

TrueDEM® Portal

The TrueDEM® Portal is your gateway to a wealth of troubleshooting information and metrics for your users' M365 Experience.

The core solution is OfficeExpert TrueDEM® M365 with additional added information and call analytics if you utilize the OfficeExpert TrueDEM® Advanced for Teams license. Specific Teams Rooms analytics require the OfficeExpert TrueDEM® for Microsoft Teams Rooms license.

Below you will find information on each of the pages branching off the TrueDEM® Homepage.

Documentation:

- [TrueDEM® Home](#)
- [User Search \(User & Call pages\)](#)
 - [User Details](#)
 - [Streaming Metrics](#)
 - [User Experience](#)
 - [User Experience - User Insights](#)
 - [User Experience - Connectivity Journey](#)
 - [User Experience - User Experience](#)
 - [User Experience - Teams Call List](#)
 - [Teams Call Analytics](#)
 - [Real Time Call Data – Details for an individual user](#)
 - [User Experience - Device Summary](#)
- [Environment Status](#)
 - [Real User Experience Score](#)
- [Microsoft M365 App Status](#)
- [Microsoft Service Health](#)
 - [Ongoing Incidents \(Microsoft Health\)](#)
 - [Overview of Closed Incidents](#)
- [TrueDEM® Agent Status](#)
- [Microsoft Outages Analysis](#)
- [Microsoft Teams Rooms](#)
- [Microsoft Teams \(Reports\)](#)
 - [Microsoft Teams Versions \(Report\)](#)
- [Admin Reports](#)
- [TrueDEM® M365 screens](#)

Note: The panagenda OfficeExpert TrueDEM® EPM Portal is based on [Grafana](#). You can find some basic information about the usability of this platform in the [Grafana documentation](#).

Short intro video: