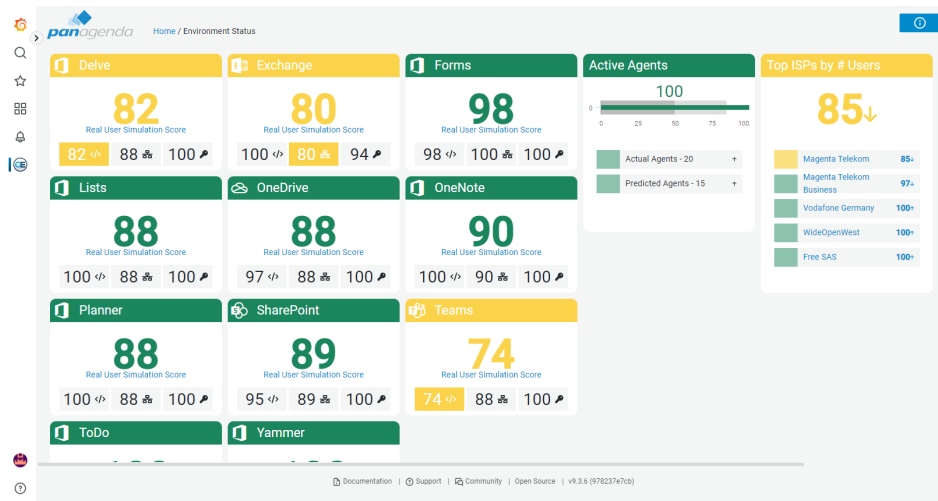


Environment Status

The Environment Status page gives you insight into how the current performance of the various Microsoft 365 workloads is in relation to what is to be expected. Not by giving you complex statistics but by representing each workload's status as a score from 0-100. This score is specific to your organization and users and gives a good impression of the actual performance of each service in relation to earlier experiences.



How to use it

Each monitored **workload** is represented by a tile and a Real User Simulation Score. The color and score indicate the relative performance of the service in relation to what is to be expected (see [Real User Experience Score](#) for more details). Each tile also holds three sub scores for:

- **API's**: Low scores indicate potential issues with Microsoft API's themselves
- **Network**: Low scores indicate potential issues with the network connections to this workload. Issues can be related to ISP's used by users, managed company networks and/or the Microsoft network components.
- **Authentication**: Low scores indicate potential problems with the authentication. Users might not immediately experience problems when authentication fails if they are already authenticated due to token expirations.

Apart from the workload indicators the page also holds an indicator showing you the **Active agents** in relation to the predicted number of active agents for the time of day and day of week. A lower than expected number of users can indicate that users might be having problems connecting at all but can also be caused by people being offline due to public holidays. Make sure to check this before drawing conclusions. If there are less than 100 agents active, the workload scoring can be skewed and should be viewed with caution.

The **Top ISP's by # of users** list shows the top IPS's and managed networks used in your organization and how they are scoring against what is expected based on previous experience for connected users. Click on any ISP/Managed network in the list to see individual workload scoring specific to users using the network/ISP.

Linked pages

- [Real User Experience Score](#)