

WiFi Networks Analysis

Poor Wi-Fi signal quality is a fundamental issue for Teams call quality, and standards for acceptable Wi-Fi are well documented. OfficeExpert TrueDEM uniquely correlates Microsoft Teams call data with Wi-Fi network information.

This report offers an easy-to-read list of Wi-Fi networks performing below the required thresholds and can be used by support staff to prioritize remediation efforts, enabling customers to proactively take preventive measures before the quality of future Microsoft Teams calls is degraded by poor wireless connections. After all, if a user consistently experiences poor Wi-Fi quality, it is likely that subsequent call experiences will also be affected. Identified networks with poor scores require remediation before any vendor (in this case, Microsoft) would engage in further troubleshooting, as such networks fall below any acceptable performance markers.

With this report it is possible to see which users are using managed/unmanaged Wi-Fi networks that do not perform on the level required by Microsoft or any other vendor for VOIP calls. Allowing support to proactively take measures or warn the user in question.

Grid 1 - Users Using Substandard Wifi Networks for Teams Calls



The data in this report is available as per 21st of November 2024, calls made before this date and subsequent Wi-Fi scoring are not included.

Individual User List - Users Using Substandard Wifi Networks for Teams Calls

The first table provides a report identifying users who are making Microsoft Teams calls from Wi-Fi networks that have been documented as below acceptable standards for real-time communications (example: RSSI of -67dB or better).

Show Users with Scores Below
 Show Users with more than x Calls
 Max # of Users to Show

Individual User List

Users Using Substandard Wifi Networks for Teams Calls

Display Name	UPN	Title	Device Name	TrueDEM® Wifi Score	Calls on SSID	SSID	% of Calls	Department
V			3	11%	23		79.3	
F			3	12%	24		100	
C			5	14%	26		37.1	
S			2	16%	51		100	
F			5	16%	17		100	
C			7	17%	15		39.5	
F			1	18%	13		54.2	
F			3	18%	22		100	
F			7	18%	53		94.6	
F			2	18%	32		100	
				ave	11		11.1	

Variables

- Show Users with Scores Below
 - Default value, not visible, is **60**
 - Only Scores below this number are considered in the table. A score below 60 indicates it does not conform to expected standards
- Show Users with more than x Calls
 - Default value, not visible, is **10**
 - Only Users with more than x Calls are considered in the table. This setting allows you to focus in on users who make the most calls in your organization and therefore are the most impacted by call quality issues.
- Max # of Users to Show
 - Default value, not visible, is **500**
 - Only this number of Users (ranked) are shown in the table. This setting again allows you to focus in on the most impacted users first and limit the load time for the page.
- Timeframe selection (right top corner)
 - Limits the amount of calls analyzed to only those used in the selected time period. This will increase performance of the report but also eliminate Wi-Fi networks that were used (and scored badly) in the past but are no longer in use and therefore not relevant to include.

Columns:

- Click on the name opens **All calls on Wifi for Selected User Page**
 - Display Name
 - Display Name of the user
 - UPN
 - User Principal Name
 - Title
 - User Title

- Device Name
 - Name of the Computer Device the user is using
- TrueDEM Wifi Score
 - Calculated Wifi Score on the Ssid
- Calls on SSID
 - Number of Calls the User made on this SSID
- SSId
 - Name of the SSID the user was using
- % of Calls
 - Total calls made by the user during the selected timeframe
- Department
 - Name of the Users Department

Click on an entry to see all calls and Wi-Fi networks used by the selected user.

Grid 2 - Shared WiFi Networks with Potential Issues

Multi-User Wifi Networks - Potential Multi-User Issues in WiFi Networks

List all substandard Wi-Fi networks which were used in the selected period by more than one user for making Teams calls. The list can contain internal networks, networks at conferences, or any other network where more than one user is connected and because of the selection will exclude home networks only used by a single user. This table will help you identify Wi-Fi networks whose impact affects more than one user.

The grid is grouped by Wi-Fi SSID by default

Columns:

- SSID
 - SSID Name
- User Principal Name
 - User Principal Name — Click on the name opens the *Real Time Call* Page of the user
- Several Call related columns such as Call Start, Duration and Call metrics