ReadMe: Power BI query templates for Microsoft Advanced Call Quality Dashboard (CQD)

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For CQD reports in Microsoft Teams, if you’d rather use Power BI to query and report your data, download our CQD Power BI templates. When you open the templates in Power BI, you’ll be prompted to sign in with your CQD admin credentials. You can customize these query templates and distribute them to anyone in your organization who has a Power BI license and CQD admin permissions.

Before you can use these PBIT files, you’ll need to install the Power BI Connector for Microsoft Advanced CQD (MicrosoftCallQuality.pqx). See the “Power BI Connector for Microsoft Teams CQD.docx” file to learn how to install this PQX file.

## Power BI query templates for CQD

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| CQD Helpdesk Report.pbit | Integrating building and EUII data, this report is designed to let you drill up from a single user to find the upstream root cause of poor call quality for that user (for example, the user is in a building that’s experiencing network problems). |
| CQD Location Enhanced Report.pbit | Re-imagining CQD SPD location reports. Includes 9 reports, providing Call Quality, Building WiFi, Reliability, and Rate My Call (RMC) information with additional drill-thrus by Building or by User. |
| CQD Mobile Device Report.pbit | Provides insights specifically tuned towards mobile device users, including Call Quality, Reliability, and Rate My Call. View mobile network, WiFi network, and mobile operating system reports (Android, iOS). |
| CQD PSTN Direct Routing Report.pbit | Provides insights specific for PSTN calls that go through Direct Routing. To learn more, read [Using the CQD PSTN Direct Routing Report](https://docs.microsoft.com/microsoftteams/CQD-PSTN-report). |
| CQD Summary Report.pbit | Better visualizations, improved presentation, increased information density, and rolling dates. These reports make it easier to identifier outliers. Drill into call quality by location with an easy-to-use interactive map. 9 new reports:   1. Quality Overall 2. Reliability Overall 3. RMC (Rate My Call) Overall 4. Conference Quality 5. P2P Quality 6. Conference Reliability 7. P2P Reliability 8. Conference RMC 9. P2P RMC |
| CQD Teams Utilization Report.pbit | Shows how users in your organization are using Teams and how much. To learn more, read [Use CQD Power BI report to view Microsoft Teams utilization](https://docs.microsoft.com/microsoftteams/CQD-teams-utilization-report). |
| CQD User Feedback (Rate My Call) Report.pbit | Shows Rate My Call data in a way that you can easily use to help support calling for your organization. Cross reference with verbatims to identify end user education opportunities. |

## Factors that affect query performance

When you customize these queries, if you find that the queries are running very slowly (or timing out), consider these factors:

1. Amount of building data included
2. Tenant size, number of records
3. Number of widgets per report page
4. Number of rows returned in the query.

## Legal

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