Live Teams Call Status

This overview shows all calls taking place in your environment at the moment*. It shows the number of calls and number of users in calls as well as the number of managed networks having calls that show issues (impacted networks). The tables on the report show all calls per network. Each (managed) network shows the calls in which there is at least one participant connecting over that (managed) network. If a call has users from multiple networks, it will be listed under all of these networks.

Maps

- **Ongoing calls:** This map displays active calls and calls that ended within the last 15 minutes. Each geographic location is represented by a bubble, whose size indicates the number of users in calls.
- **Is audio impacted?:** This map displays active calls and calls that ended within the last 15 minutes where the calculated **Audio Score** is less than 60. Locations with only one User are ignored. Each geographic location is represented by a bubble, whose size indicates the number of users with **Audio problems**.
- **Is video impacted?:** This map displays active calls and calls that ended within the last 15 minutes where the calculated **Video Score** is less than 60. Locations with only one User are ignored. Each geographic location is represented by a bubble, whose size indicates the number of users with **video problems**.
- **Is screen sharing (VBSS) impacted?:** This map displays active calls and calls that ended within the last 15 minutes where the calculated **VBSS Score** is less than 60. Locations with only one User are ignored. Each geographic location is represented by a bubble, whose size indicates the number of users with **VBSS problems**.

Click on the little magnifier icon on any of the maps to see a more detailed version.

External Networks

Calls shown under "External Network" are calls where any of the participants are working remotely (not through a managed network) or if any of the participants in the call is external to the organization.

Additional details

Further details like the participants names, call duration and issue distribution across the network can be seen by clicking on the network name. By further clicking through on an individual participant name it is possible to see live statistics for that user in the call as it is ongoing. These statistics are only available for calls made by users with the TrueDEM agent installed.

**Note: This report is updated every few minutes, it is possible that there is a delay of several minutes in seeing just started calls or that calls already finished still show after they've already finished until the next iteration*