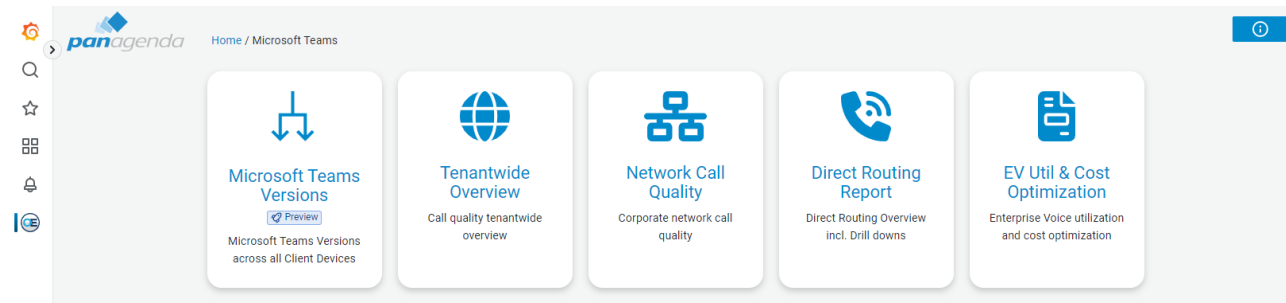


# Microsoft Teams (Reports)

This feature requires the [OfficeExpert TrueDEM® Advanced for Microsoft Teams](#) license

The Microsoft Teams button gives access to various reports focusing on Microsoft Teams and Call analytics.

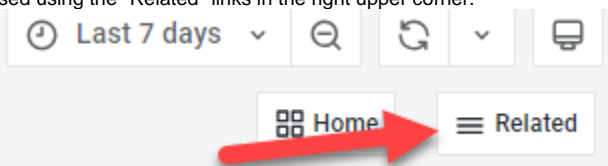


## Reports:

- Microsoft Teams Versions:** An overview showing the users for which data is collected categorized by their installed Microsoft Teams client version as well as other device and OS specific information. This view allows you to investigate the installed Microsoft Teams environment as it is being monitored by OfficeExpert TrueDEM. Using the table and pivot options on the right side of the table, you can do further analysis concerning the roll out across device types and configurations. (See "[Microsoft Teams Versions \(Report\)](#)" for more info on how to use the report)

Group	Display Name	User Experience	Last Detected	Seen last 7 days	Seen last 14 days	Operating System	Chassis Manufacturer	OS Version
1.0.0.17564(56)	David, All	Show user experience	8/4/2023 10:37:05 AM	✓	✓	WINDOWS	Dell Inc.	10.0.19045
1.0.0.36367(880)	Billy, Name	Show user experience	8/4/2023 2:56:36 PM	✓	✓	WINDOWS	HP	10.0.19045
1.0.0.6754(83)	Mark, Louis	Show user experience	8/4/2023 9:52:00 PM	✓	✓	WINDOWS	HP	10.0.19045
1.0.0.20074(1963)	Robert, Frank	Show user experience	8/4/2023 5:04:04 PM	✓	✓	WINDOWS	HP	10.0.22621
	Francis, Name	Show user experience	8/4/2023 2:39:39 PM	✓	✓	WINDOWS	HP	10.0.22621
	Robert, Name	Show user experience	8/4/2023 4:50:21 PM	✓	✓	WINDOWS	HP	10.0.19045
	Mark, Louis	Show user experience	8/4/2023 5:02:00 PM	✓	✓	WINDOWS	HP	10.0.19045
	David, Name	Show user experience	8/4/2023 5:58:12 PM	✓	✓	WINDOWS	HP	10.0.19045
	Robert, Louis	Show user experience	8/4/2023 4:58:02 PM	✓	✓	WINDOWS	HP	10.0.19045
	David, Name	Show user experience	8/4/2023 11:41:53 AM	✓	✓	WINDOWS	HP	10.0.19045
	Robert, Name	Show user experience	8/4/2023 4:56:12 PM	✓	✓	WINDOWS	HP	10.0.19045
	Mark, Name	Show user experience	8/4/2023 4:24:46 PM	✓	✓	WINDOWS	HP	10.0.19045
	Mark, Louis	Show user experience	8/4/2023 11:00:57 AM	✓	✓	WINDOWS	HP	10.0.19045
	Robert, Name	Show user experience	8/4/2023 4:36:27 PM	✓	✓	WINDOWS	HP	10.0.19045

- Tenantwide Overview:** This report gives you a summary insight into the Microsoft Teams calls in your environment made during the last 7 days (adjustable). Information includes general KPI's, call quality indicators, issue directions (send/receive) and the top ISP's utilized. It also differentiates between the area of problems (Video / Audio) and types of issues occurring.
- Network Call Quality:** Shows the Call quality per ISP and per subnet (if provided). To get the [subnet information](#) included, contact panagenda support about the procedure.
- Direct Routing Report:** Provides insight into the direct routing connections and concurrency on trunks. To see details for a specific country or trunk, simply click on the entry to see more details.
- EV Util & Cost Optimization:** Report to give you insight into the license utilization of Enterprise Voice licenses. Additional sub reports can be accessed using the "Related" links in the right upper corner.



- 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. 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. 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 OfficeExpert 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*

## Linked pages

- [Microsoft Teams Versions \(Report\)](#)