

# Teams Call Analytics

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

## Call Quality Debug Level

The Call quality Debug level page shows you information about a call and its participants. The information is derived from both Microsoft CQD and our own agent.

The screenshot displays the Call Quality Debug Level page. At the top, it shows call start and end times (02/14/2024, 02:29:04 PM to 04:47:04 PM), the type (Meeting/Event), and the attendee count (13). Below this is a map showing attendee and relay locations across North America, South America, and Africa. The main section is a table of attendees with columns for Caller Display Name, Open Real Time Data, Open User Details, and Worst Quality Segment. The attendees listed are June Cha (Degraded), Guest user - ed35 (Impacted), Ambrose Dylan (Impacted), Monroe Bond (Acceptable), Yadra Redmond (Acceptable), Kauffman Lyle (Acceptable), Rachel Leonard (Acceptable), Grace Gross (Acceptable), Olivia Jacobs (Acceptable), Avalon Carey (Acceptable), Rosalee Melvin (Acceptable), Mercy Law (Acceptable), and Rhys Hawkins (Acceptable). Below the attendee list is a section titled 'Impact of issues' which shows a table of attendees impacting others and a table of attendees impacted by issues receiving data.

### Key elements are:

The attendee and relay map shows you where people are located and what relays were used during the call.

The attendee list shows you the attendees with an indicator of their worst experience segment during the call. If real time data was collected for the attendee (requires the EPM agent, there will be a link to "Real Time Data". This will give you specific real time metrics for the user and their device during the call. For users with an internal account, you will also see a link in the "Open User Details".

### Impact of Issues:

To quickly identify potential problems and causes for bad call experiences, use the Impact of Issues section. It shows you two lists.

1. A list of attendees who had problems with their 'send' stream(s)
2. A list of attendees who had problems with their 'receive' stream(s)

As problems with the send stream mean that the data is already impacted even before Microsoft receives it and distributes it to the other participants, this generally has impact on all attendees. Whereas problems with receive stream generally mean that only the affected attendee is impacted. The number of packets gives an indication of the duration of the problem.

### Other sections:

The other sections show you the specific metrics from SQD for the call as well as a general option to export all data in once.

## Getting details for an individual user

To see CQD information for an individual user you can review the tables on the Call Quality Debug page you are on right now as that contains the data as provided by Microsoft.

To see the data collected by the OfficeExpert TrueDEM agent data directly from the device and Teams client click on the "Real Time Data" link in the participant table

The screenshot shows a detailed view of the Call Quality Debug Level page. It displays call end time (02/23/2024, 0:28:58 AM), type (Peer to Peer), and attendee count (2). The main section is a table of attendees with columns for Caller Display Name, Open Real Time Data, Open User Details, and Worst Quality Segment. The attendees listed are Anne Mcfadden (Acceptable) and Kemp Cain (Acceptable). The "Real Time Data" link for Kemp Cain is circled in red.

This will open the [Real Time Call Data – Details for an individual user](#) page.

## Linked pages

- [Real Time Call Data – Details for an individual user](#)