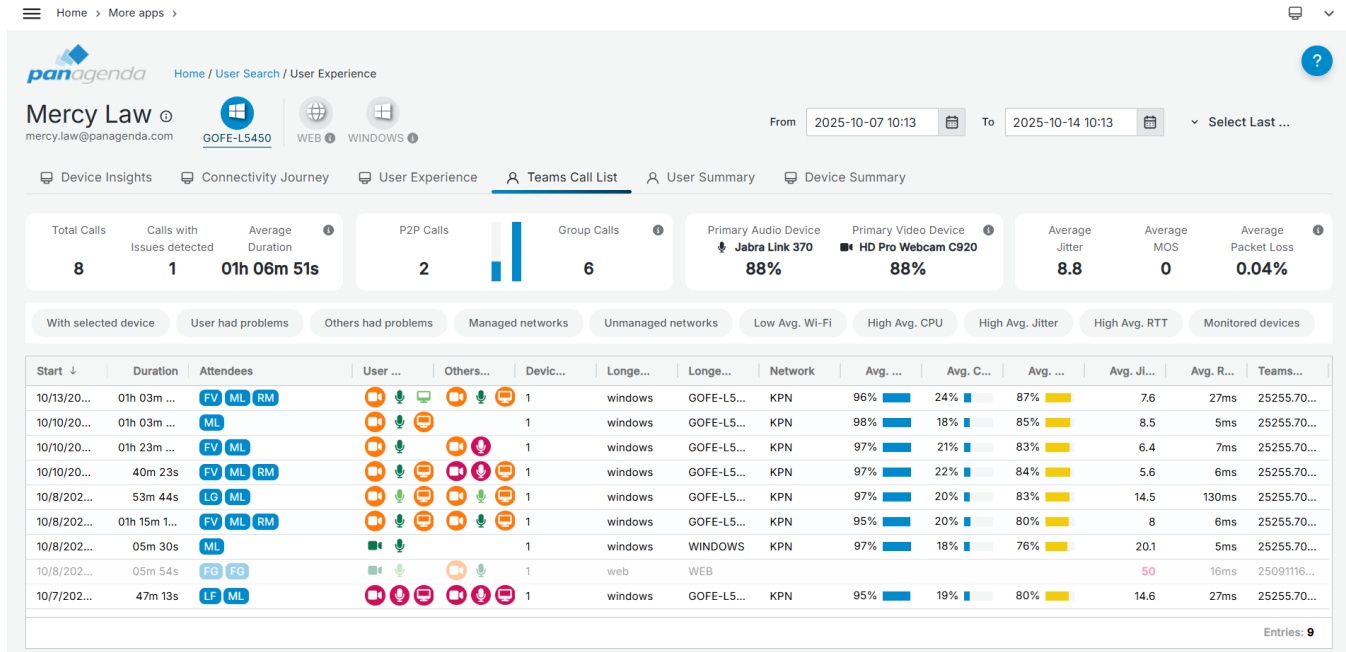


User Experience - Teams Call List



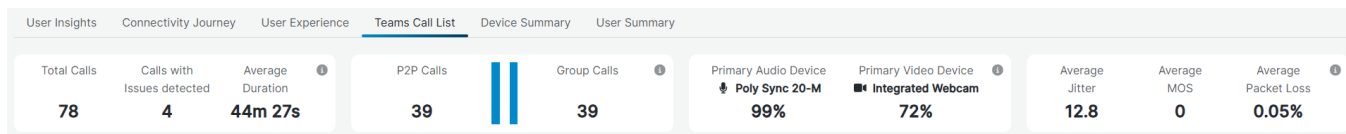
panagende OfficeExpert TrueDEM Teams Call List page shows you all the calls a user makes with metrics that are both derived from Microsoft CQD as well as, and more importantly, for calls made on monitored devices the TrueDEM Real time analytics. This gives you a great overview of all calls a user makes with thier specifics and a first starting point for debugging issues.

The Teams Calls List shows all calls, regardless of the device selected in the top. However, calls made in full or partially on the device/platform selected in the top are highlighted.

Note! In some cases the CQD data provided by Microsoft lacks the name of the device. In that case a link to TrueDEM data can not be made and the device will be identified by the platform (aka 'Windows' for instance).

KPI's

KPI's in the top allow you to get a quick overview of overall call statistics for the user. It shows for instance the number of calls with issues, the average call duration, the most used audio & video devices (in % of calls it was used in), the deviation between group vs P2P calls and the average Jitter, MOS and Packet loss across calls for this user in this period. These KPI's show information across all calls made by the user, not just the ones on the device for which the Experience page is opened but also calls made on for instance tablets and smart phones.



Teams Call List

The Teams call list shows you a list of all calls made by the user in the last 7, 14 or 21 days (adjustable). It allows you to quickly see relevant metrics about the call like audio/video/screensharing quality of the call for the user as well as for other participants in the call. For completeness, calls are shown regardless of whether they were made on the selected device or on other devices. For calls made on unmonitored devices, certain columns might not be filled. If a call was made on more than one device, for instance when a user switches to a mobile device half way through a call, this is shown in the column "Devices used". In the columns Longest used platform and longest used device give additional information on what was the predominant device. Further detail columns like Network, Jitter and CPU pertain to the longest used device.

Quality	Others Qu...	Devices Used	Longest Use...	Longest Us...	Network
		1	windows	GOPW_T490	Vodafone Ger
		1	windows	GOPW_T490	Vodafone Ger
		1	ios	iOS	Deutsche Tel
		2	windows	GOPW_T490	Vodafone Ger
		1	ios	iOS	Vodafone Ger
		2	windows	GOPW_T490	Vodafone Ger
		1	windows	GOPW_T490	Vodafone Ger
		1	windows	GOPW_T490	Vodafone Ger

If the user is in an ongoing call, this is indicated by the purple bar that will appear in the top.

To access the details about an ongoing call, simply click on the purple bar. This will open the [Real Time Call Data page](#).

Note: There might be a slight delay with this bar appearing as data is processed on arrival before being shown.

View options

- **Sorting & Filtering:** Columns can be sorted and filtered as well as adjusted using the 'hamburger' icon that will be visible when mousing over any of the columns.
- **Adding columns:** Additional columns can be added by clicking the 'hamburger' icon and selecting the third tab. Here you can add or remove columns to the overview. note! Changes to columns are not stored and the original view will be reset on page refresh.

- **Quick filters:** Filters allow you to filter down to calls where the user had problems, where others had problems as well as other criteria like whether the call was made on a managed or unmanaged network, problematic WiFi, CPU, Jitter and RTT calls as well as filter down to only show calls where they were taking place on a managed network.

The below pages explain the specific you see when clicking on an individual call:

Linked pages

- [Teams Call Analytics](#)
 - [Call Insights](#)
 - [Real Time Call Data – Details for an individual user](#)