Overview

The Microsoft Teams Media Quality Assessment helps analyze your Microsoft Teams and existing Skype for Business Online deployments to ensure that the infrastructure is optimized for real-time communications. Work with a Microsoft expert to evaluate your deployment for quality and reliability. After completing the assessment program, you will understand each recommendation and have a prioritized list of next steps.

Objectives

- Improve your ability to assess media quality and reliability across your network.
- Ensure that your network infrastructure is suitable and optimized for real-time communications.
- Learn the key considerations involved with deploying Microsoft Teams media workloads

Methodology

Expert analysis

A Microsoft Engineer will conduct a technical review focusing on the quality and reliability of your connectivity to Microsoft Teams and Skype for Business Online, and make recommendations for optimal configuration of network, clients, endpoint devices and drivers.

Report of findings

The Engineer will provide a comparative report for multiple sites globally, along with reports on usage and performance metrics to help optimize the solution and proactively prevent future issues. In addition, your staff is provided with a Microsoft Teams and Skype for Business Online performance baseline and the skills needed to identify metrics to isolate network performance issues should they occur in future.

- Deeper understanding of how to optimize your network connectivity to Microsoft Teams and Skype for Business Online.
- Detailed report of findings and remediation guidance.
- Expert analysis along with prioritized guidance on which issues should be addressed first.

Scope

Analysis of Microsoft Teams and Skype for Business deployment including network connectivity, quality and reliability of service, evaluate device usage, and more. In addition to analysis, an Engineer will come onsite to deliver training on the use of tools such as the Call Quality Dashboard (CQD) and Call Analytics for Microsoft Teams and Skype for Business Online to allow you to better understand the call quality of media sessions made with the service. This assessment analyzes up to six global physical sites with delivery to be scheduled for 2 days remote and 2 days onsite.

Detailed Scope and Requirements

Technical Scope

- Evaluate Media quality performance of audio/video/VBSS/desktop and application sharing.
- Measure packet loss, jitter, packets out of order, and latency from each site to Microsoft Teams and Skype for Business Online.
- Evaluate qualified device usage
- Evaluate driver versions for wireless and wired networks, and deployed audio/video and capture/render devices.
- Evaluate conferencing and peer-to-peer usage statistics for Microsoft Teams and Skype for Business Online conferencing.