Today's Core Question:

Is the scenario supportable using integrated capabilities, or does it require the use of a 3rd party product?

3rd party or no 3rd party
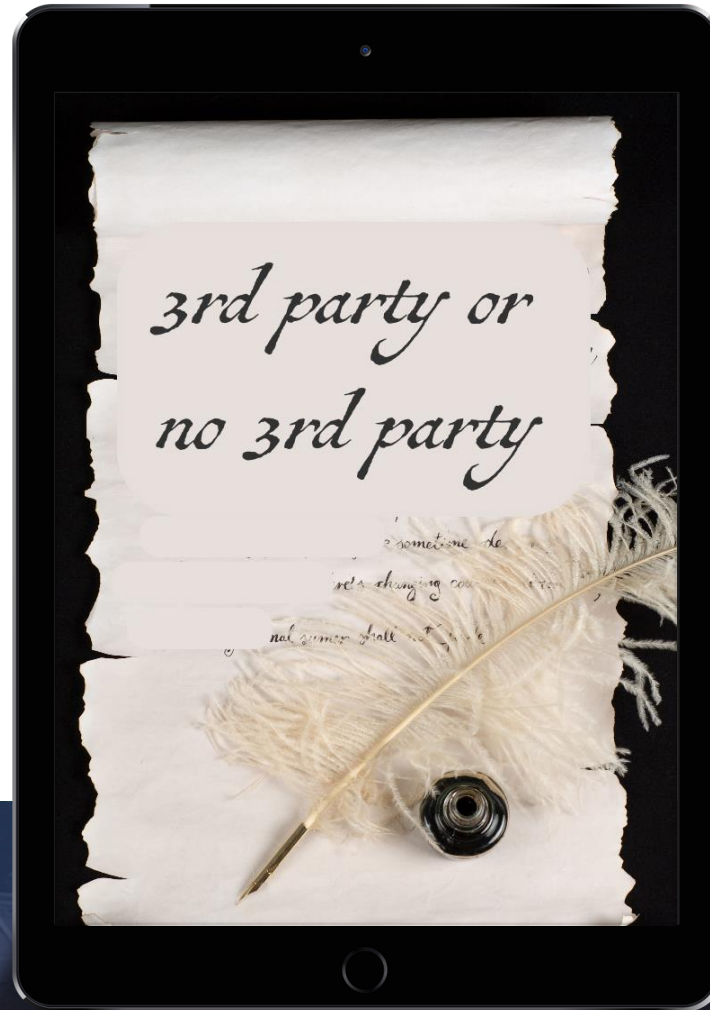
Scoring

- If integrated tools meet the need, Jason wins the round.

- If a 3rd party product is a better fit, the round goes to Gary

Today's Rounds (and agenda)

Start ————————————————————————————————→

State of the Union

Jason will demonstrate the troubleshooting tools that are available in Microsoft Teams

Generic George

Is it:
A. Child Screaming
B. Co-worker Crying
C. Teams Audio Issue

Around the Middle

The CEO is in a meeting with two direct reports.

After the call is over quality issues are reported.
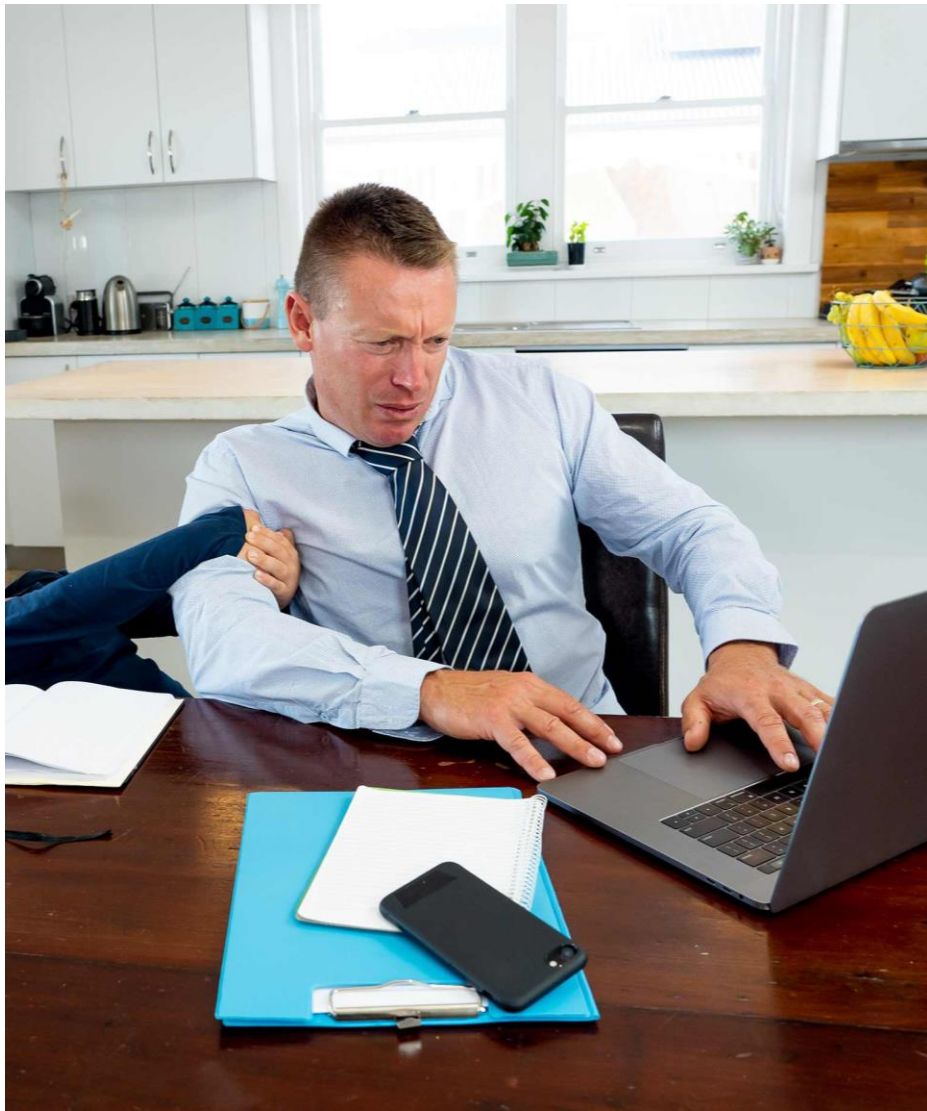
MTR-palooza

One Microsoft Teams Room (MTR) calls another MTR and says:

...not much. At least not much we can hear.

Microsoft Teams Integrated Support Tools of Today
(Live Overview)

(The crowd cheers in anticipation)

Name That Sound

A support ticket comes in reporting:

"I was in a call, and I heard a lot of noise. It was very distracting and hard to focus on the call."

Caption:
Bleeps; Cheeps; Chirps; Screeching; Yelps; Police Sirens; Possible Ambulance; Robotic voices. Frogs. Wild Turkeys...or maybe I was drinking it.
I learned from the last support call that when my packages get lost, it is hard to hear.
My food order is late, so I had some of that package loss stuff.
Is this even my kid pulling on my arm?

ROUND
2

Around the Middle

The CEO takes a call with two direct reports engaged in a "verbal scuffle".

The call is suffering from poor quality. But she can't change focus from this call due to the tense nature.

When the call is complete the CEO calls you and says:
"my last call was terrible 'around the middle' of the call. I need to know what went wrong."
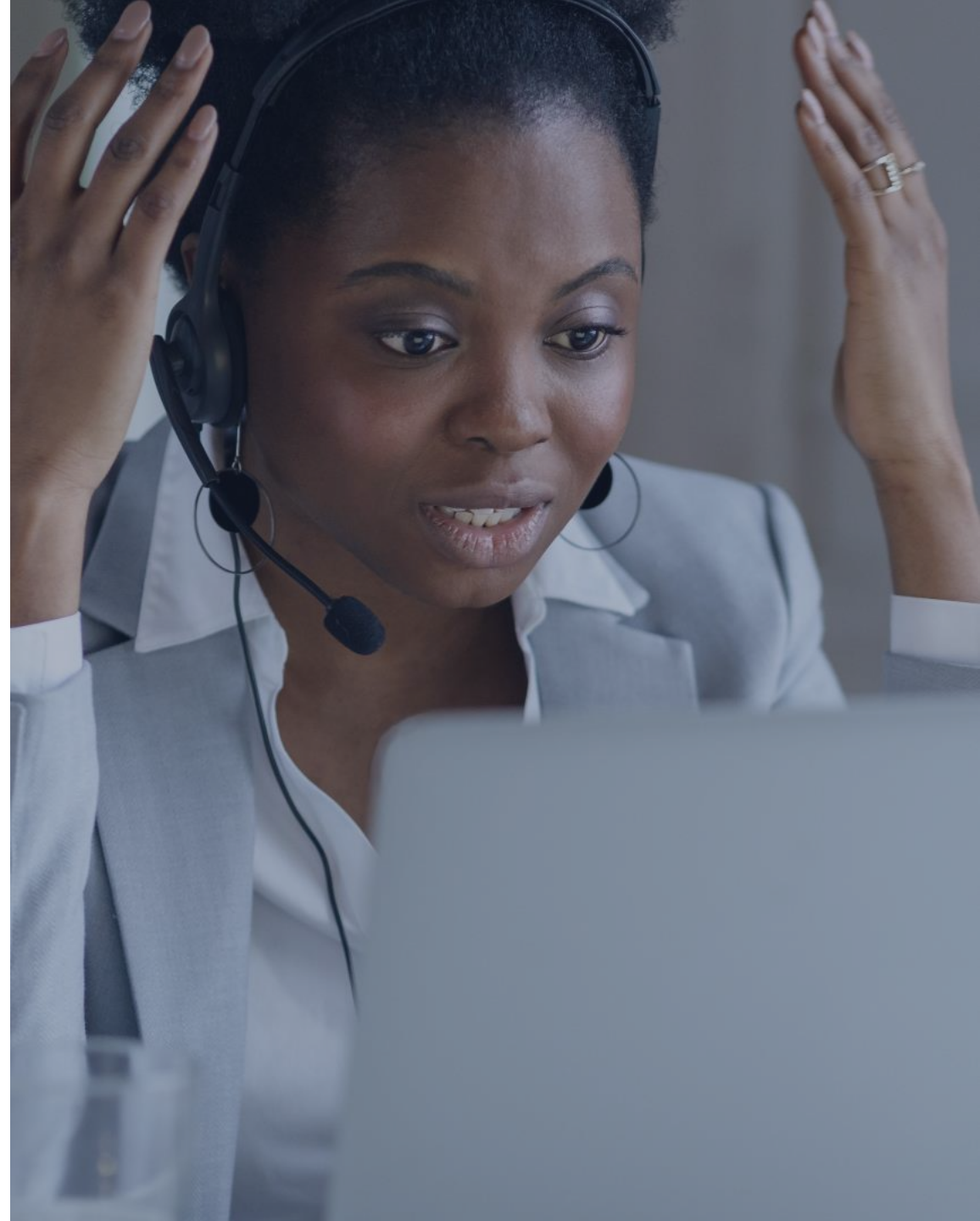
ROUND

3

MTR-palooza

One Microsoft Teams Room (MTR) places a direct call to another MTR.

Significant quality issues are reported. A ticket opened and escalated, and VIP support is requested while the call is live.

FINAL RESULT

2 – 1

Next Steps

Actionable Insights for Call Quality Troubleshooting

panagenda

✓ Offering free 30-day **production pilot **

⭐ **REGISTER Today!!!**

** minimum 1,000 seats

✓ Start gathering your **endpoint performance data now**

✓ Signup for a call quality **assessment workshop**

www.**panagenda**.com

📄 BROCHURES

❞ CASE STUDIES

🎞 WEBINARS

⏭ DEMOS

📖 DATA SHEETS

Next Time...

MVP vs. MCM
Episode 3: Finding and Fixing Company-wide or Multi-user Patterns and Problems

What's New in Microsoft Teams?
All about the new Microsoft Teams Premium license & more
17th May 2023

Q&A

Thank you

Headquarters, Austria:
panagenda GmbH (Ltd.)
Schreyvogelgasse 3/10
AT 1010 Vienna

P: +43 1 89 012 89
F: +43 1 89 012 89-15
E: info@panagenda.com

Headquarters, Germany:
panagenda GmbH (Ltd.)
Lahnstraße 17
DE 64646 Heppenheim

P: +49 6252 67 939-00
F: +49 6252 67 939-16
E: info@panagenda.com

USA:
panagenda Inc.
60 State Street, Suite 700
Boston, MA 02109

P: +1 617 855 5961
F: +1 617 488 2292
E: info@panagenda.com

Germany:
panagenda GmbH (Ltd.)
Lahnstraße 17
DE 64646 Heppenheim

P: +49 6252 67 939-86
F: +49 6252 67 939-16
E: info@panagenda.com

The Netherlands:
Trust Factory B.V.
11th Floor, Koningin Julianaplein 10
NL 2595 AA The Hague

P: +31 70 80 801 96
E: info@panagenda.com