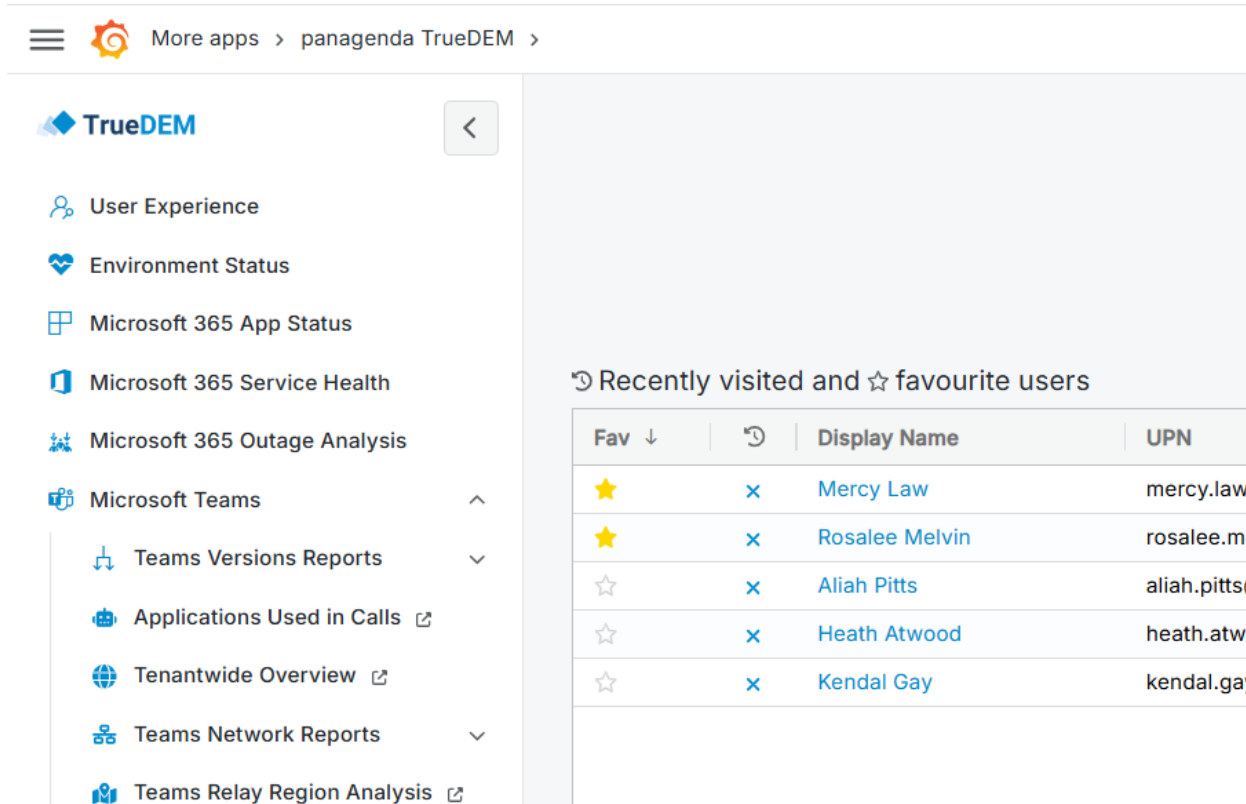


# Using TrueDEM® Portal

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

The core solution is **TrueDEM® M365** with **TrueDEM® Advanced for Teams** offering additional information and deep dive call analytics.



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

## Documentation:

- [TrueDEM® Homepage](#)
- [User Experience - User Search \(user & call details\)](#)
  - [User Experience](#)
    - [User Experience - Device Insights](#)
    - [User Experience - Connectivity Journey](#)
    - [User Experience - User Experience](#)
    - [User Experience - Teams Call List](#)
      - [Teams Call Analytics](#)
        - [Call Insights](#)
        - [Real Time Call Data – Details for an individual user](#)
    - [User Experience - User Summary](#)
    - [User Experience - Device Summary](#)
  - [User Details](#)
  - [Streaming Metrics](#)
- [Environment Status](#)
  - [Real User Experience Score](#)
- [Microsoft M365 App Status](#)
- [Microsoft Service Health](#)
  - [Ongoing Incidents \(Microsoft Health\)](#)
  - [Overview of Closed Incidents](#)
- [Microsoft Outages Analysis](#)
- [Microsoft Teams \(Reports\)](#)
  - [Teams Version Reports](#)
    - [Monitored Teams Versions \(Report\)](#)
    - [Teams Versions Overview \(Report\)](#)
  - [Teams Network Reports](#)
    - [Managed Networks Call Overview](#)
      - [Managed Network Details](#)
    - [WiFi Networks Analysis](#)
      - [All Calls on WiFi for Single User](#)

- [Teams Relay Region Analysis](#)
- [Teams Media Analysis](#)
- [Admin Reports](#)
  - [MS Outlook Versions Report](#)
  - [TrueDEM® Agent Status](#)

*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](#).*