


# User Search (User & Call pages)

The User Search page allows you to search for individual users. Simply enter one or more characters from the user's name or user principal name and press enter. The list shows a maximum of 50 results at a time. If you do not find the user you are looking for, try entering more characters or variations of your search.

If a user has more than one device, you will see multiple entries with separate links for the user as the user experience can differ from device to device.

 Home / User Search

Q Search for a username or upn.

Search

☒ With installed Agents only ☐ Focus Group only

Search for users across your tenant. Links to further details are shown only for users who have the panagenda OfficeExpert TrueDEM Agent installed

Display Name	UPN	Title	Department	Agent Last Contact	Device Name	User Experience	Streaming Metrics	Call List
Monroe Bond	monroe.bond@panagenda...	Senior Software Engineer	OE & GL & IFA Development	2/23/2024 11:04:30 AM	BOCH-T480 (1.19.10) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Heath Atwood	heath.atwood@panagend...	Accounting Manager	Back Office and Finance	2/23/2024 11:03:33 AM	AKA-T580 (1.19.10) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Kiersten Lange	kiersten.lange@panagend...	Senior Software Engineer	MC & SI Product & Develo...	2/23/2024 11:03:32 AM	TCW0022 (1.19.10) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Rosalee Melvin	rosalee.melvin@panagend...	Product Manager & Senior...	OE & GL Product	2/23/2024 11:03:06 AM	FRST-T580 (1.20.7) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Ambrose Dylan	dylan.ambrose@panagend...	Senior Software Engineer	OE & GL & IFA Development	2/23/2024 11:03:03 AM	RIVI-P15 (1.20.7) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Mercy Law	mercy.law@panagenda.com	Product Marketing Manager	OE & GL Product	2/23/2024 11:02:34 AM	GOFE-T480 (1.20.7) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Allah Pitts	allah.pitts@panagenda.com	CEO		2/23/2024 11:01:50 AM	VOGLER-PC (1.20.7) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Teresa Holland	teresa.holland@panagend...	Chief Revenue Officer (CR...		2/23/2024 11:01:46 AM	BEAR-T490 (1.20.8) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Luna Amilia	amilia.luna@panagenda.co...	Senior IT Administrator	IT	2/23/2024 10:59:57 AM	KLAL-P52 (1.20.7) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Luna Amilia	amilia.luna@panagenda.co...	Senior IT Administrator	IT	2/23/2024 10:59:53 AM	KLAL-T490 (1.20.7) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Harold Adams	harold.adams@panagenda...	CTO		2/23/2024 10:57:38 AM	SAMA-P52 (1.20.7) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Rhys Hawkins	rhys.hawkins@panagenda...	VP of Software Engineering	OE & GL & IFA Development	2/23/2024 10:56:37 AM	DESKTOP-EN7OJL (1.20.4...	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Dickey Mariana	mariana.dickey@panagen...	Head of IT	IT	2/23/2024 10:56:32 AM	GOTO-T580 (1.20.7) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>
Anne McFadden	anne.mcfadden@panagen...	Senior Customer Support ...	Solution Consulting EMEA	2/23/2024 10:56:30 AM	DOFR-P52 (1.19.10) <a href="#">🔗</a>	<a href="#">Show user experience</a>	<a href="#">Show streaming metrics</a>	<a href="#">Open List</a>

## Filter options

Below the search field there are two filter options which you can use individually or in combination.

**With installed Agents only:** When selected, the search result will show you only users who have a TrueDEM® Agent installed and where the search criteria matches a user.

**Focus Group only:** This filter allows you to include only users that are part of the important users group. You can add users to this group by assigning them the "Important User" role on the OfficeExpert TrueDEM® API EntralID application. Details about this can be found here: <https://www.panagenda.com/kbase/display/OE/How+to+use+the+Focus+Group>

## Links:

Depending on the license the user has and whether they have the EPM TrueDEM® Agent installed, you will see links to further information in the following columns:

**Device Name:** (Only available with a TrueDEM® for Microsoft Teams license) The name of the device links to the [User Details page](#). This page shows deep-dive details for the user relevant to the selected device and can be used for debugging & problem solving.

**User Experience:** The User experience gives you a filtered overview of the [user experience](#) for the selected user & device, including the user's experience of the Microsoft 365 services in relation to the user's historical experience. It can help pinpoint problem areas.

**Streaming Metrics:** (Only available with a TrueDEM® for Microsoft Teams license) Streaming Metrics shows the current [real time metrics](#) if a user is in a call. The link might be visible as well if the user isn't in a call but in that case the page will remain empty.

**Call List:** (Only available with a TrueDEM® for Microsoft Teams license) This opens the [Teams Call List on the User Experience](#) tab where you can see all calls the user made in the last 21 days.

## Reasons why a user does not show certain links can be:

1. License restrictions (see above)
2. Missing or non-functional agent (check <https://panagenda.com/kbase/display/OE/How+to+do+Troubleshooting> for troubleshooting options)
3. No recent activity (In this case the Streaming Metrics link will be missing)
4. No calls. (In this case the call list link can be missing)

## Recently visited

On opening, the Search page will show you users you recently visited before you even perform a Search. This way you can easily navigate back to the users that you worked on before or visit often without having to do a search first.

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?

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Search

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Recently visited

Clear History

Display Name	UPN	Title	Department	Agent Last Contact	Device Name	User Experience	Streaming Metrics	Call List	
Reina Brooks	reina.brooks@panagen...	SVP Sales & Business ...	Sales North America	2/23/2024 7:50:48 AM	BACA-T15 (1.20.7)	Show user experience	Show streaming metrics		X
Mercy Law	mercy.law@panagenda...	Product Marketing Man...	OE & GL Product	2/23/2024 11:02:34 AM	GOFE-T480 (1.20.7)	Show user experience	Show streaming metrics	Open List	X

To clear a user from the list of recently visited users, simply click the X icon in the last column of the users line or clear all users from the Recently Visited list by clicking the option "Clear History" in the right upper corner.

Linked 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