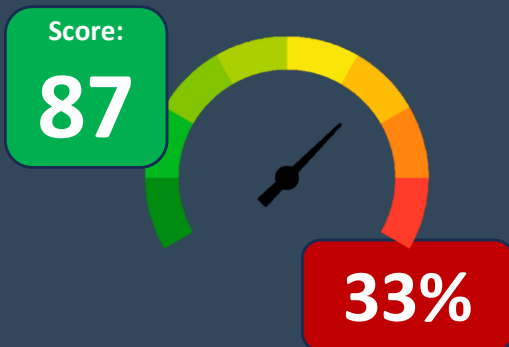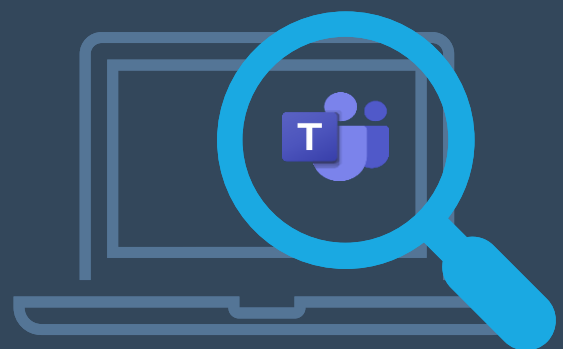# OfficeExpert TrueDEM

The Ultimate Teams Call Quality Troubleshooting Tool

Why panagenda TrueDEM sets its own standards

In the intricate landscape of M365 and Microsoft Teams call quality troubleshooting, panagenda TrueDEM distinguishes itself as an exceptional solution. Unlike generic tools that focus on endpoint, network, or app performance monitoring, TrueDEM offers a comprehensive, end-to-end approach specifically tailored to the unique elements that define the M365 cloud and Teams call quality experience.

The Devil is in the Details

TrueDEM goes beyond traditional monitoring by extracting data directly from the device and Teams client, providing near real-time measurements for all relevant metrics during active Teams calls. This enables accurate assessment of when specific participants encountered poor metrics, such as low audio/video send rates or poor screensharing streams.
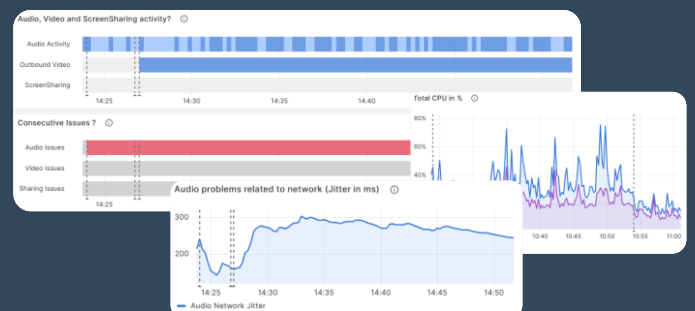
Score:
87

33%

Don't Get Fooled by Smoke and Mirrors

Flashy dashboards and catchy scoring metrics are nice to get quick insights, but KPI's and indicators alone lack the depth required for effective troubleshooting. Some tools present averages and aggregated values as if they were the holy grail, but true value can only be obtained if they are backed up with the level of detail that OfficeExpert TrueDEM offers.

The Right Foundation is Crucial

Many vendors now started offering Teams Call Quality Monitoring as part of their solutions, but they often exclusively use Microsoft CQD data which is highly aggregated. TrueDEM, on the other hand, specializes in Microsoft Teams call quality analysis and provides the granular near real-time client, network, ISP and API information essential for true root cause analysis.

"While there are ample tools that would claim to cover most common issues, TrueDEM excels in also addressing those complex issues that consume 80% of the time and resources."

Why TrueDEM *is* the Best Choice for Teams Call Quality Support

Comprehensive data collection:

It collects data from endpoints, connection types, local networks, ISPs, Microsoft Azure routing, and API performance.

Real-time monitoring:

It provides near real-time measurements for all relevant metrics during active Teams calls.

Granular data:

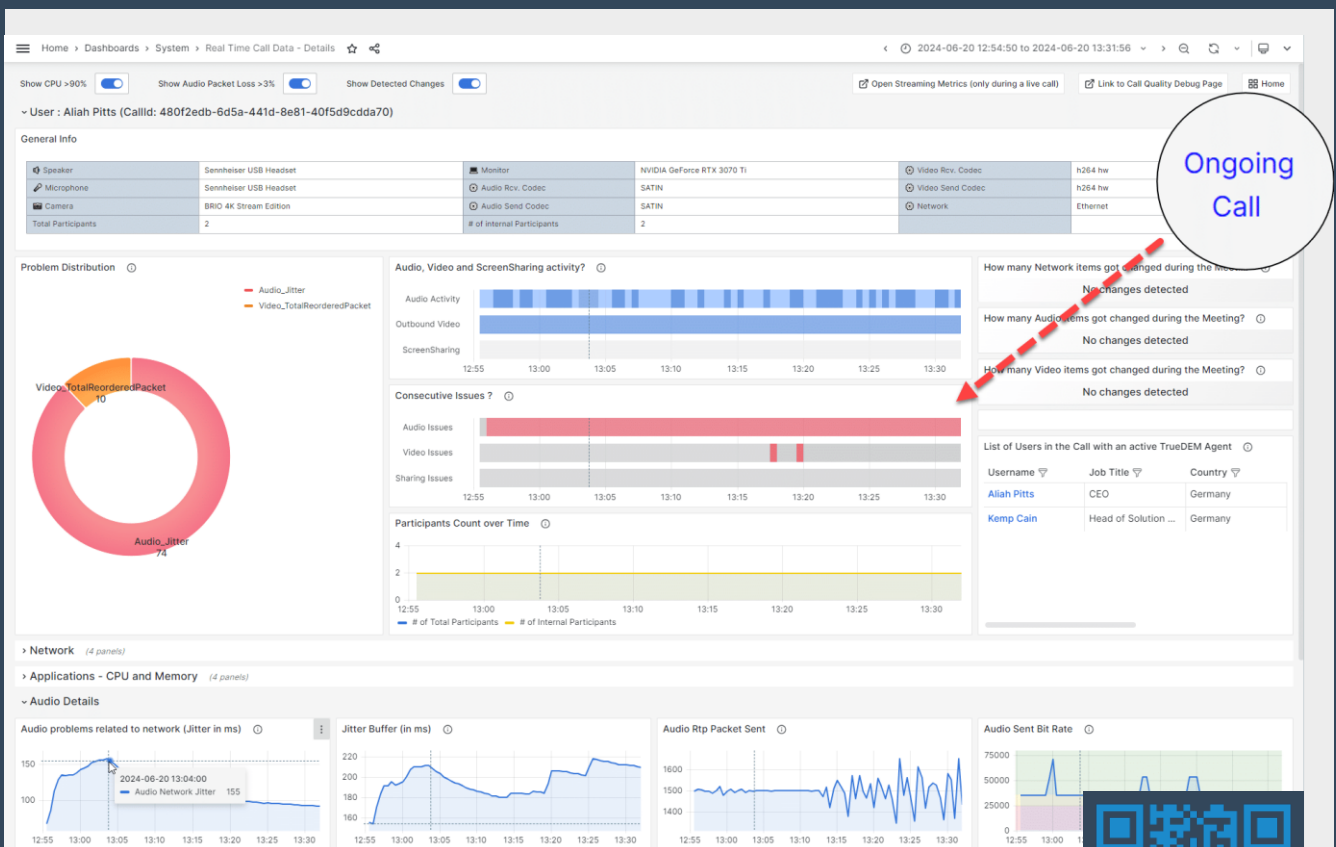*It retains detailed call quality data, allowing for in-depth live & post-mortem analysis.*

Focus on troubleshooting:

Centered around the Teams Call, it provides unique capabilities for troubleshooting Teams call quality issues.

End-to-end visibility:

It provides full visibility into user interactions with Microsoft 365 and Teams meetings, regardless of their location.

*Contact **panagenda** to learn more about how **OfficeExpert TrueDEM** can optimize your Microsoft 365 operations:*

https://www.panagenda.com/officeexpert

Free trial!