

# Why OfficeExpert TrueDEM Streaming Metrics Outperforms Microsoft CQD Metrics

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**Real time call telemetry** for every call. Even if the support ticket comes in 48hrs after the fact.

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**True correlated and integrated data** insight into all relevant data for a user's Teams call experience.

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## Microsoft Call Telemetry

Microsoft offers two types of call telemetry:

CQD call metrics, which are aggregated to show you a snapshot based on Average or Max values and is available about 30 minutes after a call.

(Near) Real-Time Call Analytics telemetry, which offers granular insights into what's happening during a call.

However, the Microsoft Real Time Call analytics has some very specific limitations:

1. (Near) Real Time telemetry is only available for scheduled meetings or meetings initiated through the 'Meet Now' feature in a channel and must be initiated by an internal user.
2. For call telemetry to be available on a call, a Teams admin must click on the meeting in Real-Time Analytics while the meeting is in progress to begin the flow (collection) of real-time client telemetry. You won't have access to any real time metrics if you get alerted to the problems after the call was finished.
3. It provides the real time telemetry for calls as they are going on or up to 24 hours afterwards for collected calls<sup>1</sup>.
4. Conferences exceeding three hours will only have the last three hours available for review in real time analytics once the conference concludes.
5. Calls are classified into Good, Poor or Unclassified for a user, based on averaged/summarized key metrics.
6. The Streaming analytics show trends but to truly deep dive into causes, more information is often needed that can't be obtained without including additional tools. For instance, to be able to determine which processes were causing a high CPU consumption on a user's end point during a call. Therefore, the presented call data is often insufficient to pinpoint a cause.

<sup>1</sup> Microsoft only stores real time telemetry for selected types of calls for which the real time telemetry pages were opened during the call to start the telemetry flow.

# OfficeExpert TrueDEM Call Telemetry Does Better.



...[Microsoft] call analytics is not as granular or gives me as holistic a view [as OfficeExpert TrueDEM]...

Jason Wynn | Microsoft MVP, quote during a webinar on this topic

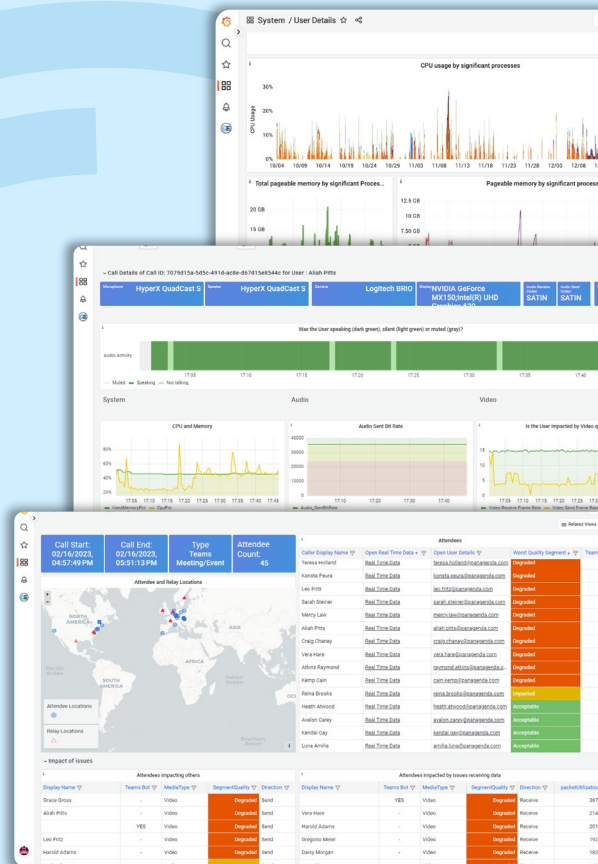
## So, How is OfficeExpert TrueDEM Better?

With OfficeExpert TrueDEM, you have all the necessary information needed for effective & quick troubleshooting & call analysis in one place.

We understand that most users don't contact support while they're on a call. That's why it is essential for a support department to be able to monitor ongoing calls as well as perform a 'post-mortem' on completed calls. OfficeExpert TrueDEM enables both functionalities, providing a comprehensive solution for analyzing and solving call-related issues.

With OfficeExpert TrueDEM, you have all the necessary information needed for effective and quick troubleshooting and call analysis in one place. As we provide you with all relevant information that can impact the user's experience and call quality.

Moreover, we recognize that a single bad experience doesn't necessarily reflect the overall user experience and call quality. Our innovative set of metrics offers a comprehensive view of call quality and user experience, considering various factors such as individual roles (speaking, listening, presenting), activities (screensharing, video sharing, etc.), and the impact and duration of any issues (e.g., brief glitches or persistent disruptions). This allows us to provide you a more accurate representation of the call's overall quality and user's individual experience.



# What Does That Mean?

1. OfficeExpert TrueDEM (Near) Real Time telemetry is available for all types of calls. Whether they are scheduled meetings, ad-hoc meetings, one-on-one's, internally or externally initiated.
2. OfficeExpert TrueDEM collects the telemetry for all calls and provides it so you can do a proper post-mortem for any call, regardless.
3. OfficeExpert TrueDEM gives you 30 days<sup>2</sup>, of full insight into call telemetry for any call.
4. OfficeExpert TrueDEM doesn't restrict the amount of trend data that can be viewed at a time. All call telemetry for each call can be viewed in full. Both during and after the call.
5. OfficeExpert TrueDEM uses a weighted system to classify calls into 4 categories: Optimal, Acceptable, Impacted and Degraded using ITU-T Recommendation specifications for voice over IP quality as calls are rarely just good or poor.
6. OfficeExpert TrueDEM correlates call metrics with other relevant metrics and provides you with complete insight into what is going on with the call, how the user is routed (through, local, ISP and Microsoft networking hubs), what is happening on the user's endpoint and what is going on with the SaaS services utilized.
7. OfficeExpert TrueDEM leverages unique algorithms to generate insight into each call and each individual participant's call experience. By doing so, OfficeExpert TrueDEM provides you the information needed for a nuanced and data-driven assessment of each call's overall quality, as well as each individual participant's experience and contribution to the overall call quality.

## Sources

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<sup>2</sup> Depending on licensing restrictions