

Real Time Call Data – Details for an individual user

This page displays real-time metrics gathered by our agent during a call for a specific user. To access this page, first select a call from the [call list](#) and then click on the “Real Time Data” link corresponding to the user you wish to inspect.

The screenshot displays the 'Real Time Call Data - Details' page for user Kemp Cain. At the top, there are navigation tabs and filters for CPU usage, audio packet loss, and detected changes. A table lists device specifications such as Speaker (Realtek(R) Audio), Microphone (RODE NT-USB), Monitor (NVIDIA RTX 2000), and Camera (Logitech StreamCam). Below the table are several charts: 'Insights' showing detected issues like 'User Experienced Mid-Call Failure(s)'; 'Audio, Video and ScreenSharing activity?' showing a timeline of activity; 'Consecutive Issues?' showing periods of audio, video, and sharing issues; 'Participants Count over Time' showing the number of total and internal participants; and 'Device Platform(s) Used' showing a list of platforms like Windows and switches.

At the top you will have insight into the third party devices used, Teams version, Codec and network type. Below you'll find information about detected **Insights**, a **donut chart showing the issues detected** and how many intervals of 30 seconds these occurred during the call.


Next to this, a timeline shows you **what the user utilized (Audio, Video, Screensharing)** during the call and in what form. Dark blue indicates it was active (for audio: speaking), light blue means it was active but no utilized (for audio: not speaking) and gray means it was deactivated. Below that another timeline shows the **consecutive issues that occurred at what time**. Note! Not all issues are shown here, just the once that impacted more than one consecutive 30 second interval.

On the right a section shows **changes occurring for Network/Audio and Video**. Changes can be anything, like changes in the codec used or switches from network or Wi-Fi network. These also appear as grey time indicators in the various graphs. Details about the changes can be viewed in the sections lower on the form. Below the changes, a graph shows if the user changed device or platform during the call in the **Device Platform(s) Used** graph. A flat line indicates the same device/platform, a jump will indicate a change to a different device/platform. Mouse over the line to see the number. The numbers correspond to the following identified platforms:

- 8 - Windows
- 16 - iOS
- 32 - macOS
- 64 - Android
- 128 - Teams Room
- 256 - Web
- 0 - platform information does not exist

Also on the right, is a **list of users in the call who had a TrueDEM agent installed**. Note! If you switch users using this list, then please be aware that if you were investigating a call as it was going on (live), the subsequent page does not automatically refresh

The page is further divided into **separate sections for Applications, Audio, Video and Screensharing** with specific metrics for each. For information on

individual graphs & metrics, click the little  in the top left-hand corner of the graph you're interested in.

Apart from the change indicators there are also **warning thresholds** for when a device goes over 90% CPU utilization and when the Audio Packet Loss is greater than 3%. These appear as red line indicators when they occur.

Visibility of warnings and changes can be enabled/disabled using the toggles in the top.

Show CPU >90%

Show Audio Packet Loss >3%

Show Detected Changes