Teams Advanced Add-On:

Metrics for Teams Voice, Video and Sharing Quality

HIGHLIGHTS

Search, Report and Analyze Teams users by user, call, department, geography or company

Have metrics on quality of calls, video and Teams sharing

Watch Teams adoption over time and see how effective collaboration affects your business

IT leaders are tasked with making Microsoft Teams do more and more lifting, especially as remote work is the new normal. How do you know if Teams is being used effectively, not just for basic collaboration, but telephony and all those all-important video meetings? M365 administrators need deep visibility into the quality of audio and video calls, and the quality of content shared during Teams meetings.

That's where Teams Advanced Add-On comes in. Teams Advanced adds to the already powerful Teams features of CoreSuite to deliver even more information about Teams usage and user experience. This solution provides trending data of Teams usage and quality over time. From these reports and metrics, admins can easily drill down and view user problems for diagnosis.

Teams Advanced has insight Microsoft can't provide, with detailed information on every call so you can track quality of voice, video and sharing. You also get reports by department or group on how Teams services are being utilized. All this insight is available from the CoreSuite management interface that handles all M365 Services.
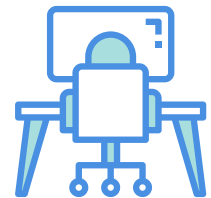
Teams Advanced Analytics of your users' experience with Teams

Know: Teams Users by Users, Call, Department, Geography or Company

Have Metrics You Need – Including Historical Over-time

Real-time Analysis with Drill Down to Troubleshoot

Teams Advanced functions include:

- Series of Teams reports, including the Call Quality dashboard for a single at-a-glance view of overall call quality, and individual users and calls suffering from sub-standard performance.

- Real-time analysis of call quality by department, geography, or company are invaluable for troubleshooting issues.

- Call data from Microsoft Teams and additional data from other Microsoft 365 services is brought together for detailed reporting and analysis.

- Metrics about the number of Teams calls and overall Teams adoption, as well as tracking these metrics over time.

- Make sure you're getting the most out of your Teams for public switched telephone networks (PSTN) investment. See who is and isn't using their PSTN numbers and track usage (and costs) over time. Part of CoreSuite, for efficient management of Microsoft 365.

Call Quality Dashboard

This dashboard tracks metrics for Teams calls, Teams users, and content sharing during Teams calls. It allows metrics and KPI (Key Performance Indicators) to be displayed at any point in real-time. The dashboard can also serve as a jumping off point for examination and troubleshooting issues with particular users, calls, departments, or geographies.
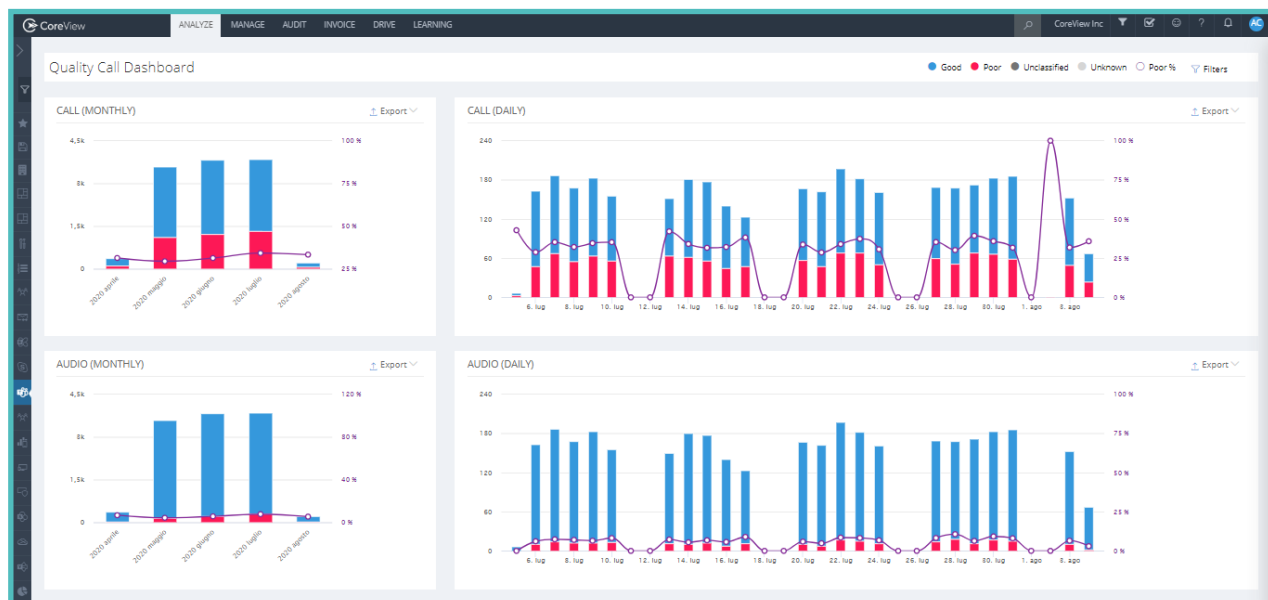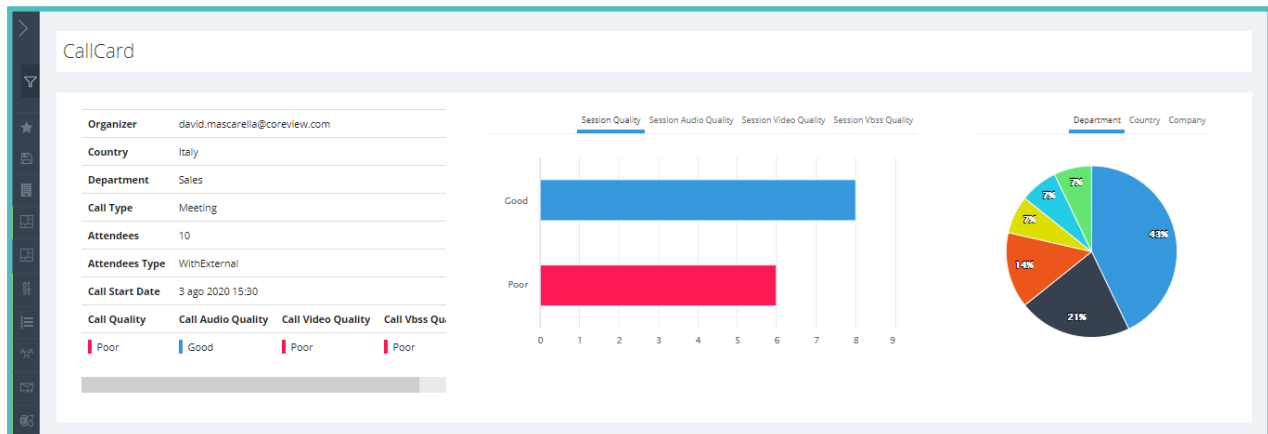
User Call Quality

Rather than providing limited visibility from Microsoft-provided data that limits visibility to a single user, Teams Advanced allows searching and tracking down issues for particular users, or across departments as shown below. Users can be filtered by user, call, department, geography, or company.

Call Card

Find the details of any and all calls. Learn who organized a call, country, department, number of attendees, and call quality including audio and video.