Teams Summit Day 1am – Reporting and Analytics

- Is there a link to these templates? - [Use Power BI to analyze CQD data for Microsoft Teams - Microsoft Teams | Microsoft Learn](#)

- Is there a website/document that outlines similar quality of life usage scenarios (i.e. YouTube app) example?

- Is it possible to get information on third party meetings (i.e. Zoom)? - Call Quality Dashboard only focuses on Teams meetings

- Where can we find the device info (CPU and similar)? - Based on the dimensions that are available within the PowerBI CQD template, it will give CPU, Cores and Process speed of the computer - [Dimensions and measurements - Call Quality Dashboard (CQD) - Microsoft Teams | Microsoft Learn](#)

- How can I get Telephony CDR data beyond 180 days for Direct Routing exported to another dashboard/tool? - Check with the manufacturer of the SBC on pulling directly from there and into a local database. Pulling Teams information, you could use a solution like this to accomplish the data pull: [GitHub - OfficeDev/microsoft-teams-apps-callrecord-insights: Call Record Insights Application Template](#)

- Is this dashboard using direct-query? - Yes the PowerBI templates are using direct query.

- Where do you find the MTR QER template? - All templates are documented here and includes the link to download the template package. [Use Power BI to analyze CQD data for Microsoft Teams - Microsoft Teams | Microsoft Learn](#)

- Is there a way/report to identify the top 10/20 subnets/sites having poor Screen sharing OR Video or Audio Quality? - Yes these reports will allow you to drill down in screen share, audio or video quality issues and help to pinpoint where your issues are.

- Is there a link to learn more about the Champions that was talked about initially?

- When adding in a PowerBI tab in a Teams Channel, it asks for a PowerBI link. Where would that be if you're trying to tie it to the CQD PowerBI report? [Embed Power BI reports in Microsoft Teams - Power BI | Microsoft Learn](#)

- Are there permissions that have to be set for Power BI to publish to a teams channel? [Embed Power BI reports in Microsoft Teams - Power BI | Microsoft Learn](#)

- How would you tackle call quality data for meetings across platforms using direct guest join? - Direct Guest Join utilizes CVI in order to bring another platform meeting into Teams. You will need to access the CVI portal in order to see any analytics. Check with your partner for more details.

- Is it possible to get Conference ID of the meeting using Teams meeting URL?

- Where can we find the device info (CPU and similar)? - Where can we find the device info (CPU and similar)?

- Is there a way to troubleshoot randomly disconnecting calls? - Is there a way to troubleshoot randomly disconnecting calls?

- Re CQD Teams AA & CQ reports, we are missing the agent opt-in/opt-out time but the dimension is not (yet) available. Is this dimension planned at all? - There will be an update with Queues App that will provide more detailed information.

- Does the PowerBI reports were missing utilization reports for OC and if that was something they needed to do on their own. - Utlization reports can be found in Teams Admin Center under Analytics & Reports and in Usage Reports. Choose the PSTN and SMS usage and you can see who is using operator connect. This report can be downloaded and analyzed. Microsoft Teams PSTN usage report - Microsoft Teams | Microsoft Learn

- Where can I find missed calls metrics for Teams Telephony Call Queues. Those metrics were in the CQ/AA reports and provided a link to the Auto attendant and Call queue historical reports.

- Can the CDQ be accessed by API outside of Power BI. - Data API for Call Quality Dashboard (CQD) in Skype for Business Server - Skype for Business Server 2015 | Microsoft Learn

- What is the most common reasons were for clients dropping back to TCP if UDP was open and available. - Typically due to firewall configuration or UDP ports being blocked.

- Do you need a Power BI Premium license to publishing and pinning a report in a Teams channel. - Embed Power BI reports in Microsoft Teams - Power BI | Microsoft Learn

- In the Managed VPN Usage report what does (Blank) mean? - If a Building data file was not defined, blanks would appear throughout the QER.

- How can someone remove the masked telephone numbers in the report and show the whole telephone number as an admin. Need to enable EUII access in the M365 Admin Center Call Quality Dashboard (CQD) setup - Microsoft Teams | Microsoft Learn

- What is going on when the quality of a meeting was often shown as "good" even when the packet loss was high. - "Good" indicator was based on the average duration of the call and that a user may experience bursty network conditions that affect the call but don't last long enough to flag it as a "Poor" call.

- Are there were any good custom Power BI templates for them to use. - The provided templates were the gold standard but that they were welcome to customize them however they wanted.

- Does the report showed Direct Routing calls as well. - Navigate to the PSTN usage or use CQD.

- Where can I learn more about the Champions that were talked about initially. - [Create your champions program for Microsoft Teams - Microsoft Teams | Microsoft Learn](#)

- What is the documentation URL to follow to set up PowerBI and Teams to review the PSTN/SBC metrics. - All setup documentation is in the QER download zip.

- If the published reports would still work if the admin role was not active. - As long as they were licensed to publish the report, others would be able to view the reports even if the original publisher was not logged in.