

# What's in your Teams Phone Toolbox?

Mary Beth Kirk  
Technical Program Manager



# Tools & Reporting

## Rich reporting

Reporting on usage and quality

Proactive monitoring and reactive troubleshooting

## Usage statistics – How are we using the service?

Usage reports per workload

Usage reports for PSTN calling

## Call Quality – Is my deployment healthy?

Call Analytics for individual calls

Call Quality Dashboard

- Aggregate quality data
- Per network segment, audio device etc.

CQD + Power BI

## Call Detail Records

Who called whom when and how long



# Tools in Teams 101

## M365 Message Center

*Microsoft 365 admin center > Health > Message center*

Keep track of upcoming changes, including new and changed features, planned maintenance, or other important announcements.

<https://admin.microsoft.com/Adminportal/Home?source=applauncher#/MessageCenter>

<https://aka.ms/O365MessageCenterDoc>

## Service Health Dashboard

*Microsoft 365 admin center > Health > Service Health*

View the health status of all services that are available with your current subscriptions.

<https://admin.microsoft.com/Adminportal/Home?source=applauncher#/servicehealth>

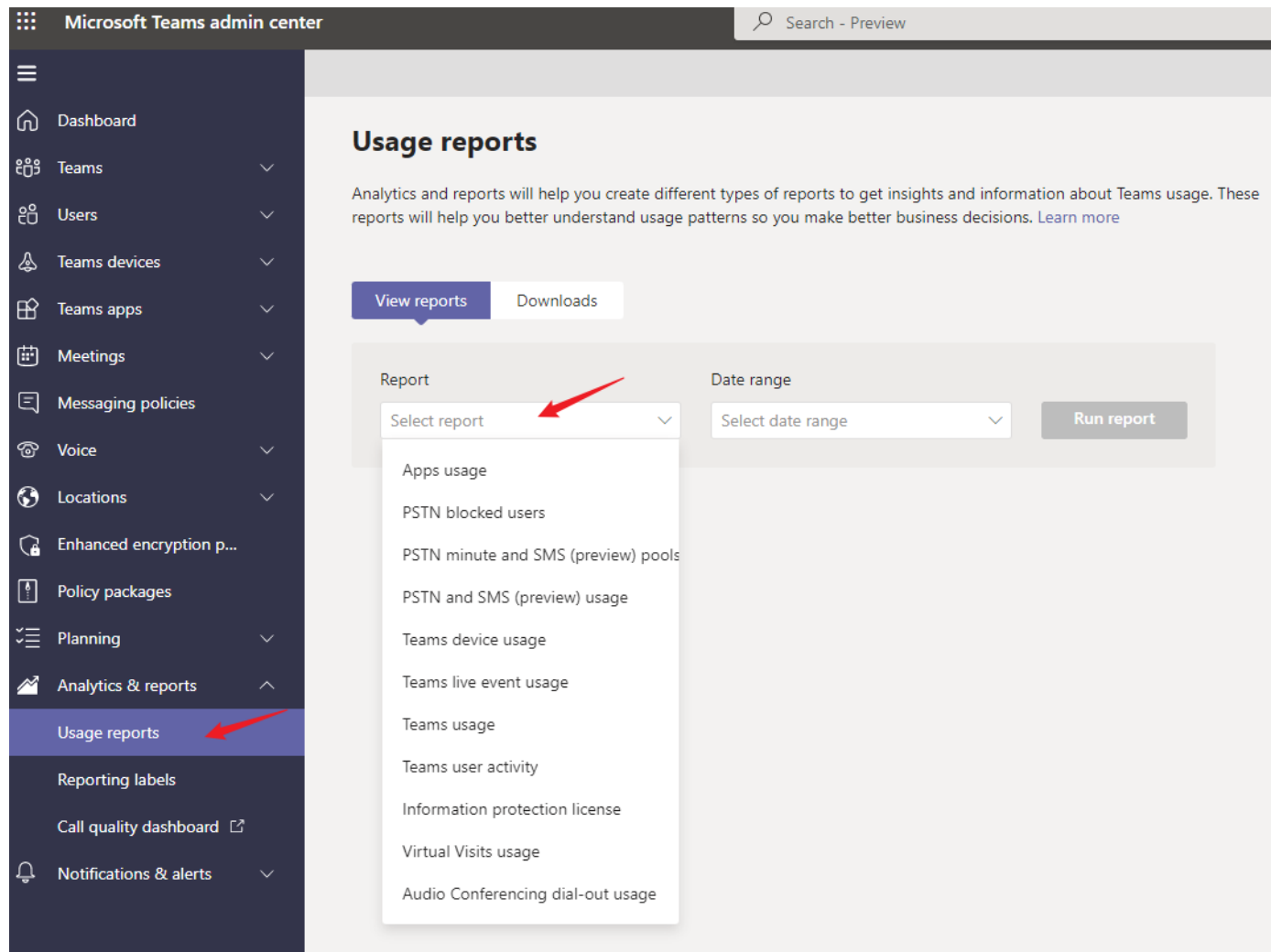
<https://docs.microsoft.com/en-us/microsoft-365/enterprise/view-service-health?view=o365-worldwide>

# Teams analytics and reporting

*Teams Admin Center > Analytics & Reports > Usage Reports*

- ✓ Apps usage
- ✓ PSTN blocked users
- ✓ PSTN minute pools
- ✓ PSTN usage – Calling Plans
- ✓ PSTN usage – Direct Routing
- ✓ Teams device usage
- ✓ Teams Live Event usage
- ✓ Teams usage
- ✓ Teams user activity
- ✓ Information protection license
- ✓ Virtual Visits usage

Date ranges vary depending on report selected.



# Teams User Activity Report

You can use activity reports in M365 Admin Center to see how users are using Teams.

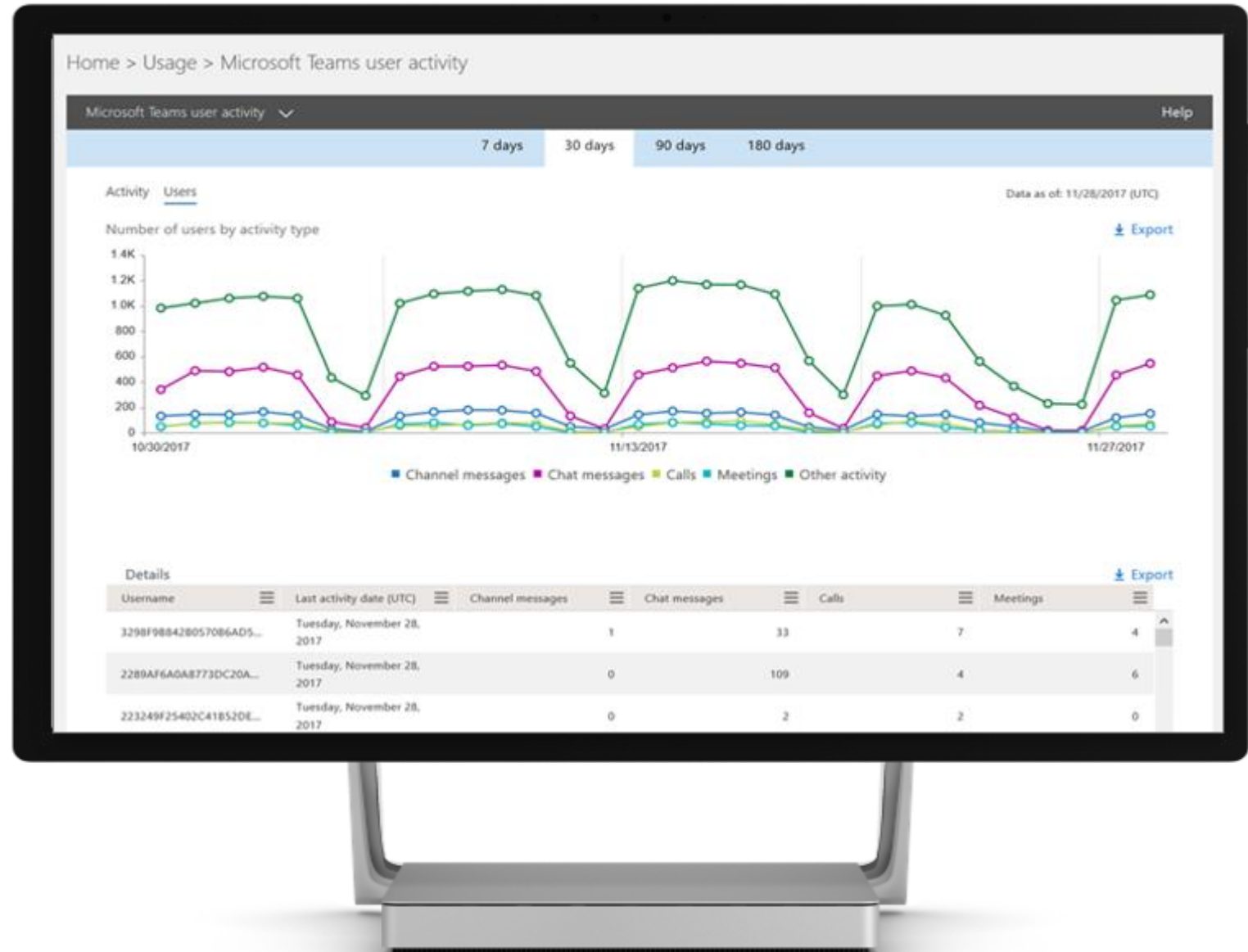
[Use activity reports for Microsoft Teams | Microsoft Docs](#)

The Teams user activity report, in the Teams Admin Center, gives insights into the types of activities that users do in Teams.

[Microsoft Teams user activity report | Microsoft Docs](#)

Export data via Graph API and analyze in Power BI.

[Microsoft Teams user activity reports - Microsoft Graph v1.0 | Microsoft Docs](#)



# Call Analytic

Investigate call or mee

*Teams Admin Center >*

Detailed information a

- Devices
- Networks
- Connectivity
- Call Quality

Call records are availabl  
**15 minutes** of the end

Call and meeting infor  
available for the last 30

<https://docs.microsoft.com/en-us/microsoftteams/analyze-call-quality>

Jul 8, 2018 1:04 PM PDT

OVERVIEW ADVANCED DEBUG

User / Services / Password...

00:00:05

Audio quality  
GOOD

Device System Connectivity Network Connectivity System Device

Audio capture device

Device name Microphone (Realtek High Definition Audio)

Device driver Realtek Semiconductor Corp.: 6.0.1.7329

Audio render device

Device name Speaker/HP (Realtek High Definition Audio)

Device driver Realtek Semiconductor Corp.: 6.0.1.7329

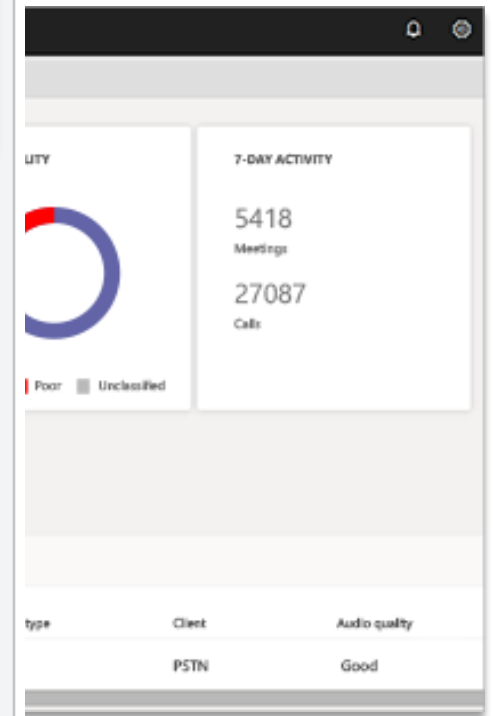
Video capture device

Data isn't available.

Video render device

Data isn't available.

about:



[ot-poor-call-](#)



# Call Analytics – Real-time Reporting

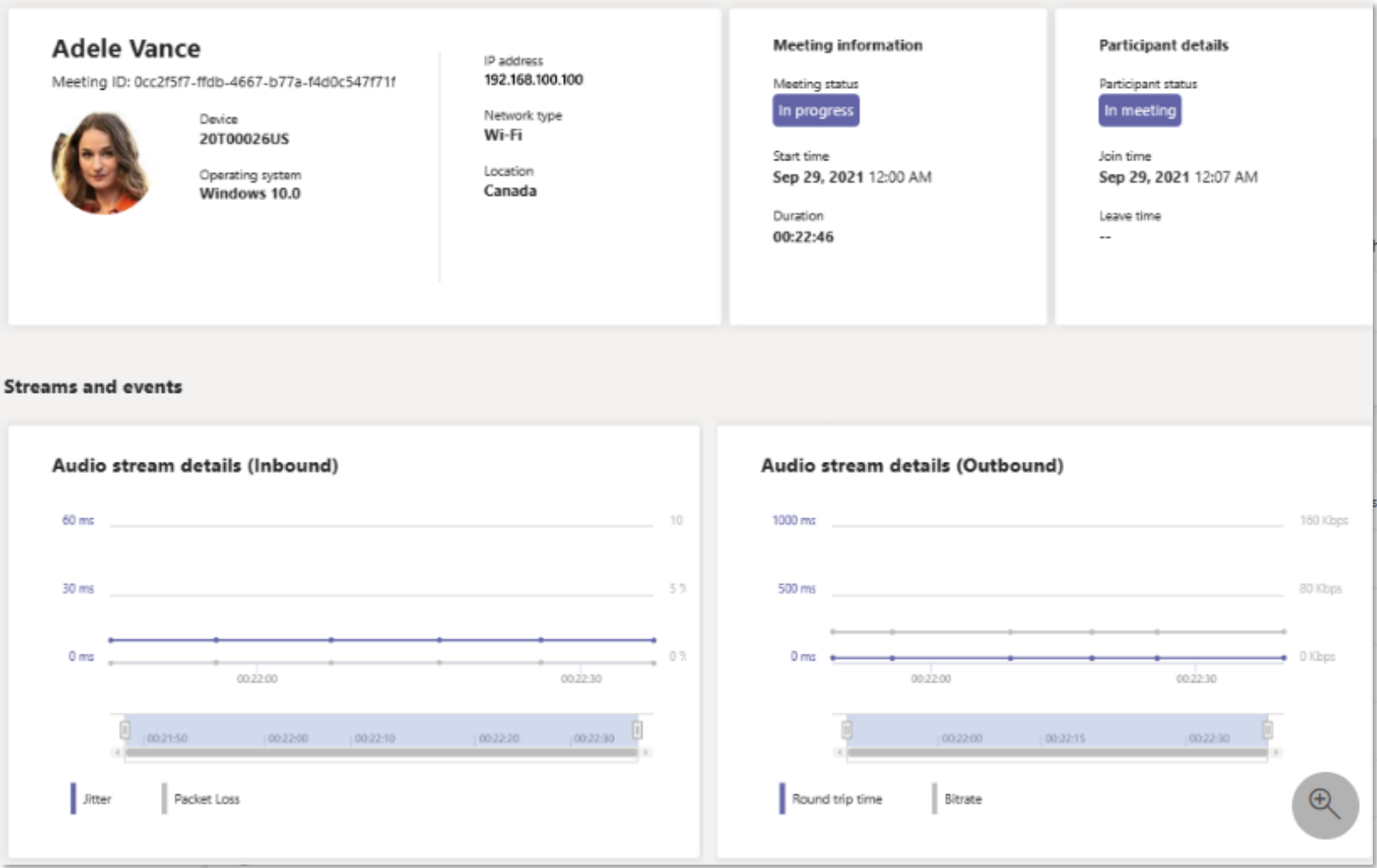
Investigate call or meeting quality at a user level in real-time.

Teams Admin Center

**Recent meetings** lists meetings the user has attended in the past 24 hours for which real-time telemetry is available.

If the meeting is not in progress or doesn't have real-time telemetry available, it will appear in **Past meetings**.

\*Available for scheduled and adhoc meetings.



Updated : Today 12:21:33 AM	⚙
Meeting status	
In progress	
⌵ ⚙	
Audio Outbound Round trip	
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# Call Quality Dashboard (CQD)

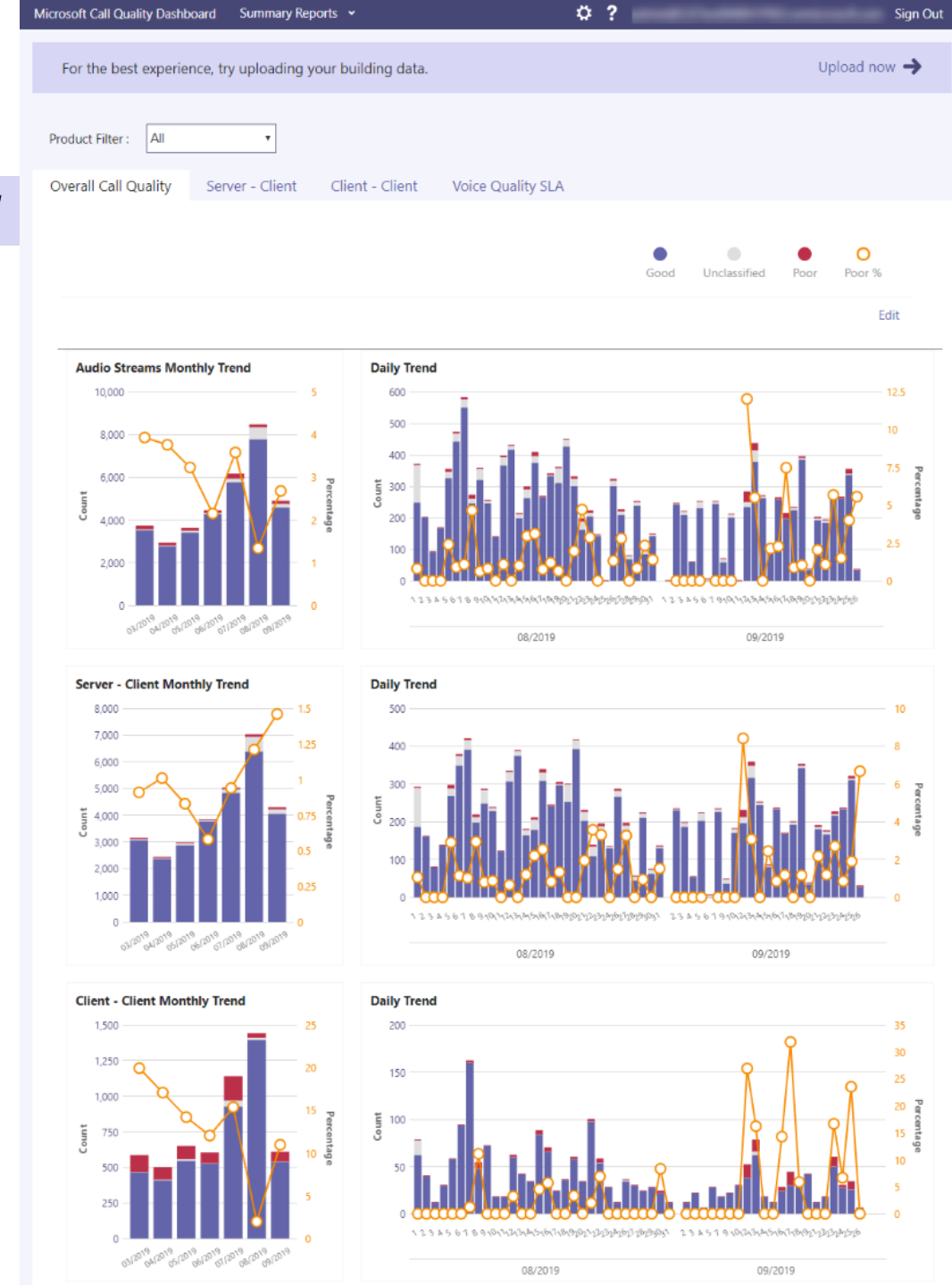
Teams Admin Center > Analytics & Reports > Call quality dashboard

What is the quality for my users? What are the trends? Deep troubleshooting and analytics.

- Call quality by region
- Call reliability
- Client version
- Device versions
- Endpoints
- PII/EUII data!
- ...and many more

Variable date ranges up to **12 months**

[What is Call Quality Dashboard \(CQD\)? | Microsoft Docs](#)





# CQD + Power BI

Unleash the power of Call Quality Dashboard data with Power BI.

Download our customizable Power BI templates.

- (New!) CQD Teams Auto Attendant & Call Queue Historical Report
- CQD Helpdesk Report
- CQD Location Enhanced report
- CQD Mobile Device Report
- CQD PSTN Direct Routing Report
- CQD Summary Report
- (New!) CQD Teams Utilization Report
- CQD User Feedback (Rate My Call) Report

Before you can use these PBIT files, you'll need to [Install the Power BI Connector for Microsoft CQD](#) using the *MicrosoftCallQuality.pqx* file included in the [download](#).

Make sure you have the right [CQD access role](#) to access the Power BI reports.

[Use Power BI to analyze CQD data for Microsoft Teams | Microsoft Docs](#)

Time Started (UTC):  
3/10/2022 5:16:37 AM

Time Ended (UTC):  
3/10/2022 8:21:04 AM

Authenticated  
Participants

54

Poor Audio Rate (%)

3.17

Media Type

Video 17.07%

VBSS 22.44%

Audio 60.49%

Host Tenant

microsoft.com

Host Region

Singapore

Search for a User

Media Type

Audio

VBSS

Video

Meeting Quality																
IP Address	Subnet	Client Port	Public IP	Transport	Estimated VPN?	Country	ASN	ISP	Capture Device	Render Device	Device Failure	OS	CPU Insu Event Ra			
*	10.10.3.172	50019	167.220.255.108	UDP	0	Singapore	3598	Microsoft Corporation	Jabra Engage 50	Jabra Engage 50	False	Windows 10	012: [-0.0			
*	10.10.3.172	50019	167.220.255.108	UDP	0	Singapore	3598	Microsoft Corporation	Jabra Engage 50	Jabra Engage 50	False	Windows 10	012: [-0.0			
*	10.10.3.172	50058	167.220.255.108	UDP	0	Singapore	3598	Microsoft Corporation	MissingDeviceName	Intel(R) UHD Graphics 630	False	Windows 10				
*	10.10.3.172	50022	167.220.255.108	UDP	0	Singapore	3598	Microsoft Corporation	MissingDeviceName	Intel(R) UHD Graphics 630	False	Windows 10				
*	192.168.0.0	50057	45.115.185.119	UDP	0	India	13402	Genstar Network Solutions Pvt Ltd.	MissingDeviceName	Intel(R) Iris(R) Plus Graphics	False	Windows 10				
*	192.168.0.0	50026	45.115.185.119	UDP	0	India	13402	Genstar Network Solutions Pvt Ltd.	MissingDeviceName	Intel(R) Iris(R) Plus Graphics	False	Windows 10				
*	192.168.0.0	50019	45.115.185.119	UDP	0	India	13402	Genstar Network Solutions Pvt Ltd.	Realtek High Definition Audio(SST)	Realtek High Definition Audio(SST)	False	Windows 10	012: [-0.0			
*	192.168.0.0	50019	45.115.185.119	UDP	0	India	13402	Genstar Network Solutions Pvt Ltd.	Realtek High Definition Audio(SST)	Realtek High Definition Audio(SST)	False	Windows 10	012: [-0.0			
*	192.168.0.0	50041	203.187.233.53	UDP	0	India	18207	YOU Broadband & Cable India Ltd.	MissingDeviceName	Intel(R) Iris(R) Xe Graphics	False	Windows 10				
*	192.168.0.0	50034	203.187.233.53	UDP	0	India	18207	YOU Broadband & Cable India Ltd.	MissingDeviceName	Intel(R) Iris(R) Xe Graphics	False	Windows 10				
*	192.168.0.0	50007	203.187.233.53	UDP	0	India	18207	YOU Broadband & Cable India Ltd.	Poly BT700	Poly BT700	False	Windows 10	012: [-0.0			
*	192.168.0.0	50007	203.187.233.53	UDP	0	India	18207	YOU Broadband & Cable India Ltd.	Poly BT700	Poly BT700	False	Windows 10	012: [-0.0			
*	192.168.0.0	50015	103.198.100.98	UDP	0	India	13401	NET 4 U SERVICES PVT LTD	Intel® Smart Sound Technology	Realtek(R) Audio	False	Windows 10	012: [-0.0			
*	192.168.0.0	50015	103.198.100.98	UDP	0	India	13401	NET 4 U SERVICES PVT LTD	Intel® Smart Sound Technology	Realtek(R) Audio	False	Windows 10	012: [-0.0			
*	192.168.35.0	50013	180.70.108.126	UDP	0	Korea, Republic of	9318	SK Broadband Co Ltd	Realtek High Definition Audio	Realtek High Definition Audio	False	Windows 10	012: [-0.0			
*	192.168.35.0	50013	180.70.108.126	UDP	0	Korea, Republic of	9318	SK Broadband Co Ltd	Realtek High Definition Audio	Realtek High Definition Audio	False	Windows 10	012: [-0.0			
*	192.168.0.0	50018	121.130.87.4	UDP	0	Korea, Republic of	4766	Korea Telecom	Realtek High Definition Audio(SST)	Realtek High Definition Audio(SST)	False	Windows 10	012: [-0.0			
*	192.168.0.0	50018	121.130.87.4	UDP	0	Korea, Republic of	4766	Korea Telecom	Realtek High Definition Audio(SST)	Realtek High Definition Audio(SST)	False	Windows 10	012: [-0.0			
*	192.168.29.0	50000	165.225.122.108	UDP	0	India	53813	ZSCALER, INC.	Realtek(R) Audio	Realtek(R) Audio	False	Windows 10	012: [-0.0			
*	192.168.29.0	50000	165.225.122.108	UDP	0	India	53813	ZSCALER, INC.	Realtek(R) Audio	Realtek(R) Audio	False	Windows 10	012: [-0.0			
*	10.10.4.69	50007	167.220.255.5	UDP	0	Singapore	3598	Microsoft Corporation	Jabra Engage 50	Jabra Engage 50	False	Windows 10	012: [-0.0			
*	10.10.4.69	50007	167.220.255.5	UDP	0	Singapore	3598	Microsoft Corporation	Jabra Engage 50	Jabra Engage 50	False	Windows 10	012: [-0.0			
*	10.10.4.69	50041	167.220.255.5	UDP	0	Singapore	3598	Microsoft Corporation	MissingDeviceName	Intel(R) UHD Graphics 630	False	Windows 10				
*	10.10.4.69	50038	167.220.255.5	UDP	0	Singapore	3598	Microsoft Corporation	MissingDeviceName	Intel(R) UHD Graphics 630	False	Windows 10				
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⌂	10.10.3.90	50016	167.220.255.26	UDP	0	Singapore	3598	Microsoft Corporation	MissingDeviceName	Realtek(R) Audio	True	Windows 10	012: [-0.0			

User Feedback

Rating

Feedback

Text

NaN

Participant Location Map

Quality by ASN/Public Network

ASN	User Count	Total Streams	Poor Audio Streams	Poor Audio Rate (%)
18530				
Isomedia, Inc.	1	3	1	100.00
24309				
Atria Convergence Technologies Pvt. Ltd.,	2	11	1	25.00
***NO ASN***	3	5	0	0.00
3257				
GTT Communications Inc.	1	4	0	0.00
3598				

Client Type

Client

Microsoft Teams Windows

51

Microsoft Teams iOS

3

Microsoft Teams Android

2

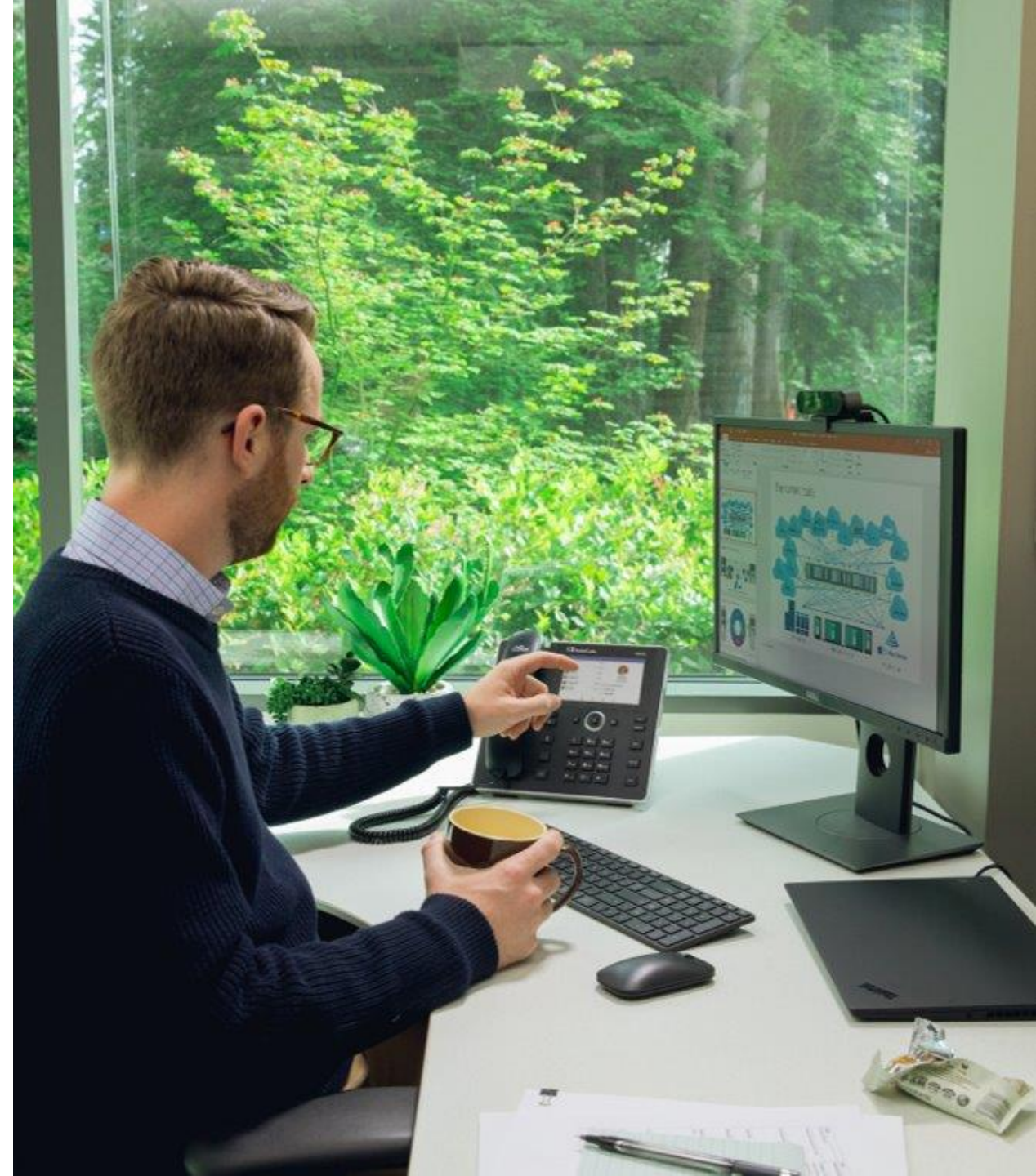
User Count

# Permissions

Before accessing CQD, ensure the proper permissions are assigned.

- Office 365 Global Administrator role
- Skype for Business Administrator role
- Teams Service Administrator role
- Teams Communications Administrator
- Teams Communications Support Engineer role
- Teams Communications Support Specialist role
- Reports Reader

[Use Microsoft Teams administrator roles to manage Teams | Microsoft Docs](#)



# Where can I learn more?

## Documentation

<https://aka.ms/QERguide>

[Troubleshoot Microsoft Teams - Learn | Microsoft Docs](#)

## Online Learning

<https://aka.ms/VirtualHubCoreConcepts>

<https://aka.ms/VirtualHubCQD>

<https://aka.ms/TeamsAcademy>

Thank you