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Proactively Support Users with Microsoft Teams User Experience Alerting Using Martello Vantage DX

The Challenge

Microsoft Teams Call Quality Dashboard's lack of alerting features makes it impossible to proactively be aware of issues affecting your users and business lines. Because of this, you rely on your users to be warned of Teams issues or problems which is problematic as users rarely open IT tickets for bad calls.
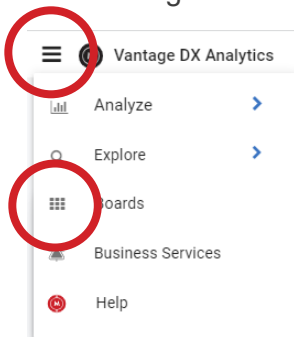
Overview

This walkthrough will dive into how to be efficiently alerted on everything that matters for Microsoft Teams performance *and* all of your other Microsoft 365 workloads - without being overloaded by alerts.

Let's Get Started!

Let's start with the alerts in Vantage DX.

The alerting section of Vantage DX can be found in the burger menu (top left) under "Board"


So, what do you see here?

You see above the standard alerting we configure for our main customers. Every board describes an alert condition (in the title) and the number of elements that have been found that have met the condition of the alert.

Immediately, you can see if you have a specific condition with an issue and see the severity of the issue.
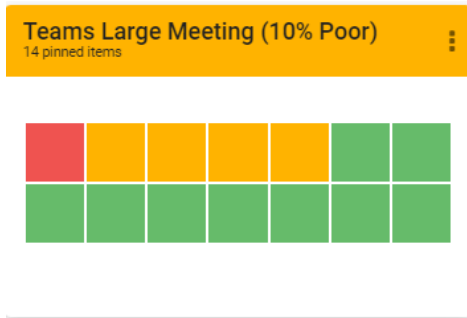
Keep in mind that you can create and alert for *any* condition you want on your data.

If we open the first one: Microsoft 365 License capacity issue, you see the type of licenses where you are at full capacity and about to be overloaded.

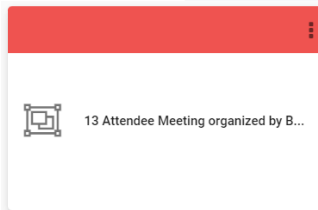Click on the back arrow to go back to the alert board.
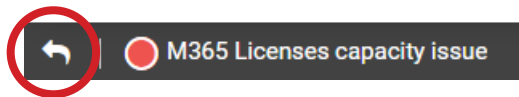
Let's check the Teams Large Meeting alert (10% Poor).

Clicking on it opens the detail of the alert conditions that have been found.

In this case you would be alerted if 10% of large meetings (above 10 persons - which is also configurable) are experiencing poor audio quality for one (configurable) or more users

You can click on any of these meetings to have more detailed information about the alert.

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You can also click on the alerts to get the details on every issue that occurred on that category of meetings in order to better understand the root causes of these issues:

MEMBERS (6)   EXPLORER   ALERTS (60)   INCIDENTS (0)   RULES (1)   EXCLUSIONS (0)

>>>

Clicking on any alert allows you to get advanced details on every property, configuration and issue that happened during this meeting.

Let's come back on the alert board by clicking the back arrow twice.

Depending on the condition on which you choose to be alerted (poor calls, network latency, etc.) you might also want to determine the level of severity for that specific condition on which you want to be alerted.

As a tester of the solution, you don't have admin rights, but if you do, we can go through on how to configure this.

Click on the configuration button on this same board, then Edit and Details. You can access the notification configuration which allows you to define when and how you want to be alerted.
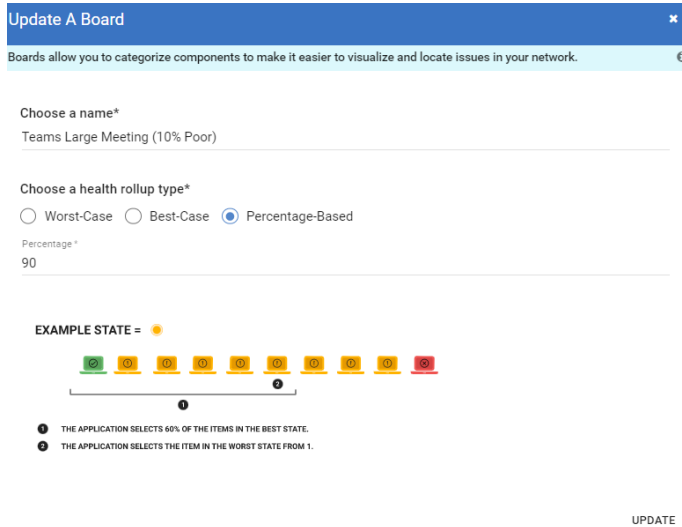
The health rollup type lets you choose if you want to be alerted if you find:

- One bad meeting with this condition (worst case).

- 100% of the meetings with that condition (best case).

- Or a % of the meetings with this condition.

Here you can see that we are configured to be alerted when 10% of the meetings with the set condition (more than 10 users, more than 3 users with problem) are bad (poor or fail).

Setting this custom % prevents you from being overloaded by alerts so you can focus only on what matters most to you.

This alerting capability is also key to transforming the Teams Call Quality Data (CQD) into monitoring insights specifically for what you define as critical for your company.

You can now close the notification pop-up and browse through the various alerting conditions we have defined in this demo environment.

Other alert boards are also interesting to check.

Microsoft 365 Licenses Capacity Issue

Alert if any of the chosen Microsoft SKUs have limited licenses available.
- If there is 1 license left, the status is Warning
- If there are 2, 3, or 4 licenses left and you have pre-paid for more than 20 licenses, the status is Warning (these values are specified; it's not a percentage of the number of pre-paid licenses that you have)

Microsoft 365 Service Health Incident
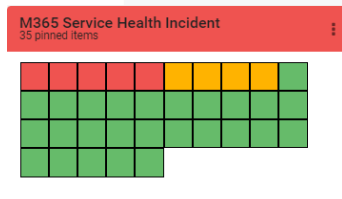
Alert on any service incident communicated by Microsoft in the Service Health Dashboard.

- Alert for any new incidents raised via Microsoft
- Alert if one or multiple chosen workloads are impacted

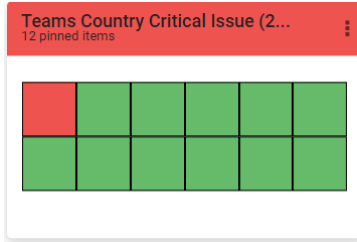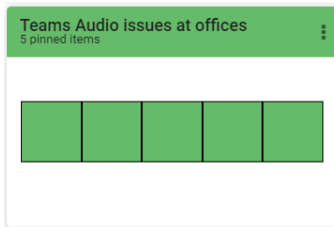- Set alerts for every workload to notify different teams (with different severity)

Teams Country Critical Issues

This board alerts if more than 20% (configurable) of users are experiencing poor quality calls in a specific country.

Teams Audio Issues at Offices

An "office" can be defined manually (with IP address or location) or dynamically through leveraging external IP addresses recorded for the calls.

A dynamic office is when three or more user devices participate in a call using the same IP address.

Vantage DX Analytics creates a group for that IP address, and you can define an alert for it. Of course, you can also configure the number of devices needed for Vantage DX to consider the IP as an IP office.

Teams Conference (10% Poor calls)
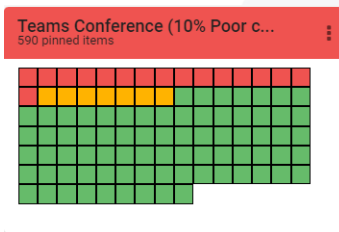
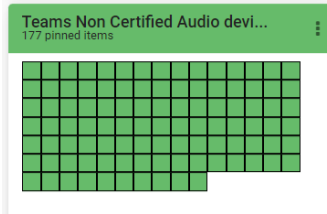Alert if more than 10% (configurable) of the conference calls taking place in the past 4 days (configurable) have been in a warning or critical state.

## Teams Calls Ottawa (10% Poor)
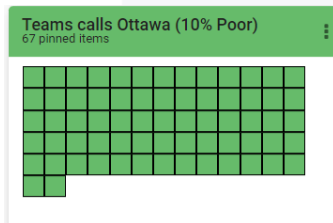
It shows the ability to alert on specific locations with additional details. Here an alert is raised if more than 10% of Ottawa users are experiencing a high volume of poor audio quality calls in Teams. Again, every threshold is configurable.

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Teams Non-Certified Audio Devices

This alerts if any devices experiencing a poor or bad call quality are not part of the Microsoft Teams "certified" list (configurable) of audio devices.

Teams VIP
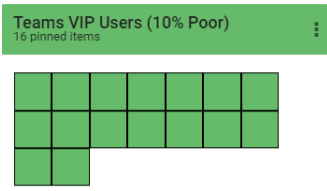
Alerts if more than 10% of VIP users (configurable) are experiencing poor quality calls. A VIP user is in warning if at least one of their devices has experienced 20% of poor calls on at least 3 calls, 30% for critical (all configurable).

Conclusion

What you have seen today with alert thresholds is just a small sample of what you can do with Vantage DX.

Martello Vantage DX makes it easy for you to search for any property of a call and group all the objects that match these conditions and to be notified when there is any change.

With Vantage DX you can see how you can easily be alerted on everything that matters most to *you* when it come to the overall Teams user experience - without being overloaded by alerts. This is because Vantage DX can help transform call quality data into monitoring data and deep insights.