

# Release Notes (TrueDEM Portal)

2026:

Week 15

Type	Description
New	<b>New navigation.</b> <ul style="list-style-type: none"><li>• Instead of the tiles navigation, TrueDEM now offers a <b>side menu</b>. This side menu is visible on all portal pages. Reports are different and open in a separate tab.</li><li>• We also <b>reordered the menus</b> to be more logical. This means that certain things changed place or order. Most notably, we moved the <b>TrueDEM Agent Status</b> page into "Device Reports"</li><li>• From now on, reports that got added or updated will show a "NEW" indicator in the side menu. This indicator is automatically removed after first use.</li></ul>
New	<b>Teams Versions Overview:</b> TrueDEM now has a report showing all Teams Client versions used in calls across all monitored and unmonitored devices in the tenant. It categorizes them by Operating system and version and indicates how many versions of the Windows client are older than 90 days. Under Microsoft-controlled rollout schedules versions exceeding 90 days are classified as outdated.
New	<b>Applications used in Calls:</b> This report shows all bots & applications that were seen in calls during the last 30 days. It provides insight into the non-human attendees, both native Microsoft, self-build and third party and allows for monitoring for occurrences per month and per day.
Improvement	<b>Microsoft Service Health:</b> <ul style="list-style-type: none"><li>• The button for "Closed Incidents" was replaced with an "All Incidents" button. This button shows all recently added or updated incidents and Advisories regardless of status. Making it possible to see all recent incidents across all services in one view. The first column indicates if the incident/advisory was closed or is still open</li><li>• Several product logos were updated</li></ul>
Improvement	<b>User Search page:</b> <ul style="list-style-type: none"><li>• Users can now press the 'star' icon in front of a user name to mark them as a 'favorite'. Favorites are shown by default and appear at the top (above recently visited)</li><li>• "Favorites" &amp; "Recently visited" are now stored in the users profile, meaning they will appear regardless of where, or on which browser a user opens TrueDEM</li><li>• Default sort was changed to show Favorites first (sorted alphabetically), then recently visited (alphabetically). Sorting can be adjusted by clicking a column header but will reset on reloading the page.</li></ul>
New	<b>User Experience - Device Insights:</b> <ul style="list-style-type: none"><li>• Added 'Virtual' line to the Network section that indicates when an active VPN adapter was detected</li><li>• Added Device Reboot date/time as indicators on the Device Event timeline</li></ul>
New / Improvement	<b>User Experience - Device Summary:</b> <ul style="list-style-type: none"><li>• Re-designed Device Summary page</li><li>• Added Last Reboot timestamp</li><li>• Added Agent Manager version</li><li>• Added operating System name e.g.: "Windows <b>24H2</b>"</li></ul>
Improvement	<b>User Experience - User Experience:</b> Logos for several apps were updated
Improvement	<b>User Experience: User Summary:</b> Re-designed User Summary page
Improvement	<b>Teams Connectivity Journey:</b> Added column in table for Teams destination
New	<b>Call Quality Debug:</b> A new insight was added that alerts when multiple SSIDs Detected during the call for a single user. For more info see <a href="#">Call Insights</a> documentation
Fix	<b>User Experience - Teams Call List:</b> The "Impacted" rating for Calls no longer includes <b>lowVideoProcessingCapabilityRatio</b> as Microsoft is currently providing incorrect values via CQD.

Improvement	<b>Grid plugin:</b> Capability to filter one grid via drill-down interactions performed on another grid within the same dashboard
Fix	<b>Routing Map:</b> The Routing Map has been replaced by the Connectivity Journey tab on User Experience. The obsolete Routing Map has therefor been removed.
Fix	<b>Environment Health and App Status:</b> Outdated logos for several apps were updated
Fix	<b>Improved: Platform Grafana updated to v12</b> <ul style="list-style-type: none"> <li>• The following dashboards received minor adjustments to ensure continuity related to the Grafana V12 upgrade: <ul style="list-style-type: none"> <li>◦ call-quality-tenantwide-overview</li> <li>◦ direct-routing-report</li> <li>◦ teams-relay-region-analysis</li> <li>◦ live-teams-call-status</li> <li>◦ call-quality-debug-level</li> </ul> </li> </ul>

**Week 4**

Type	Description
Improvement	<b>Managed Network Details:</b> <ul style="list-style-type: none"> <li>• The Username was added as a column on the Call List to make it easier to identify the user associated with the call</li> <li>• A new list was added to the section "Different Perspectives" to allow an overview of issues per Device (name) on the selected Network</li> <li>• The call list grid groups and sorts by the number of child objects</li> </ul>
Improvement	<b>Managed Networks with Network related Call Issues:</b> The timeframe for the underlying report when clicking through to an individual network, will now be automatically set to the timeframe selected on the Managed Networks with Network related Call Issues report.
Improvement	<b>Substandard Wi-Fi Networks for Teams Calls:</b> The timeframe is now automatically inherited from the main report on drill down
Improvement	<b>User Experience:</b> <ul style="list-style-type: none"> <li>• The date picker has been updated with a new interface. Making it easier and more intuitive to select the period for which you want to see calls.</li> <li>• This also means it is now possible to easily go back in time up to 3 months and inspect older calls. Per selected period, a maximum of three weeks can be chosen.</li> <li>• An indication was added to the bottom of the Connectivity Journey table &amp; Call list table to show when the table was last refreshed.</li> </ul>
Improvement	<b>User Search:</b> <ul style="list-style-type: none"> <li>• Previously, the Search result list showed separate lines for each monitored device a user used in the last 3 weeks. This has been altered as you can now switch device using the device bubbles in the top of the User Experience page itself. Only one line per user is now shown that when clicked will automatically select the device last used to make a Teams call on (Advanced License default) or, if no calls were made, the last monitored device that returned monitoring information (M365 License default).</li> <li>• The Name column is now clickable and links directly to the User Experience page</li> <li>• The link to the user details page is deprecated but the page can still be accessed through the link on the User Summary tab of the User Experience page for monitored (Windows) devices.</li> <li>• A new column was added to show the number of monitored devices the user used in the last three weeks</li> </ul>

New	<p><b>Agent Status:</b></p> <p>Previously, only build numbers were shown. After requests from our customers we now also show the more recognizable Version names for the OS versions on both Windows &amp; macOS.</p>
Fix	<p><b>User Experience</b></p> <ul style="list-style-type: none"> <li>• The Teams call list would disappear when showing with 150% plus zoom or on mobile. This has been corrected</li> <li>• On the Event time line, the popup that shows changes to installed components under "Device" - "Events" had a limit as to how many lines of updates could be shown. This has been corrected and if more changes took place, a scroll bar now appears</li> </ul>

## 2025:

### Week 42

Type	Description
Improved	<p><b>Single Call Insights</b> page: Added a text box that shows the explanation details for the detected Insights</p>
New	<p><b>Real Time Call Data - Details</b> page: Added additional header information</p> <ul style="list-style-type: none"> <li>• Add device name in the top header section</li> <li>• New items: <ul style="list-style-type: none"> <li>◦ Show last used VBSS Codec send/Receive</li> <li>◦ Show used Network</li> <li>◦ Show used IP Address</li> </ul> </li> </ul>
New	<p><b>Real Time Call Data - Details</b> page: Added call insights &amp; platform information</p> <ul style="list-style-type: none"> <li>• Added a box to show detected Call insights</li> <li>• Added a timeline of used OS platforms during the call</li> </ul>
New	<p><b>Real Time Call Data - Details</b> page: Added a separate indicator for Teams app CPU consumption in the CPU graph.</p>
Improved	<p><b>Real Time Call Data - Details</b> page: For graphs where a threshold is available, it is shown as a dotted red line.</p> <p>Updated graphs include those depicting Jitter, Jitter buffer, RTT and loss rates for Audio and Video.</p>
Improved	<p><b>Real Time Call Data - Details</b> page: Improved Raw Call data table by adding newly collected call data and making it more user friendly. Utilizing graphing techniques to indicate Boolean options as icons and percentage values with bars.</p>

I m p r o v e m e n t	<p><b>User Experience page:</b> Device selection updates</p> <p>Device selection bubbles now also include all devices used by a user as identified in CQD data, not just monitored devices. Devices that can be identified by a device name (e.g. Windows &amp; Mac) will show as named. If the user also made calls on iOS, Android or through a web client, single buttons per platform will be added. Note! This means that if a user used more than one iOS or Android device, there will still only be one iOS or Android bubble.</p> <p><i>Selection of a device (or platform) bubble will have the following effects:</i></p> <ol style="list-style-type: none"> <li>1. On the Device Insights tab, only information pertaining to that device and calls on that device are shown. For monitored devices this includes Network, Device and Teams Call data, for unmonitored devices as well as iOS and Android, this will mean the Device Insights shows the calls made (or partially) made on that device.</li> <li>2. The Teams Call List tab will highlight all calls made completely or partially made on that device based on which device was used for audio streaming.</li> <li>3. Depending on whether the device is TrueDEM monitored or not, certain tabs will not be available</li> </ol>
I m p r o v e m e n t	<p><b>User Experience page:</b> The tab User Insights was renamed to Device Insights as it shows device specific information based on the selected device bubble.</p>
I m p r o v e m e n t	<p><b>User Experience page: Teams Call List updates</b></p> <p>The following changes were made to the Teams Call List:</p> <ul style="list-style-type: none"> <li>• Highlighting of calls based on selected device. Calls will be highlighted if they were used during the call. Including calls where they were only partially used.</li> <li>• New columns were added to show: <ul style="list-style-type: none"> <li>◦ Devices Used (# of devices the user used in the call)</li> <li>◦ Longest Used Platform (operating system for the longest used device)</li> <li>◦ Longest used device (Device name or, if no name is available the platform for the longest used device)</li> </ul> </li> <li>• Information &amp; performance columns like Network, Average Memory, Average RTT, etc. all refer to metrics from the longest used device. For info about other devices used, open the Call debug page for the selected call.</li> </ul>
N e w	<p>New report under: Microsoft Teams -&gt; Teams Network Reports -&gt; <b>Managed Networks Call Overview</b></p> <p>This new report provides insight into how your managed networks are doing and which managed networks are showing network related issues with Teams calls. This report will allow you to quickly identify problematic managed networks and help with remediating problems that could have significant impact on your users. Using the option to drill down, will give you access to further details specific to the selected network as well as an overview of the users on that network.</p> <p>For more information on the overview page see: <a href="https://www.panagenda.com/kbase/x/PYUeBw">https://www.panagenda.com/kbase/x/PYUeBw</a> and for Managed Network Details: <a href="https://www.panagenda.com/kbase/x/RUYeBw">https://www.panagenda.com/kbase/x/RUYeBw</a></p>
I m p r o v e m e n t	<p>Removed preview status of the Teams Relay Region Analysis &amp; Teams Media Analysis</p>
I m p r o v e m e n t	<p><b>User Search:</b> Removed the Streaming metrics link from the Search results. Live call data can be accessed through the User Experience - Teams Call List page</p>
Fix	<p><b>TrueDEM® Agent Status:</b> The sort order for the Agent Version graph was adjusted to sort newest to oldest again</p>
I m p r o v e m e n t	<p><b>Various navigation changes:</b></p> <p>Adjusted the following navigation tiles under the <b>Microsoft Teams</b> tile:</p> <ul style="list-style-type: none"> <li>- Added Teams Network Reports underneath of Microsoft Teams</li> <li>- Moved Wi-Fi Network Analysis and Network Call Quality underneath of Teams Network Reports</li> <li>- Added Managed Networks Call Overview underneath of Teams Network Reports</li> </ul> <p>Cleaned up the bread crumb navigation on the homepage</p>

Fix	<b>Corporate Network Call Quality:</b> Call Quality by Corp Network Grid - Changed the calculation from distinct calls to distinct user calls
Fix	<b>Outage Report:</b> The table is now sorted descending by End date. Previously this was by start date
Fix	Resolved an issue in the <b>M365 Core Scan</b> for Delve where results were not consistently displayed.
Improve ment	<b>Microsoft M365 Application Status:</b> The UI was optimized in preparation of new monitored workloads.
New	<p><b>Environment page:</b> New workloads were added to the M365 Environment workload scanning. Making it possible to see the actual status of service quality for your users.</p> <p>New workloads:</p> <ul style="list-style-type: none"> <li>• Copilot</li> <li>• M365 Apps (Word, Excel, PPT, Visio)</li> <li>• VivaConnections</li> <li>• Search (instead of Delve)</li> </ul>

**Week 31**

Type	Description
Improve ment	Grafana Portal Update: Grafana v11.4
New	User Experience page: If a user has recently used multiple devices, it is now possible to switch between these devices without having to go back to the User Search. Bubbles in the top identify the Windows & MacOS devices that were recognized as being used by the user. To switch to a different device, simply click on the bubble. Do keep in mind that available data might differ between devices based on Operating System and the availability of a TrueDEM agent on that device. The "Teams Call list" will display all calls regardless of which device is selected.
New	User Experience page: If a user is in a call, this will be made visible on the User Experience page by an icon on the device bubble (if there are more than one devices listed for the user), as well as the tab for Teams Calls. This helps identify if the user is in a call and on which device.
New	User Experience page: The user's manager is now listed on the User Summary tab and allows for a direct drill down into the managers User Experience page.
New	User Search: An icon now identifies the device OS (Windows/MacOS) on search results.
New	Agent Status page: MacOs and Windows devices are now indicated separately in the active Agents graph.
Improve ment	Agent Status page: It's now possible to filter for Windows or MACOs devices in the Agent Version & OS Version graphs

I m p r o v e m e n t	Real time Call Data - Details page: The mouse over annotation text for change events now includes both the information of the state before and after the change. Example "Audio Recv. Codec changed from: SATIN to SATINFullBand"
F ix	ISP Overview Page: The column for "% Diff" contained incorrect and misleading data, this was corrected. The filter at the top works now also against the % Diff column
F ix	Call Quality Debug Level - Single Call Insights page: Fixed an issue with the KPI's in the top that caused a wrong calculation of totals. Same issue also caused unnecessary scroll bars to appear in certain situations.
F ix	Active Calls on Selected Network page: Resolved issue that could cause a data mismatch between Active Calls on Selected Network and live call status page
F ix	User Experience: Call List: fixed an uncommon issue where average figures were displayed incorrectly
F ix	Call Debug page: Fixed an issue that could cause an empty Real Time data page to appear when a user clicked on the Realtime Link for an Ongoing call
F ix	Call Debug page: Fixed issue where sometimes the Realtime Link appeared although the user was not using a TrueDEM monitored device
F ix	Corp. Network Call Quality page: In the Media Relay Location by Corporate Network grid the "Pct. Poor Calls" column header was renamed to prevent confusion

### Week 23

Type	Description
N ew	<p>Live Teams Call Status: The report has been extended to now include <b>geographical representations of ongoing calls and calls with issues</b> based on the type of affected media. Four maps in the top show:</p> <ol style="list-style-type: none"> <li>1. All ongoing calls by location (both good calls &amp; impacted calls)</li> <li>2. All ongoing calls by location where Audio quality is impacted</li> <li>3. All ongoing calls by location where Video is impacted</li> <li>4. All ongoing calls by location where Screen Sharing is impacted</li> </ol> <p>These maps allow for a quick identification of potential hotspot sites and networks as well as give you an indication of whether a problem is local, regional or global.</p>
N ew	User Experience - tab: Connectivity Journey: We added a <b>visual representation of the connectivity journey</b> on the tab to show the geographical routing the of user. This feature replaces the Routing map visible under the admin menu but also allows you to go back in time to see previous connectivity routings. The separate Routing Map report under the [Admin Reports] - [Network Reports] is also updated but will be deprecated in future.
N ew	<p>Call Quality Debug Level: The following <b>additional Call Insights</b> have been added to the Call insights:</p> <ul style="list-style-type: none"> <li>• Audio traffic traversed a managed VPN</li> <li>• AV1 codec detected in VBSS stream</li> <li>• VBSS codec changes detected</li> <li>• Video codec changes detected</li> <li>• Audio codec changes detected</li> <li>• Spatial Audio Detected</li> <li>• User transmitted streams with the potential to impact older devices</li> </ul> <p>See the <a href="#">kbase</a> for more details</p>
I m p r o v e m e n t	Microsoft 365 Outage Analysis: The list of Outage reports now also includes the <b>number of affected Users</b> in the list itself. Previously, this number was only visible when opening the report itself.

Im pr ov e m ent	Live Teams Call Status - <b>Improved loading time</b> and making sure that only managed networks where users are actually authenticated on are shown in the second table Live Teams Call Status.
Fix	Routing Map report: moved to Legacy folder.

**Week 18**

Type	Description
Fix	<b>User Details</b> - Connected Network and VPN Adapter Panel: A fix was applied to prevent situations in which where details were not always shown.
New	Call Quality Debug Level page: TrueDEM now introducing <b>Insights on single Call level</b> . Insight are aggregated indicators of potential issues for administrators to look into. They offer a highlevel overview on the Call debug page of areas to look into with possibility to drill down to Call Insights page for more details. For more information on the Insights see: <a href="#">Call Insights</a>
New	Call Quality Debug Level page: The Attendees Timelines section was expanded to hold an overview of the <b>platforms used during the call as well as any platform switches made</b> by users during the call. This gives you insight into what the user was using during that call and what changes on platform level took place.
Im pr ov e m ent	Call Quality Debug Level page: The <b>Attendees Performance Timelines</b> table now includes time & device details so to differentiate between devices for users who switch platform/device during the call.
Im pr ov e m ent	Call Quality Debug Level page: The <b>TrueDEM Agent Enhanced Network Detail</b> table in the Local Networking section was updated to include only the timeframes where the TrueDEM Agent reported data.
New	TrueDEM Agent Status: A new report was added to this page called " <b>License distribution for Active Users</b> " to show the TrueDEM License distribution for Active Users. This page allows insight into how licenses the organization utilized per month and allows for exporting an overview of licenses used in the previous month for verification purposes.
Im pr ov e m ent	<b>Teams Media Relay Analysis:</b> The MediaRelay list was updated (backend) to improve reporting.
Fix	<b>Corporate Network Call Quality Page:</b> In large environments the affected managed networks sometimes failed to load. This has been addressed and fixed.
Im pr ov e m ent	<b>Teams Version Report:</b> Improved the way how to detect the Teams Version and two obsolete columns were removed. The report's timeframe was consolidated on 21 days.
Im pr ov e m ent	<b>Teams Version Impact Analysis Report:</b> Updated the way in which the analysis is performed for optimization purposes.
Im pr ov e m ent	User Details - <b>Teams Version History and CPU Utilization:</b> Updated the way how we perform the analysis for optimization purposes.
New	User Experience - User Summary: Added <b>Assigned Microsoft Licenses</b> to tab to give administrators a full overview of the M365 licenses the user holds.
Fix	<b>Microsoft Outage Analysis:</b> Fixed an issue where the Excel download was not always working after the previous update of the underlying Grafana platform.

**Week 12**

Type	Description
Fix	<b>Teams Media Analysis</b> Page: Fixed a problem in the "Teams Media Usage Summary by Department" table where a percentage calculation didn't portray accurate numbers if the total was over 100%
Fix	Fixed issue with <b>Call Quality Debug Level</b> page failed when several hundred attendees are in a call

Improvement / New	On the <b>Call Quality Debug Level</b> page we improved the "Local Network Connection based on Microsoft Call Records" table in the Local Network section, and added an additional table to show TrueDEM Agent Enhanced Network Detail. This allows you to compare aggregated Microsoft data and real-time TrueDEM agent data for all attendees in the call in one place.
New	On the <b>Call Quality Debug Level</b> page we added an additional section called "Attendee Timelines" that depicts a single overview of real time TrueDEM agent data for comparison for all attendees with a TrueDEM agent
Improvement	Improvement: Various visual improvements were made to the underlying <b>AG Grid technology</b> that is used to render tables.
Improvement	Obsolete <b>Matomo</b> elements were removed
Improvement	The underlying <b>Grafana</b> environment was upgraded to the most recent stable version. Minor changes can be expected to the look & feel of Grafana and several technical improvements that will enhance the user experience.
Improvement	<b>Viva Engage Workload</b> naming has been updated in various locations

## Week 7

Type	Description
New	<p>Microsoft Teams &gt; <b>Teams Relay Region Analysis Report:</b></p> <p>This report shows you which relay regions are utilized during calls by your users and the latency they are expected to experience while doing so. This report allows you to see if there are any proxy, VPN or other network routing related issues that could influence your users user experience during calls. For more information, please consult: <a href="#">Teams Relay Region Analysis</a></p>
New	<p>Admin Reports &gt; <b>Microsoft Outlook Versions Report:</b></p> <p>This report gives you insight into the distribution of Outlook client versions your users have installed. Detect any users still clinging to the Classic client as well as identify users who's automatic update process has perhaps halted.</p> <p>For more information please consult: <a href="#">MS Outlook Versions Report</a></p>
Improvement	The menu under " <b>Microsoft Teams</b> " has been updated to accommodate a tile for the new Teams Media Relay Regions report. Two existing reports pertaining to Direct Routing and Enterprise Voice cost optimization have been moved into a menu accessible under a new tile called: "Enterprise Voice"
Improvement	<p><b>Call Quality Debug Level Page:</b></p> <ul style="list-style-type: none"> <li>Added CPU related information to the participants list</li> <li>Section "Local Network" now shows two tables. The first is the pre-existing table consisting of call record data from Microsoft. The second " TrueDEM Agent Enhanced Network Detail" table contains additional network related data for users with the TrueDEM client installed.</li> <li>The tables in the following sections have been enhanced with additional data columns showing data collected by the TrueDEM agent: <ul style="list-style-type: none"> <li>Audio: Protocol &amp; Codec have been added</li> <li>Video: Codec &amp; Network Transport type</li> <li>Screensharing: Codec &amp; Network Transport type</li> </ul> </li> </ul> <p>Note! The codec is both retrieved from Microsoft as well as from the TrueDEM agent but if available will be used from the TrueDEM agent as this one is more granular and specific than what Microsoft call records return.</p>
Improvement	<p>A <b>new table grid layout</b> already used on tables in some report pages provides advantages in regards to column sorting and filtering as well as offering options for column selection and pivot tables. The following report pages have been updated to now use this new grid layout for tables as well. We will continue updating pages and tables with this new layout as we go.</p> <ul style="list-style-type: none"> <li>"Live Teams Call Status" page</li> <li>"Active Calls on Selected Network" page</li> <li>"Call Quality Tenantwide Overview" page</li> <li>"Network Call Quality" page</li> </ul> <p>Note: This change does not affect data, just the representation of the data.</p>
Improvement	<p>The <b>Teams Media Analysis</b> page was reworked and now has an improved interface. It also now contains additional graphs showing the times video and screensharing where used in calls on the organization level.</p> <p>The Org-wide table in the top now categorizes by Operation System and Type of Call as well for easy classification.</p>
Fix	An adjustment was made to the <b>Delve scan</b> . This was needed because of the recent <a href="#">retirement of certain Delve features</a> .

**Week 2**

Type	Description
Improvement	User Experience - Teams Call List: participants of Townhall meetings and Live events with the TrueDEM agent installed will now also show these in their call list. Microsoft only provides call telemetry data on Townhall and Live Events for presenters, organizers and producers, not for participants. With TrueDEM we provide insights for all participants as well.
Fix	Events Timeline on User Experience: There was a minor issue where the network was not displayed on the events timeline

**2024**

**Week 51**

Type	Description
New	<b>Teams Media Analysis:</b> This report provides insights into the Team's media usage of video and screen sharing across departments. This analysis aims to enhance your understanding of media usage and improve overall efficiency and user satisfaction. To see more info see here: <a href="#">Teams Media Analysis</a>
Improvement	User Experience - Teams Call List: From now on, all calls for which CQD or Real Time data is available will be shown immediately. In the past, calls were not shown until CQD data had been received from Microsoft so a complete picture could be formed. As Microsoft CQD data is only available after a call has finished and is often delayed, this meant that calls were not available in the call list until approximately 30 minutes after the call. We've now updated the view to show the call in the list as soon as we have Real time data or CQD data. This means calls are visible as calls are ongoing for monitored devices and available for calls on unmonitored devices after Microsoft CQD data is available.
Improvement	Call Debug Page: Enhancement to show data regardless of the availability of Microsoft call records
Fix	Substandard Wifi Networks: An issue has been resolved where the sorting of columns, such as the SSID column, did not function as intended.
Fix	Substandard Wifi Networks: An issue has been fixed where cells with a zero value appeared empty.
Improvement	Corporate Network Call Quality: The header is compressed to remove unnecessary white space
Fix	Direct Routing - Caller Country Details: Resolved an issue where a general error appeared on world map visuals when no data was available.

**Week 47**

Type	Description
New	<b>WiFi Network Analysis report:</b> A new report, that will give you insight into the readiness and performance of WiFi networks used for making Teams Calls, was added to the Teams Reports section. It provides insights into WiFi networks (both office & remote networks) that are potentially substandard for doing Teams calls on. It allows you to proactively identify these networks and the users who rely on them so you can take remediation actions or inform users. For more information please see <a href="#">Substandard WiFi Networks for Teams Calls</a> .
Fix	User Search: For users utilizing the TrueDEM M365 license only, the link to the User Details page will be locked as it is not relevant with the TrueDEM M365 license only.
Improvement	User Experience page - Connectivity Journey: Enhanced accuracy when people are on VPN
Fix	Teams Reports - EV Utilization & Cost Optimization page: Resolved an issue that caused an error when opening this page

#### Week 44

Type	Description
Fix	ISP Overview: An issue was corrected with the Average RTT in all Countries calculation.
Fix	Corrected an issue that could cause the Overall Trend of Tenant RTT to have a memory failure

#### Week 43

Type	Description
New	User Experience page - User Insights - Timeline: We've added the used network adapter in the Description field
Improvement	User Experience page - User Insights - Timeline: Removed obsolete lines and updated the tooltips
Fix	User Experience page - User Insights - Timeline: Corrected an issue where users using an VPN while on an unmanaged network were unintentionally marked as using a managed network
Improvement	User Experience page - User Insights - Timeline: Corrected the tooltip for the base line for Device metrics to only show scores. Sublines for CPU and Memory also got updated to show the calculated score, the minimal value measured in the timeframe and the 90th percentile value of measurements. This to ensure outliers won't color the result too much.
Improvement	User Experience page - User Insights - Timeline: Teams Calls represented on the timeline now follow the join/leave time of the user, not the start/end time of the call.
New	<p>User Experience page - User Insights - Timeline: For Teams calls we now show 3 distinct lines:</p> <ul style="list-style-type: none"> <li>▪ <b>User Summary:</b> Shows calculated quality across the call for the user based on Microsoft CQD data enhanced with TrueDEM proprietary calculations</li> <li>▪ <b>Attendees Summary:</b> Shows calculated quality across the call for other attendees in the call based on Microsoft CQD data enhanced with TrueDEM proprietary calculations</li> <li>▪ <b>Real-time Details:</b> Shows call quality per selected interval for the user during the call based on OfficeExpert TrueDEM data</li> </ul> <p>The worst quality experience from either the User summary or Real-time Details is rolled up to the summary line which also shows when consecutive issues occur (based on real time data).</p>
Fix	User Details: The obsolete event timeline and Connectivity Journey graphs were removed from the User Details page as these have been fully replaced by the enhanced Event Timeline (first tab) and Connectivity Journey (second tab) on the User Experience page.

Retired	<p>The following pages have been retired:</p> <ul style="list-style-type: none"> <li>• Factors Negatively Influencing Teams Calls</li> <li>• Wifi Quality During Calls</li> </ul>
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#### Week 40

Type	Description
Fix	User Experience page: Inconsistency in "locked" messages resolved if the user has a M365 core license only
Improvement	User Experience page: Help Text
Fix	User Experience page: Navigation fixed where it wouldn't work correctly with the browser back button
Fix	User Experience Page: License Issued date corrected where it showed the wrong issue date
Fix	TrueDEM Agent Status: TrueDEM Manager versions didn't always match with the number of Agent Versions (note! There are situations in which this can be correct, in general though the numbers should be the same)
Fix	User Experience page - Call List: Some inconsistency in the KPI figures (total calls,etc..) could arise in certain situations. This has been resolved now
Fix	Teams Version Impact Analysis Page reflects new Teams versions
Fix	Real Time Call Data - Details page: The number of Internal vs total (internal & external) participants in the call were switched

#### Week 36

Type	Description
Fix	The MTR report button on the Home page will be fully hidden (previously visible but locked) if the organization does not have a MTR license
Improvement	The App Status page is no longer in preview mode and is now fully part of the product (removed preview indicator)
Improvement	On the User Search page, we now show the type of license that was assigned for the user (assigned license determines what monitoring information is collected and displayed)
Fix	The option to filter by Focus Group on the User Search page has been removed
Fix	On the TrueDEM Agent Status an indicator was added to show the page is loading
New	A new report was added to the TrueDEM Agent Status page under the deployment section called " Track deployment by Machine". This report allows you to search for a monitored device by name to see the deployment status of the TrueDEM agent and the history of updates. The overview allows for pivot table analyses
Fix	Removed obsolete "Agent Version Upgrade" report link (replace by new Track Deployment by Machine) report
Improvement	Links from the TrueDEM Agent Status page now open the User Experience page instead of User Details
Improvement	The user's license tier and assignment date of that license are now visible on the User Experience page
New	User details previously listed at the top are now shown on the User Details tab and also visible by clicking on the (i) icon behind the users name in the header. The button to go to the User Details page was moved to the user Details tab.
Improvement	On the Connectivity Journey tab of the User Experience, the warning text associated with the alert icon has been changed to "Certain Segments /Portions of the scan cannot be verified". Previous text suggested that the whole scan was incomplete, this is not the case, only parts of the journey cannot be verified.
Fix	On the Connectivity Journey tab of the User Experience the user can choose between Teams and Outlook to see the scan list for. Before only Teams scans were shown.
New	Previously, the Connectivity Journey tab on the User Experience page allowed you to see scans up to three weeks old. You can now see scans up to 90 days old

Fix	If opening the User Experience page results in an error, an error message will be shown to indicate it. Previously it would keep showing a 'Loading' message.
Impr ove ment	The navigation on the User Experience page (breadcrumb) will remain visible at the top of the page (sticky) even when the user scrolls down.
Impr ove ment	Tables shown on the User Experience will use all available screen space.
New	Real Time Call Data - Details page: The following new information has been added to the header section: Teams version
New	Real Time Call Data - Details page: The following new information has been added to the Network section: <ol style="list-style-type: none"> <li>1. "Inbound/Outbound Network Util %"</li> <li>2. "Wifi Network and Access Point used (SSID/BSSID)" -&gt; Shows to which wifi network and access point the user was connected during the call and if changes occurred.</li> </ol>
Impr ove ment	Real Time Call Data - Details page: Under the Application section the "Total CPU in %" graph now also includes an indicator for the privileged CPU utilization as well
New	Real Time Call Data - Details page: The following new information has been added to the Audio Details Section: <ol style="list-style-type: none"> <li>1. "Audio Devices used" &gt; Shows you which (third party) microphone &amp; speakers were used during which part of the call</li> </ol>
New	Real Time Call Data - Details page: The following new information has been added to the Video Details section: <ol style="list-style-type: none"> <li>1. "Video device used" -&gt; Shows you which (third party) video device was used during which part of the call</li> <li>2. "Video Send Bitrate"</li> <li>3. "Video Receive Bitrate"</li> <li>4. "Video Receive Loss Rates"</li> <li>5. "Video Encoder Pauses"</li> </ol>
New	Real Time Call Data - Details page: The following new information has been added to the Screensharing Details section: <ol style="list-style-type: none"> <li>1. "Does ScreenSharing transmission lags?"</li> <li>2. "Screensharing Encoder Pauses"</li> </ol>
Impr ove ment	Real Time Call Data - Details page: The Raw Call Data table at the bottom now uses a new table design that allows for better and improved filtering, sorting, searching and exporting.

## Week 22

Type	Description
New	The User Insights tab on User Experience has been updated to show an interactive timeline for the most crucial elements of Network, Device and Call insights. Allowing administrators immediate insights into network connectivity, device performance, updates and other factors that can impact user experience as well as making potential interaction of these with bad calls visible.  The Event time line by default shows information for the last 7 days but users can zoom in and out (max 3 weeks) for more or less details as well as change the granularity of indicators from 15 minutes to one hour.
New	We've added a Participant Count graph depicting the number of people in a call and how it develops during the call on the 'Real Time Call Data - Details' page.
New	Additionally, a list of TrueDEM monitored users was added to the 'Real Time Call Data - Details' page to allow you direct links to the call monitoring details of other users in the call.
New	The Connectivity Journey tab on the User Experience page has been updated to include also the partial and potentially inaccurate scans in the list. Before these were not included. Partial or potentially inaccurate scans are those where we do not have full end-to-end details or are unable to resolve results. An icon indication is shown if this is the case.
New	The Connectivity Journey now shows DNS Server as well on Device Tile
New	Added Information on User Details – Teams Call Expanded Detail and Users Network sections, highlighting that this section and certain visuals will be removed in a future release as they are replaced by the information on the User Experience Teams Call tab.

Improvement	We continue to improve and updated the help documentation on various pages & graphs as well as in the knowledge base for <a href="#">TrueDEM® Portal</a> .
Improvement	Outage Analysis Page & Closed Incidents page: Minor adjustments of the grid for consistency reasons
Improvement	On the User Details page (in the header), we now show the type of Microsoft Teams license the user has. Either Standard or Premium.
Improvement	We now also show the OfficeExpert TrueDEM Manager version a user has installed on the User Details page (header).
Bug Fix	Outage Analysis Page: Fixed bug to show "No Data to Show" in case no data is available

### Week 7

Type	Description
New	Microsoft Health page: A link was added to show you a fully exportable list of all recently closed incidents and advisories. Incidents and advisories shown in this list are those that occurred in the last 30 days and are relevant to the Microsoft tenant.
New	User Search page: The user search page now remembers the users you've recently interacted with and shows them as "Recently visited" items by default even before you have to do a search. Items on the recently visited page are personal and can be removed individually ('x' in the last column) or collectively "x Clear history" option in right upper corner. This feature allows you to quickly return to the user's you are currently or often interacting with.
New	User Search page: An option was added below the search field to only include search results for users with the OfficeExpert agent installed. This feature allows you to eliminate finding results for whom now TrueDEM data is available because they do not have the agent installed. For example: System accounts, test accounts, etc. This feature is activated by default but can be deactivated to include those results if wanted.
New	User Search page: A secondary option was added to only include "Focus Group" users. This feature allows organizations to search specifically for users specified by the organization as belonging to the focus group. More information about this feature can be found here: <a href="https://panagenda.com/kbase/display/OE/How-to-use-the-Focus+Group">https://panagenda.com/kbase/display/OE/How-to-use-the-Focus+Group</a>
Improvement	User Search page: The requirement to enter at least 3 characters in the search box has been removed
Improvement	We've added a link on the User Details page that allows you to switch to the user's User Experience page.
New	Real Time Call Data Details page: An indicator was added to the top of the page to indicate if the call represented is an ongoing call or has ended. This is important when the call is opened from the Live Teams call overview and can be ongoing.
Improvement	Real Time Call Data Details page: We've streamlined and optimized the top section where general info is shown about the equipment and codec used during the call
Improvement	Real Time Call Data Details page: adjusted the coloring for the audio, video & screensharing diagram

New	Real Time Call Data - Details page: A new section was added with a table containing the raw call data at the bottom of the Real Time Call Data Details page. To identify the exact changes and also to allow the customer to export the data for further analysis.
Impr ov e m ent	User Search page: The link to "Call list" is only shown from now on if the user has the OfficeExpert TrueDEM agent installed and there is call data to be shown.
Impr ov e m ent	The obsolete column was hidden from The User Search page.
Impr ov e m ent	A column called 'Type' was added to the Microsoft Teams Version report to indicate if the Teams client is the classic Teams or new Teams client
Bu g fix	The Microsoft Teams Version reports now also includes the Microsoft Teams v2 versions
Impr ov e m ent	TrueDEM Agent Status page: The indicator that shows Active Agents was changed to show the active agents seen in the last 21 instead of last 10 days.
New	TrueDEM Agent Status page: A bar chart was added to show the distribution of installed OfficeExpert TrueDEM Agent Manager versions. To see a table of the users having the installed version, click on the bar. This table can also be exported
Bu g fix	User Search page: Corrected an issue where the information text to indicate that we only showed the first 50 search results did not appear in certain cases.
Bu g fix	We've made several small textual changes to clarify where we talk about the OfficeExpert TrueDEM agent
Pr evi ew	Help pages: We've started including context specific help pages on several of the interfaces and will continue expanding them in the coming weeks.

#### Week 4

Type	Description
Bug fix	Fix timezone issue in Connectivity Journey on User Experience
Bug fix	Teams Call List on User Experience shows now "No Rows To Show" if no call exists

#### Week 3

Type	Description
New	On the User Experience page a new tab was added called "Connectivity Journey". Through this tab you can see the exact connectivity journey (hops) a user took to connect to the Microsoft Teams cloud during the day. By clicking on a scan line, you get the details consisting of information about the users local IP, local Wifi/network connection, their ISP (first & last) and connection to Microsoft Teams as well as a list of all the hops in between.
Impr ov e m ent	On User Details: The "Teams Version History and CPU Utilization" table will now also mention the Teams v2 version numbers

Im pr ov e m ent	On User Details: ISPs Identified for this user panel has now a the option to click through to Final ISP details
Im pr ov e m ent	The "Preview" indicator on tiles were moved to prevent accidentally clicking on them instead of the tile
Im pr ov e m ent	User Experience is no longer in Preview status
Im pr ov e m ent	On User Experience, the data is no longer limited to 7 days but now shows up to 21 days of data and is configurable through the date/time picker

## 2023

### Week 50

Type	Description
New	<p>New Call List: The Call list has been improved by combining insights and data about the call, the call quality for the user as well as the call quality for the other participants.</p> <p>Making it a robust and strong insight into what the call quality is for any user in your organization!</p> <p>To see further details about a call quality for the participant or other participants, simply hover over the icons that indicate problems or click on the call to get to the call details.</p>
New	<p>If the user is in a call, a purple button will appear at the top of the call list on the User Experience page and allow you to switch immediately to the Real Time Call data - Details for that user &amp; call as it is going on. This means that you now can see full call details even if the call is still ongoing.</p> <p><i>Note! There is a processing delay of 3-5 minutes before the data is visible. The streaming metrics page is still available if you want to see the near real time values but keep in mind that the Real Time Call Data - Details page has a lot more data to show</i></p>
Impr ove ment	<p>New format of the Real Time Call data - Details page: This page has been changed and improved to highlight potential problems during the call.</p> <p>Changes:</p> <ol style="list-style-type: none"> <li>1. A graph was added to the top of the Call details page showing the distribution of detected issues and problems. Each measurement refers to a 30 seconds block in which this problem was detected. Multiple problems can occur within the same block.</li> <li>2. A timeline was added to show when consecutive problems with Audio, Video or Screen sharing are occurring. A Concurrent issue is when the issue persists for periods longer than one 30 second block.</li> </ol> <p>Between these two graphs, you will be able to see the type of issues occurring for the user and whether it was momentary or consecutively having an impact.</p>
Impr ove ment	In order to make the navigation more logical, the call list was moved into the User Experience page and combined with the call metrics already there.
Bug fix	The call metrics page was streamlined and certain obsolete graphs were removed.
Impr ove ment	On the Call Live Details there is now a link available to the Streaming metrics page to quickly move between them
Impr ove ment	The Changes indicators on the Real Time Call data - Details page were moved to the top to make it more clear what happened during the call

Impr ove ment	The "Open list" link that will take you to see the calls was changed to point at the new call list on the User Experience page. In future this link will be removed
Impr ove ment	The User Experience page now gives you a time/date selector to indicate the period for which you want to see calls and call metrics. The default is 7 days but this can be increased up to 21 days or any specific range within that period.
Impr ove ment	On the Real time Call Data - Details page in the Video section: Reorder Video Packets is no longer a cumulative curve
Impr ove ment	On the Real Time Call Data - Details page in the Screen sharing section: Reorder screen sharing packets is no longer a cumulative curve
New	On the Real time Call Data - Details page in the Screen sharing section: Two new charts: <ul style="list-style-type: none"> <li>• Sharing Rtp Packets sent</li> <li>• received added.</li> </ul>
Bug fix	On the User Details page: Removed Media Relay list & geo map due to Microsoft changing the information
Impr ove ment	On the User Details page: Moved down the Teams version table to below the call list
Bug fix	On the User Details page: Bug fix on the connectivity journey (user details) where a connection of 100mb was shown instead of 1gb.

#### Week 43

Improve ment	On the User Experience page - Tab Microsoft Teams we added links to the numbers where we talk about calls. When clicked, these will take you to the Call list (full list, not filtered list)
Improve ment	On the same tab, we rewrote several tooltips to give more clarification on the numbers shown
New	On the Teams Versions report, an extra column was added to indicate if a device is 64bit
Fix	We removed the preview flag from teams versions report as it is no longer preview
Improve ment	In the App Status overview we made it so that if you click on an app it opens the side bar with additional details and if you click again it closes it now (Toggle app tile)
Improve ment	In the Microsoft Status page, when you clicked on a service to see the incidents, These are now sorted by classification (incidents first, advisories second) and last update time
Improve ment	We reduced ingested and stored scan data (storage size and data ingestion impact) and improved performance when using the data

#### Week 39

T y pe	Description
N ew	User details: The user details page has been restructured. At the top we now show you key events (blue) and alerts (red) that took place during the selected period for: device (CPU/RAM), networking (changes in network and wifi used), applications (installations, removals & updates) and Teams (consecutive problems with audio, video and screen sharing). This allows you to see what key events are taking place at and around the time problems occur.
N ew	User Details: Under the section Networking TrueDEM now shows you a visual representation of the users connectivity journey when using Teams. From device, local network (including wifi), ISPs and Microsoft network. This allows you to see the route the user is taking as well the hops and time needed to make the connection. For more details, you can click on an ISP to see the overall information for that ISP and the users currently using it.
F ix	Outage Report: The percentage of users affected showed in certain cases the wrong percentage. this could even result in percentage over 100%. This has been corrected.

I m p r o v e m e n t	Outage Report: The list of incidents on which reports are generated has been extended
I m p r o v e m e n t	User Details: The section Applications has been extended. Apart from the list with recently installed, updated and removed applications, it now also contains a full list of applications installed in the device.
I m p r o v e m e n t	User Details: The Media Relay and Teams Versions and CPU utilization sections have been moved into the Teams Call Expanded Detail section.
P r e v i e w	<p>a new Live Teams Call Status report was added to the Microsoft Teams section (button on home). This report shows details about all ongoing calls in relation the networks they are being taken on. Apart from overall numbers on the number of calls, participants and bad/vs good calls, this report also show the situation per managed network. The networks are shown that have users in calls. A separate entry is for "Unmanaged networks". This is the aggregated list of monitored users connecting from other than managed networks (for instance home wifi).</p> <ol style="list-style-type: none"> <li>1. Clicking through on a network shows details about the (monitored) users in those networks currently in calls, as well as a graphical representation of the most currently occurring consecutive problems in that user group. This will help you identify if there are major problems on a specific network or if the problems seem to be more end-user-device (RAM/CPU) related.</li> <li>2. Clicking through on an individual user from the list of users in a network will take you to the Call detail page for that user/call which is shown in real time as the call progresses (automatically updating)</li> </ol>
I m p r o v e m e n t	<p>update of the Grafana platform to version 9.5.9</p> <p>Note! This update contains changes to the interface of Grafana and means that the sidebar of Grafana has been removed. to access the OfficeExpert TrueDEM homepage, simply click the Grafana logo in the top left corner, or open the Home toggle menu in the right upper corner (below the Grafana logo) and select apps - panagenda OfficeExpert TrueDEM</p>

### Week 31

Type	Description
New	Microsoft 365 App Status: A new page that shows you not which API's are having problems, but what apps and functionalities are showing a degraded user experience. By giving you insight into the affected features and platforms, it's easier to determine if users need to be informed and if something is going on that requires attention.
Improvement	Microsoft Outage Report: performance improvements
Fix	Due to a change in Microsofts data representation, it could happen that in certain cases users who did have an agent were not showing as having any data. This has been addressed and all users with agents should be visible again at all times
Improvement	Minor fix on the Teams Version list

**Week 29**

Type	Description
New	Microsoft Health Status: Redesigned details page for running incidents to make easier to see the updates
Improvement	Microsoft Outage Report: Remove empty report lines
Improvement	Microsoft Outage Report: Add Incident Number as file name
Improvement	Export feature on multiple tables: Add descriptive file names
Preview	We now Hide/Lock the "Go to Advanced User Details" button on the User Experience page if the customer is on TrueDEM for M365
Fix	We collapse all categories by default in the Teams Versions Grid view on opening
New	We now show you the last used IP information on the Device Summary tab of the User Experience page if the user is in a managed network
Improvement	Fixed bug with Teams versions view crashing when the categories were collapsed
Fix	We changed the redirect URL to the new plans & features page on click of unlicensed (locked) items

**Week 25**

Type	Description
Preview	User Experience page received two new tabs Teams Call information & Device Information
Improvement	The top section for the User Experience tab has been rearranged to show information about the user and location as the device information is now depicted on a separate tab.
Improvement	A new color scheme and other navigation enhancements have been implemented to make navigation more visible
Improvement	Datetime format and locale now match with the Grafana setting
Preview	A new report was added to show Outage information with the option to export a list of affected users.
Preview	A new report was added under the MS Teams section to open a report showing information about the OS & Teams versions running on devices equipped with our agent. The report can be used to get insights into version distribution and allows for pivoting the data.
Fix	Device Hardware Report: The column DeviceType had a trim function that would only allow the first 19 characters to be visible. This has been altered to show up to 128 characters.
New	Environment status: The ISP list is now clickable. When clicked they will show the performance of the various workloads for the specific ISP. Note! Only the 6 ISP's with the most users at that moment are shown. In small organizations these subset numbers might be skewed if less than 100 users use the ISP.
Improvement	Call List: Two columns were added showing the overall call quality for the call and a list of icons for the users. On mouse over the names can be seen and the column can also be used to filter for specific users.
Improvement	Call List: The Duration column was aligned right for better understanding
Preview	Call Quality Debug Level: A new section was added with two preview features: <ol style="list-style-type: none"> <li>1. A Sankey diagram depicting the relevant duration of particular problems like audio, video or other issues occurring for users in either the upload or download streams.</li> <li>2. A table containing users with problems and the metrics that should be looked at for those users</li> </ol>
Improvement	Real Time Call Data - Details: We added a RAM usage graph and redesigned the CPU graph to a heatmap showing the top processes as well as a "Possible OS drivers" and "Other Processes" category.  The 'crosshair' feature that allows you to mouse over one graph and will show an indication line now also works with the CPU and RAM graphs

New	Real Time Call Data - Details: Changes like a change in WiFi network, codec or audio/video device used during calls are now highlighted. Both as text indicators at the top of each section as well as indicators in each graph. Move over with your mouse to see the change.
Preview	A new Microsoft Teams Rooms view has been added to the navigation for easy identification and reporting on MTR's (Note! This feature requires separate licensing and will appear 'locked' if not licensed)

### Week 18

Type	Description
Fix	Fixed a problem with the Tenant Wide Overview page
Improvement	column sorting/filtering enabled on all ISP pages

### Week 14

Type	Description
Fix	The new Real Time call page now can now also be opened from the user search page and fully replaces the previous page
Improvement	User Details: Call List table now uses Real Time data for CPU & Memory usage
Improvement	User Details: Through the button in the top right you now have direct links to detailed user reports which will open directly for the right user & device
Improvement	User Details: Windows update history table was removed. Individual updates to windows components will be listed in the Added software table instead
Improvement	Agent Support page is renamed to TrueDEM Agent Status
Fix	Teams Version History & CPU graph fixed by using real time data
Improvement	Several old dashboards were moved to the Legacy folder and will in time be removed. These are obsolete or will be replaced soon
Improvement	<p>New Monitored services were added to the Environment Health status page. These include:</p> <ul style="list-style-type: none"> <li>• Delve</li> <li>• Forms</li> <li>• Lists</li> <li>• OneDrive</li> <li>• OneNote</li> <li>• Planner</li> <li>• ToDo</li> <li>• Yammer</li> </ul> <p>Click on any of the services to see the status of monitored elements.</p>
Improvement	The Application processes - Real Time Call Data - Details shows the top 5 CPU using processes. All other processes are now summarized into "Other User Processes" and "Possible OS & Drivers".

### Week 11

Type	Description
Fix	Fix on Call Quality Debug Level page to avoid Errors on the User Details page. The open User Details drill down link will now only appear if a pguid is available meaning that it will only show a link to the user details if the users device contains an EPM agent.
Improvement	User Details page: Added new table to Software Related Metrics Section with Information of which Software got added/removed
Improvement	User Details page: Realtime Monitoring Link (right top corner) will open liveV2
Improvement	User Details page: The Call list now shows a new date/time column, representing the time a user joined the meeting. The existing meeting start time column was moved to the end of the table but is still available.

Improvement	The default homepage will from now on open the AppPlugin whenever you login to TrueDEM Portal or click the Grafana logo in the left bar
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#### Week 4

Type	Description
Improvement	Grafana was updated to version 9.3.1
Fix	Fix applied to home page to fix missing data element
Fix	Fix applied to Call Quality Debug page to fix problem with links that do not show for people in certain situations
Improvement	New pages were added to show Environment Status and Microsoft Health for your environment

## 2022

#### Week 51

Type	Description
Fix	Performance improvements to the Call Quality Debug page
Improvement	Restructured the collection of data to minimize impact on the agent/user

#### Week 49

Type	Description
Improvement	On user details the existing graphs for CPU usage Over Time and Memory Usage Over Time now are filled by data coming from the Streaming Metrics data. This means that we now have data points at a much shorter interval. You can even zoom in to see more details.
Improvement	We added two new graphs on the User Details page in the Users' Network section to show Network traffic - Sent kbits /Sec & Network Traffic - Received kbits/Sec. These are also based on streaming metrics data.
Improvement	we added a table in the Teams Call Expanded Details section on the user details page to show 'Teams Voice Endpoint Latency' that shows you which endpoints are performing best or worst.

#### Week 40

Type	Description
Fix	Fixed issue with data not showing in Direct Routing optimization
Preview	Version 2 of the new Real Time metrics page is released. The page can be accessed by changing the URL of the existing real time metrics page to include V2: (.../live/... to .../liveV2/...)

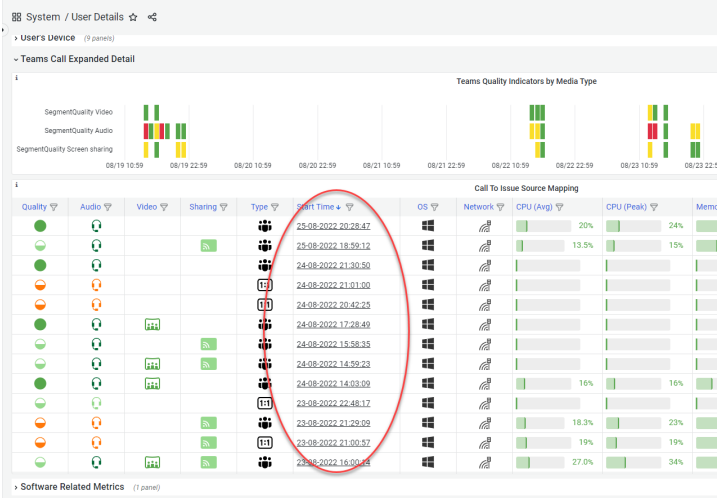
#### Week 37

Type	Description
Improvement	User Details page: Fixed problem with hover over on bar charts not showing a legend.
Improvement	User Details page: Adjusted the process tables to show only significant processes. A significant process is any process that was in the top 10 of processes consuming CPU at the scan interval plus any of a predefined list of processes we will always monitor (Teams, Chrome, etc).
Fix	Remove empty lines in Hardware report
Improvement	Routing map: We enhanced and added maps for all three tested workloads (Teams, Presence, Outlook). This changes the layout for the page but also now gives you the option to see the different routes your data is taking for different workloads
Improvement	On the Corporate Network Call Quality Report (Reports folder) Microsoft was removed as an ISP as it was confusing and could lead to inaccurate conclusions.

### Week 36

Type	Description
Fix	Fixed several errors that could cause red errors in certain dashboards
Improvement	User Details page: We moved the OneDrive info into a separate section at the bottom of the page and changed the graphs.
Fix	Fixed a problem on the call list where sometimes calls were shown more than once.

### Week 34

Type	Description
Fix	The User Search page only requires search strings of 3 or more characters
Improvement	<p>User Details page: In the section "Teams Calls Expanded Details", the calls in the list are now clickable and will take you to the call details page for that call.</p> 
Fix	Interface improvements for consistency

### Week 33

Type	Description
Improvement	Removed obsolete graph panels on the Microsoft Services dashboard
Improvement	The New portal homepage is now dynamic. Meaning that we can release new pages to customers more quickly (this will happen soon!)
Improvement	User Details page: The values for Last Reboot Time and Device Model were added to the page header.

### Week 30

Type	Description
Improvement	On the Agent Support page, the bar charts are now clickable & exportable
Improvement	<p>Real Time metrics page:</p> <ul style="list-style-type: none"> <li>KPI boxes times have been unified on date format</li> <li>KPI boxes units have been unified</li> </ul>
Fix/Improvement	<p>in the Exports of lists from the new App:</p> <ul style="list-style-type: none"> <li>Dates now export correctly</li> <li>Additional identifier (Userid/PGUID) columns are added for debugging purposes</li> </ul>

Improvement	Agent History Report: <ul style="list-style-type: none"> <li>• is now grouped by device</li> <li>• Agent version column is added</li> </ul>
Improvement	Real Time metrics page: <ul style="list-style-type: none"> <li>• KPI boxes times have been unified on date format</li> <li>• KPI boxes units have been unified</li> </ul>
Improvements	Tabs in the portal app now show the name of the page
Improvements	Logo on all app pages is clickable and takes you back to home page
Improvements	We removed some icons from links and show only an icon if we open that link outside the current tab ('jump out')
Improvement	Improved ISP Overview page renders the ISP Overview by ASN page obsolete. The obsolete page was archived

## Week 28

Type	Description
Improvement	The Real Time Metrics page showing metrics during calls now shows pre-loaded historical data from earlier in the call
Fix	The number of "failures to connect" and "mid-call drops" on the Tenantwide Overview page was corrected as it showed incorrect values in certain cases.