

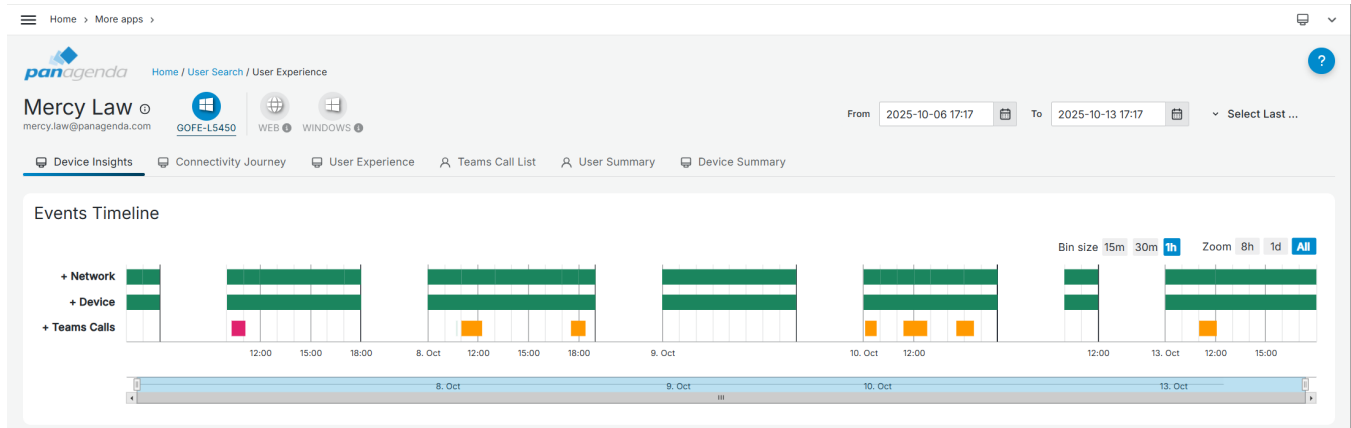
User Experience - Device Insights

The Device Insights page shows an event line for Networking, Device and Call quality information for the selected device (in the top). It will provide a comprehensive and at-a-glance overview of a user's device activity over the last 7 to 21 days, aiming at showing you: "Everything about this user on this device that I need to see". You can easily switch devices by using the device selection at the top.

There are 3 (collapsed) main categories that one sees when opening this view

- Network
- Device
- Teams Calls

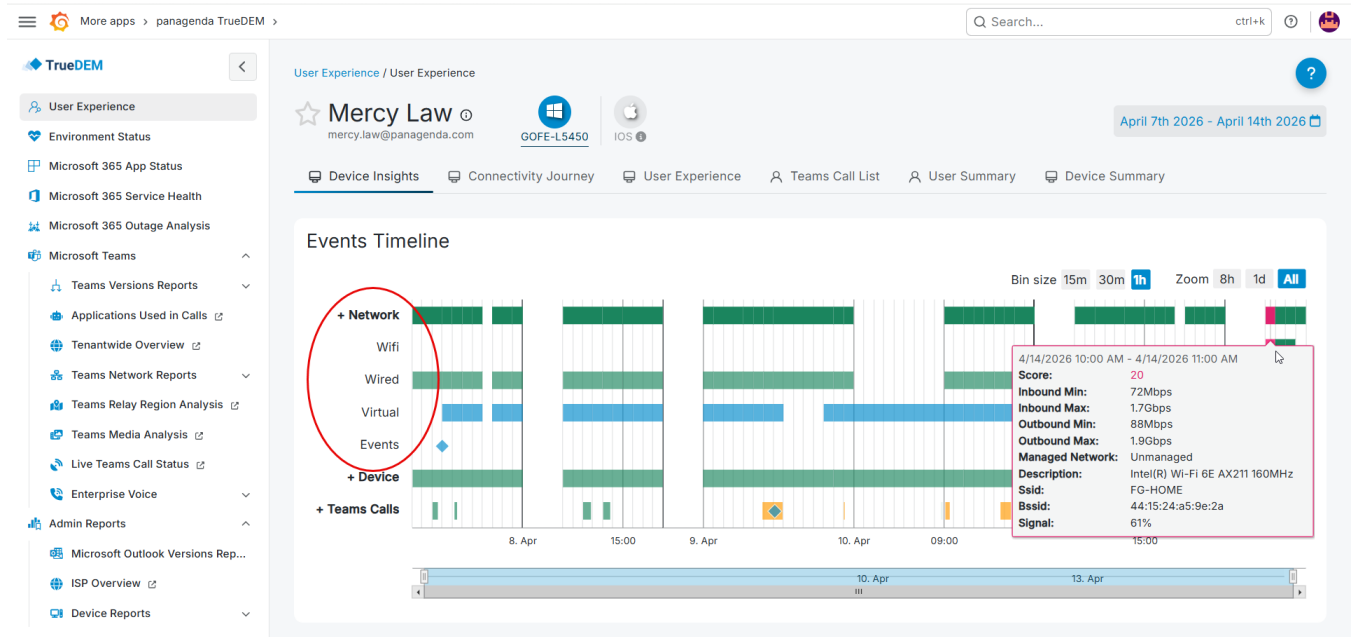
Each of them represents an aggregation of scores and metrics provided by the underlying child objects (one can expand the section to see all the child objects)



NOTE! The timeline is optimized to display only the periods when data was collected or provided via CQD. This means that it may not show data in case the device is not monitored. It will also optimize the time range shown, which means it may not show the full date/time range specified in the top fields; instead, it focuses on the available data within that period. Similarly, it efficiently uses space by omitting extended periods without data, such as overnight or during the weekend, when devices are offline.

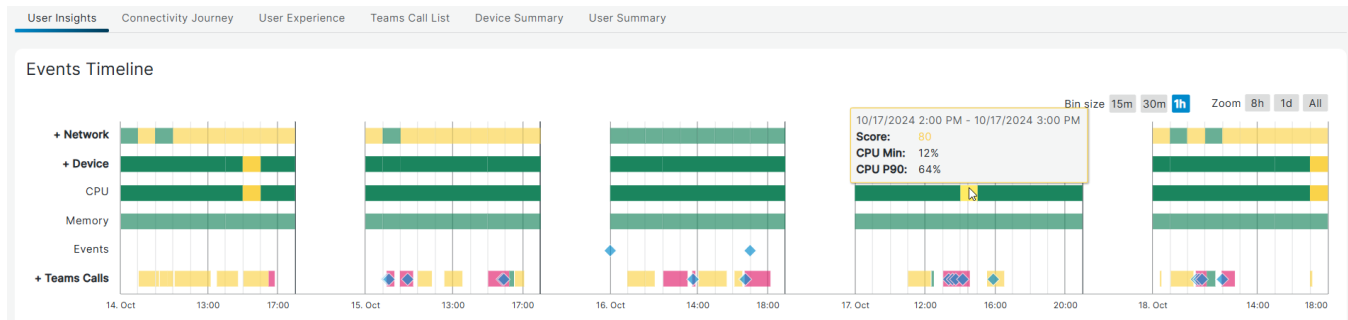
Network

Network is at the top because it is the most critical element throughout the user experience journey. It provides aggregated views for Wifi and Wired Networks as well as a line indicating when user are using Virtual adapters (VPN). The tooltip information provides all relevant details about the network connection, such as whether the user is using an authenticated network and the network adaptor (Description). Network Events shows Bssid changes, when users change hotspots. This is going to be expanded even further in the near future with more network-related change events.



Device

The Device category shows the perspective from the hardware itself. For instance: "Are my local resources exceeding certain levels (cpu utilization, memory utilization) and therefore do they impact my experience?". Device events are shown for all updated/removed/added events on software applications as well as system reboots.



As CPU and Memory can fluctuate greatly throughout the selected time frames, we show the minimal CPU percentage for the time frame as well as the percentage based on the 90th percentile (P90). This ensures extreme outliers don't cause unnecessary alerts.

Teams Calls

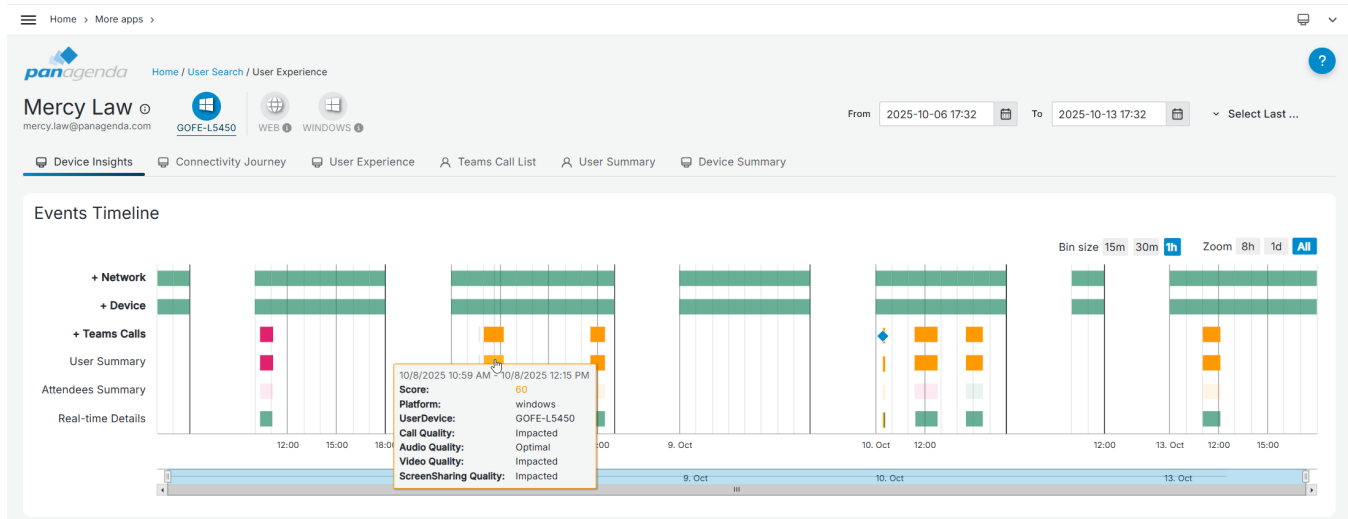
The last category is Teams Calls. It is a timeline view showing you which Teams calls the user participated in, when they joined and left and the call quality score for the user. Note! This line shows all calls the user made, independently of the chosen device (selected at the top). However, the calls made on the selected device are highlighted while the others are colored lighter. This ensures that you always have a full overview of any calls the users made, regardless of the device. Calls where the user switched device mid-call will be marked accordingly. Calls where the user had two devices in the call simultaneously will be highlighted for both devices.

There are 3 child line items when you expand this option.

- User Summary:** This line represents the user's call quality experience as based on Microsoft CQD data combined with OfficeExpert TrueDEM proprietary calculations. As CQD only provides highly aggregated and averaged measurements, this means there is one score for the whole call specific to the user whose timeline you're looking at.
- Attendees Summary:** This line represents the call quality experience of the other participants in that call, based on Microsoft CQD data combined with OfficeExpert TrueDEM proprietary calculations. Here too, CQD only provides highly aggregated and averaged measurements, which means there is one score for the other attendees.
- Real-Time Details:** This is the user's call quality experience based on real-time data collected on a 30-second interval by OfficeExpert TrueDEM through its agent on the user's desktop and gives you granular insight into the actual segments of the call that are impacted. This allows you to understand if the whole call was impacted or only parts of it.

The roll-up line (parent bar) represents the most impacted measurement for the user (User Summary & Real Time Details combined) and also shows where consecutive audio, video or screen sharing issues occurred.

To see further CQD and or real-time details, click on the call segment.



Usage

To specify the period to look at, use the date controls in the upper-right corner (up to 21 days) or focus directly on the timeline itself by highlighting a specific period on the timeline. Use the Bin size and Zoom options to indicate the level of detail (15 minutes to 1 hour) preferred.

From 2024-05-14 15:16 To 2024-05-21 15:16

Select Last ...

- Last 7 days
- Last 14 days
- Last 21 days

State -

Country Austria

Bin size 15m 30m 1h Zoom 8h 1d All

Note! Keep in mind that setting the bin size to a smaller size and/or the covered period to more than the default 7 days can result in a somewhat longer loading time.

Proprietary scoring:

We use scores to indicate potential areas of interest. The scoring is done for each of the categories with a score of 0-49 (red) indicating likely issues, 50-84 (yellow) indicating potential impacted quality that might or might not be noticeable by users, and 85-100 (green) indicating no serious or noticeable issues.