Improve Microsoft Teams Call Quality

Microsoft Teams has become a business critical component. Ensure it's working properly.
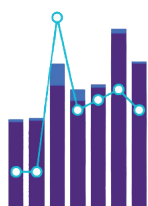
Are you experiencing Microsoft Teams Call Quality issues and looking for an easier way to troubleshoot?

Due to the increase in hybrid workforces and the rapid adoption of Microsoft Teams, it has never been more important to quickly understand what is causing poor Microsoft Teams call quality with a Microsoft Teams monitoring tool.

The native Microsoft Teams Call Quality dashboard is a good starting point, but it takes time to set it up and sometimes is overwhelming. It is also difficult to quickly identify how Microsoft Teams is performing for the organization as a whole over the past month, week or day.

The ENow Microsoft 365 monitoring tool provides a Simplified Microsoft Teams Call Quality Dashboard that helps you quickly tell how Microsoft Teams has been performing for your organization over the past month, week and day. It also lets you quickly know how your user community feels about their call quality.

Assess Call Quality based on Microsoft Teams CQD metrics over the past month, week and day

Assess Call Quality for the organization based on feedback directly from your users

Monitor VIP's in real time and solve their challenges

VIP

Correlate what is causing poor call Quality

Provide access to Service Desk and Microsoft Teams personnel to quickly troubleshoot in real time

Trusted by these companies:

NBA   Facebook   VW   Wendy's   NYSE
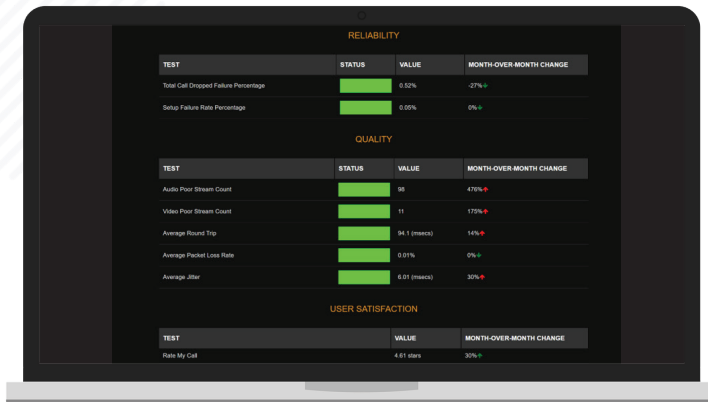
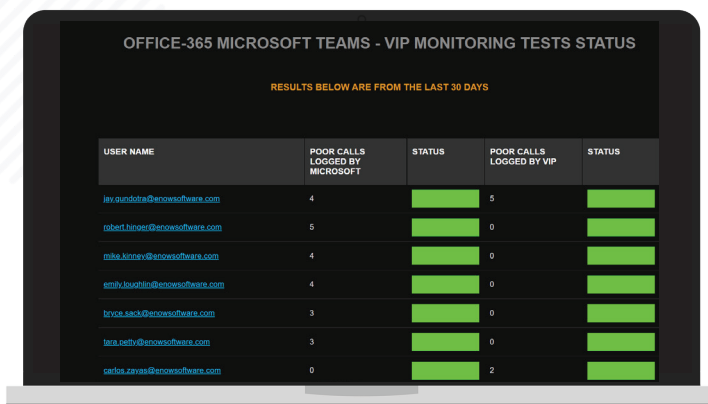## 1. Simplified Microsoft Teams Call Quality Dashboard

Why it's important

- Challenges with Microsoft Teams Admin Center
- Microsoft Teams CQD is overwhelming
- Difficult to see which calls are bad
- Must have Microsoft Teams Engineer role to access data
- Difficult to compare key metrics month over month

ENow provides

- Quickly determine how your Microsoft Teams Call Quality is for your organization
- Understand how your users perceive their call quality
- Real time monitoring of KPIs
- Track performance month over month

2. Real-Time VIP Microsoft Teams Monitoring

Why it's important

- Challenges with Microsoft Teams Admin Center
- Difficult to see which calls are bad
- Must have Microsoft Teams Engineer role to access data
- Not easy to see connection type
- Cannot identify if poor call quality is happening between the same people
- Difficult to identify poor call quality on meetings
- Reactive

ENow provides

- Ability to consistently monitor your VIPs' Microsoft Teams experience
- Aggregated view of bad calls
- Aggregate connection type and device
- View of calls over the current day/past 24 hrs/past week...yielding quick identification of root cause

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## 3. Microsoft Teams Call Quality Support Portal

Why it's important
- Enable your Help Desk to lookup call statistics for an individual user

ENow provides
- Ability to quickly select a user
- Aggregated view of bad calls
- Aggregate connection type and device
- View of calls over the current day, past 24 hours, and past week...yielding quick identification of root cause for the individual user

4. Microsoft Teams Call Quality Snapshot
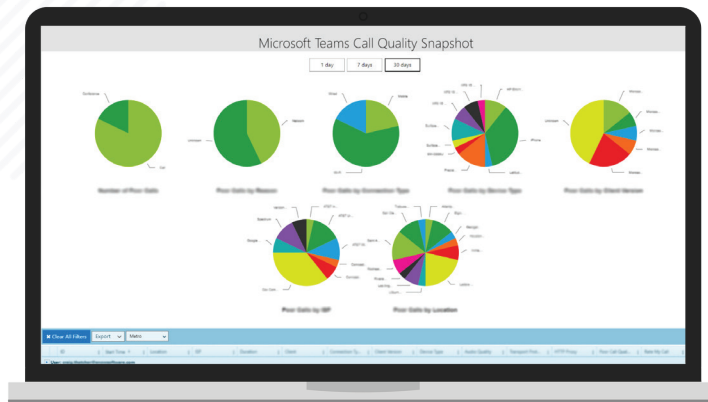
Why it's important
- Challenges with Microsoft Teams Admin Center
- Microsoft Teams CQD is overwhelming
- Difficult to see which calls are bad
- Must have Microsoft Teams Engineer role to access data
- Difficult to determine what is causing poor call quality
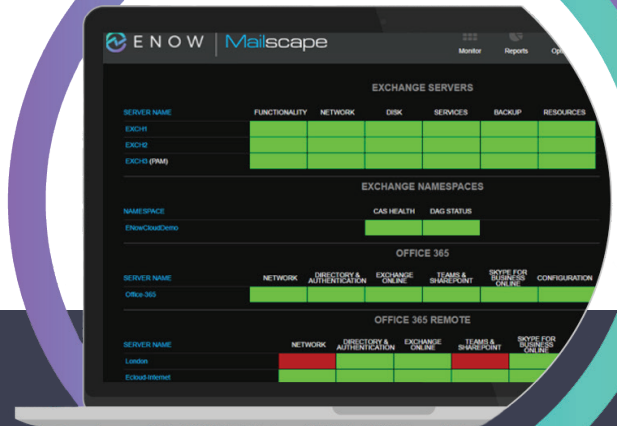
ENow provides
- Ability to quickly determine what is cause for the majority of poor calls
- Aggregated view of poor calls
- Aggregated view of key reasons: Microsoft Teams Client, Device, ISP, Network
- View of calls over the current day/past 24 hrs/past week...yielding quick identification of root cause

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ENOW

Microsoft 365 Monitoring & Reporting

E N O W | Mailscape

Monitor   Reports   Op

EXCHANGE SERVERS

SERVER NAME	FUNCTIONALITY	NETWORK	DISK	SERVICES	BACKUP	RESOURCES
EXCH1						
EXCH2						
EXCH3 (PAM)						

EXCHANGE NAMESPACES

NAMESPACE	CAS HEALTH	DAG STATUS
ENowCloudDemo		

OFFICE 365

SERVER NAME	NETWORK	DIRECTORY & AUTHENTICATION	EXCHANGE ONLINE	TEAMS & SHAREPOINT	SKYPE FOR BUSINESS ONLINE	CONFIGURATION
Office-365						

OFFICE 365 REMOTE

SERVER NAME	NETWORK	DIRECTORY & AUTHENTICATION	EXCHANGE ONLINE	TEAMS & SHAREPOINT	SKYPE FOR BUSINESS ONLINE
London					
Ecloud-Internet					

Challenges in a Cloud World

Microsoft 365 has a plethora of benefits, but it also comes with new challenges IT Pros need to be aware of.

Traditional monitoring solutions focus almost entirely on the infrastructure supporting a specific service or application. While this approach proves relatively successful in a pure on-premise scenario, it is much less effective with cloud-based services.

Areas Monitored with ENow

Our solution automatically conducts an ongoing series of tests to ensure all components are working properly. This gives administrators confidence in their configuration, eliminates the fear associated with moving to the cloud, and saves hours of troubleshooting time when outages happen.

Hybrid Components   **Microsoft 365 Applications**   **End User Experience Probes**   **Directory & Synchronization**   **Microsoft 365 Administration**   **Network**

ENOW

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