

Proactively Support and Troubleshoot your Microsoft Teams VIPs' Issues

The Challenge

VIPs typically do not open IT tickets if Teams is not working well for them, but they are extremely prompt to complain. A quick response is impossible without an alerting tool based on the Teams user experience. Understanding the reoccurring issue of a VIP, any user, or a site is challenging without a clear performance assessment of the route to the cloud.

Overview

Discover how you can monitor the Microsoft Teams user experience of your VIPs. How you can be alerted when they have issues and how to troubleshoot their problems efficiently and quickly.

Let's Get Started!

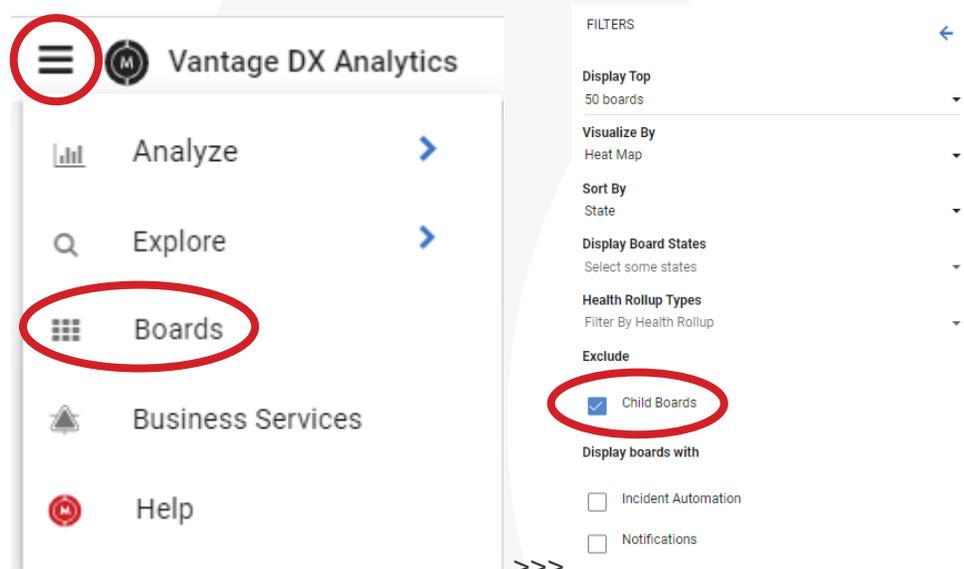
Let's start by setting alerts for your VIPs in Vantage DX.

Your goal is to be alerted either when **one** VIP has a user experience issue or when a **percentage** of the VIP calls, like 5 or 10%, are poor. Setting a percentage threshold provides less alerts but they will be more meaningful and actionable.

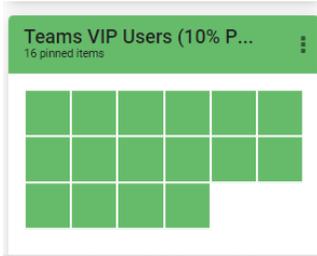
We will then see how to analyze the VIP quality of service on our Vantage DX dashboard and how you can troubleshoot your VIP issues.

Let's start on Vantage DX's alerting board. You can find this by clicking on the burger menu and selecting Boards.

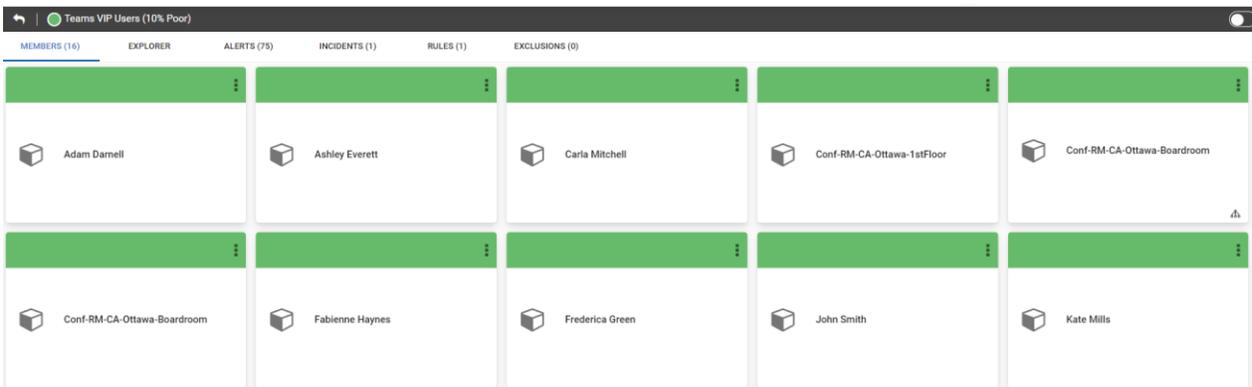
Be sure that "Exclude Child Boards" is activated.



Now find the Teams VIP (10% poor) and click on it.



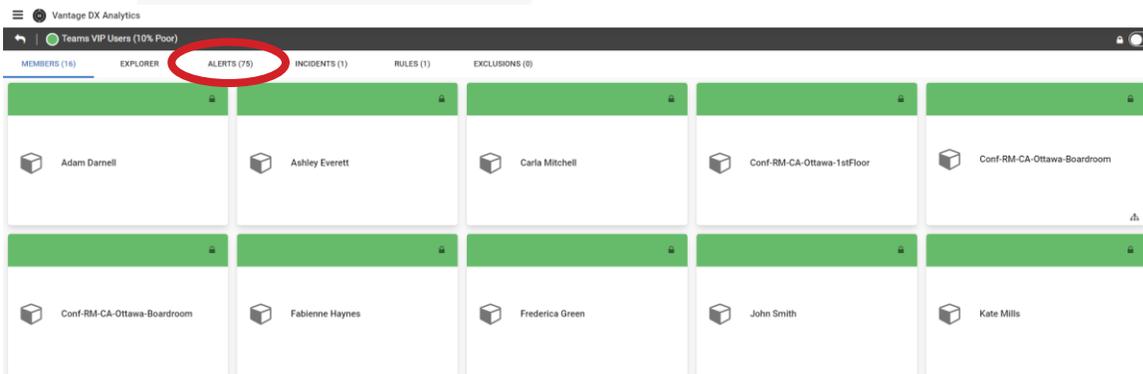
This alert is triggered if more than 10% of VIP users (configurable) are experiencing poor quality calls. A VIP User is in *warning* if at least one of their devices has experienced 20% of poor calls on at least 3 calls, 30% for critical (all configurable).



The drill down detail shows the list of users in this group that *have* or have *had* issues in the past. Vantage DX is checking the calls one by one and will look for audio, video, conference and PSTN calls with issues.

Above you can see that this board is green which means there are no active alerts with our VIPs. At other times when you are using our demo you might see some red squares that indicate there is a current issue with one of our VIPs. However, the users you see here all have had issues in the past.

If you want to see these alerts for past issues just click on the alert tab:

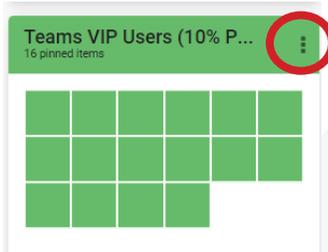


You now have access to all the problems previously experienced by your VIPs.

| ALERTS (82) | INCIDENTS (0) | RULES (1) | EXCLUSIONS (0) | | |
|-------------|---|-----------|----------------------|----------------------|------------------------------|
| Severity | Target/Message | State | Created On | Last Updated | Integration Type |
| ● | John Smith Android Mobile Poor Call on 12/12/2022 2:34 PM Round Trip Time... | Open | Dec 12, 2022 8:34 PM | Dec 12, 2022 8:34 PM | Microsoft Teams Call Quality |
| ● | Kate Mills Windows 10 Wifi Poor Call on 12/12/2022 2:21 PM Round Trip Time... | Open | Dec 12, 2022 8:21 PM | Dec 12, 2022 8:21 PM | Microsoft Teams Call Quality |
| ● | John Smith Android Mobile Poor Call on 12/12/2022 2:00 PM Round Trip Time... | Open | Dec 12, 2022 8:00 PM | Dec 12, 2022 8:00 PM | Microsoft Teams Call Quality |
| ● | John Smith Android Mobile Poor Call on 12/12/2022 1:15 PM Round Trip Time... | Open | Dec 12, 2022 7:15 PM | Dec 12, 2022 7:15 PM | Microsoft Teams Call Quality |
| ● | Kate Mills Windows 10 Wifi Poor Call on 12/12/2022 1:03 PM Round Trip Time... | Open | Dec 12, 2022 7:03 PM | Dec 12, 2022 7:03 PM | Microsoft Teams Call Quality |
| ● | Kyle Siddall Windows 10 Wired Poor Call on 12/12/2022 5:18 PM Video Local Fra... | Open | Dec 12, 2022 6:18 PM | Dec 12, 2022 6:18 PM | Microsoft Teams Call Quality |

This automatically shows the type of call, connection type and poor call reason. Of course, if you want detailed information on each issue you can click on any alerts and scroll down through the properties of the call.

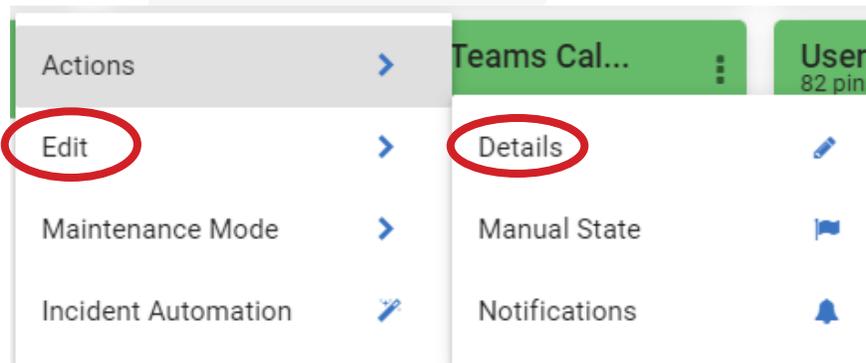
Let's click on the return arrow  to come back to the general alert board.



You can of course define when you want to be alerted.

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

By clicking on the configuration button of this board, then Edit and Details, you can access the notification configuration which allows you to define *when* and *how* you want to be alerted.





In this case, we alert when 10% of VIPs are experiencing issues with their calls.

You can choose to be alerted as soon as a VIP has an issue (worst case) or you can wait for all VIPs to have issues (best case).

Typically, our customers put a percentage between 5 and 10% to be reactive enough without being overloaded by alerts. This also depends on the number of VIPs you want to monitor.

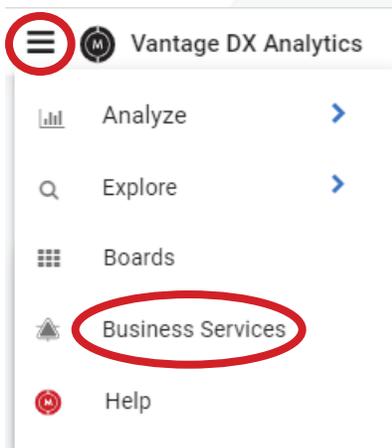
Let's close this pop up and move onto another way to be notified of VIP issues.

Business Services

With Vantage DX, you can create what we call Business Services that gather data for a specific service or specific users to create, measure and alert on an internal SLA.

Let's see how it works.

Click on the burger menu then Business Services:



You are now in our Business Service view.

| 7 Business Services | | | | | | | | | | |
|--|---------------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|--------|-----------|----------|--|--|--|
| CREATE GENERATE SLA REPORT | | | | | | | | | | |
| Name | End-User | Application | Infrastructure | Supplier Services | Alerts | Incidents | SLA | | | |
| <input type="checkbox"/> ⊗ Teams | ⊗ | ⊗ | ! | ⊗ | 7 | 1 | 60.579% | | | |
| <input type="checkbox"/> ! Teams Rooms (MTRs) | ! | ⊗ | ⊗ | ⊗ | 0 | 0 | 100.000% | | | |
| <input type="checkbox"/> ✔ Teams VIP | ✔ | ⊗ | ⊗ | ⊗ | 83 | 0 | 99.593% | | | |
| <input type="checkbox"/> ✔ Teams Service at Offices (Dynamic Offices) | ✔ | ⊗ | ⊗ | ⊗ | 13 | 0 | 99.048% | | | |
| <input type="checkbox"/> ✔ Exchange | ✔ | ⊗ | ⊗ | ⊗ | 4 | 0 | 97.298% | | | |
| <input type="checkbox"/> ✔ SharePoint OneDrive | ✔ | ⊗ | ⊗ | ⊗ | 1 | 0 | 97.303% | | | |
| <input type="checkbox"/> ⊗ Office 365 Web Apps | ⊗ | ⊗ | ⊗ | ⊗ | 5 | 0 | 60.627% | | | |

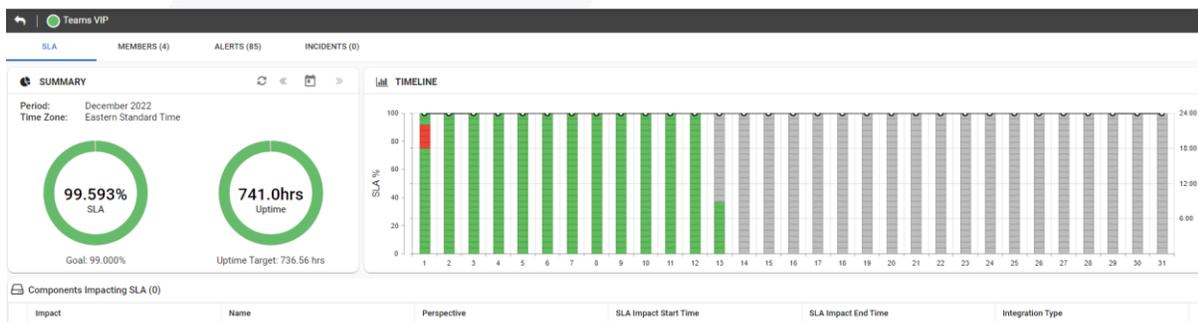
This is where you can define and track performance reports for anything in your environment. For example: to measure SLAs or internal OLAs.

For every report you can choose precisely what data will affect the SLA performance and what additional data should be displayed to explain potential loss of service quality.

Here is what we can see here:

- The name of the service that you define.
- The type of data used either for the SLA achievement or for troubleshooting (End-User, Application, Infrastructure).
- The number of alerts for this Business Service over time.
- The incidents raised to your ITSM tool (for example ServiceNow) that correlates your alerts into service incidents and synchronizes these with your ITSM tools.
- And finally, the SLA achievement overtime.

Let's focus on the Teams VIP Business Service for now (click on its title).



Here you have details of the achievements and every time an issue impacted the service quality target.

Clicking on every red dot will show you exactly why the SLA failed at that specific time.

Clicking on Members opens the categories of data that you have chosen for this specific Business Service.



In the End User box, you can see the users that have been selected as VIPs to be monitored and have had issues. Let's go deeper and click on it.



Being green means that they had previous issues but that they are not active anymore.

If you click on a user, you will see an overview of the information we have related to the calls that were made *and* related to the issues.

Clicking on "Alert" will provide the detailed list of these issues. If you want to have the list of all issues for all the VIPs just go back to all users by clicking the return arrow  and then click "Alerts" again.

Every alert provides the details of every property of the calls with issues.

Let's go back by clicking one time on the return arrow  to be back on the data.

In the Application box you will find the information related to the Microsoft tenant health.

Click on it and make sure you are on the "Properties" tab: [PROPERTIES](#)

OPEN INCIDENTS

▲ 1

MTTR 72h

OPEN ALERTS

● 2

MTTR 136h

UPTIME LAST 7 DAYS

0.00%

Last Week 4.76%

LAST STATE CHANGED

⌚ 8 days ago

COMPONENT TYPE

⚙️ Service

RETRIEVED FROM INTEGRATION

Microsoft 365

Microsoft 365

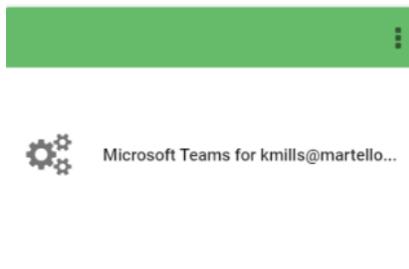
Raw Properties

| | | | | | | | | | | | |
|-------------|--|----|----------|---------|------------------|------------|---------------------|----------|---------------------|-------------|--|
| Service | Microsoft Teams | | | | | | | | | | |
| Status | ServiceDegradation | | | | | | | | | | |
| Id | microsoftteams | | | | | | | | | | |
| Incidents | <ul style="list-style-type: none"> <table border="1"> <tr> <td>Id</td> <td>TM495986</td> </tr> <tr> <td>Feature</td> <td>Teams Components</td> </tr> <tr> <td>Start Time</td> <td>2023-01-10T07:50:00</td> </tr> <tr> <td>End Time</td> <td>2023-01-10T11:45:00</td> </tr> <tr> <td>Description</td> <td>Users may have experienced delays in sending and receiving messages and were unable to create chats or channels.</td> </tr> </table> | Id | TM495986 | Feature | Teams Components | Start Time | 2023-01-10T07:50:00 | End Time | 2023-01-10T11:45:00 | Description | Users may have experienced delays in sending and receiving messages and were unable to create chats or channels. |
| Id | TM495986 | | | | | | | | | | |
| Feature | Teams Components | | | | | | | | | | |
| Start Time | 2023-01-10T07:50:00 | | | | | | | | | | |
| End Time | 2023-01-10T11:45:00 | | | | | | | | | | |
| Description | Users may have experienced delays in sending and receiving messages and were unable to create chats or channels. | | | | | | | | | | |

In this example above we have decided that the tenant health does not impact the SLA. Only the user experience counts. But we want to display this additional information just in case there are any deeper problems and in order to help you with troubleshooting.

You can also add infrastructure monitoring data for the same troubleshooting reasons.

Click  twice and now to open the Infrastructure box.



In this case, we have added the network diagnostic test that was done from one of our VIPs to the Microsoft Teams service. You can click on it to see its properties.

OPEN INCIDENTS

▲ 2

MTTR 72h

OPEN ALERTS

● 2

MTTR 2h

UPTIME LAST 7 DAYS

50.15%

LAST STATE CHANGED

⌚ 6 minutes ago

COMPONENT TYPE

⚙️ Service

RETRIEVED FROM INTEGRATION

VANTAGE DX
DIAGNOSTICS

VDX Diagnostics (Simulated Data)

Vantage Diagnostics is our network path performance monitoring feature.

For that to work you need to install a small agent (windows service) on the user you want to troubleshoot – here the example is the user Kate Mills.

This probe is checking the latency between every hop on the route to the Microsoft cloud service, discovering who owns each hop and alerting you in case there are any performance problems.

What you see here is the result of the latest tests performed from the device used by Kate Mills. You can test the route to Microsoft Teams and to any other end point - whether it is a cloud service or even an on-premises application or device.

Now if you click on the alert tab: [ALERTS \(2\)](#) you see 2 alerts here. Click on any of the alerts to get further details.

If you don't see any active alerts, please unclick on the left panel "show only active alert" to see all the past alerts. Then click on any alert to open it.

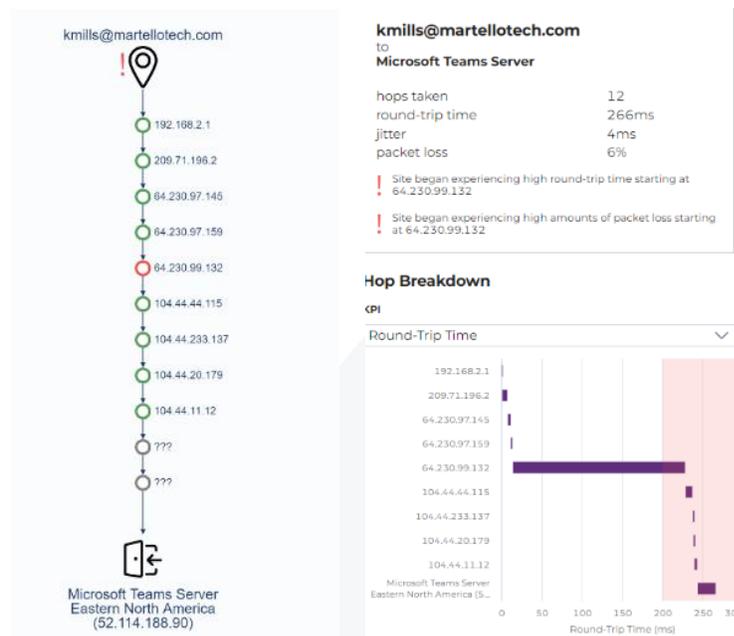
| | | | | | | | | | | | | |
|---------------------------------|---|--|--------------|--------|-----------------|-----|------------|------|---------------------|------|--------------------------|-------|
| Source | Type | MicrosoftTeams | | | | | | | | | | |
| | Probe | 7eb515a9-4a7a-4365-899e-8fca29d81b30 | | | | | | | | | | |
| | Node Type | Site Service Monitor | | | | | | | | | | |
| | Guid | 849843b3-7cec-41d4-8e83-4acd9bf7152c | | | | | | | | | | |
| Alert Updated Time | 2023-01-18T12:45:30Z | | | | | | | | | | | |
| Name | High packet loss (0%) starting at Bell Backbone (hop 5) for kmills@martellotech.com Microsoft Teams | | | | | | | | | | | |
| Message | High packet loss (0%) starting at 64.230.99.132 (hop 5, Bell Backbone, 6% contributed) causing poor kmills@martellotech.com Microsoft Teams network test results. | | | | | | | | | | | |
| Url | https://vdxdemo.vantage-dx.com:443/npv-ui/#/visualization/site-group/5be97011-9b18-4f82-afbe-f3c529c9bec2?timestamp=1674045930&sites=5e43fee9-772b-4c56-8b73-b16a0046391b&testType=d9ec6c2c-3a79-459f-9db5-fc810f1a9ed3 | | | | | | | | | | | |
| Component Status Summary | Affected Site | kmills@martellotech.com (Simulated Data) | | | | | | | | | | |
| | Network Faults | 2 | | | | | | | | | | |
| | Overall Measurements | <table border="1"> <tr> <td>Rtt</td> <td>22.397</td> </tr> <tr> <td>Jitter</td> <td>1.8</td> </tr> </table> | Rtt | 22.397 | Jitter | 1.8 | | | | | | |
| Rtt | 22.397 | | | | | | | | | | | |
| Jitter | 1.8 | | | | | | | | | | | |
| | Call Data | <table border="1"> <tr> <td>Codec</td> <td>G.722</td> </tr> <tr> <td>R Factor</td> <td>97</td> </tr> <tr> <td>Mos</td> <td>4.47</td> </tr> <tr> <td>Call Quality</td> <td>Good</td> </tr> <tr> <td>Call Quality Colo</td> <td>Green</td> </tr> </table> | Codec | G.722 | R Factor | 97 | Mos | 4.47 | Call Quality | Good | Call Quality Colo | Green |
| Codec | G.722 | | | | | | | | | | | |
| R Factor | 97 | | | | | | | | | | | |
| Mos | 4.47 | | | | | | | | | | | |
| Call Quality | Good | | | | | | | | | | | |
| Call Quality Colo | Green | | | | | | | | | | | |
| Fault | Fault Key | loss 64.230.99.132 | | | | | | | | | | |
| | Fault Summary | High packet loss | | | | | | | | | | |
| | Contributed Measure | 6% | | | | | | | | | | |
| | Accumulated Measure | 6% | | | | | | | | | | |
| | Overall Measurement | 0% | | | | | | | | | | |
| | Hop Number | 5 | | | | | | | | | | |
| | Hop Ip Address | 64.230.99.132 | | | | | | | | | | |
| | Hop Network Group | Bell Backbone | | | | | | | | | | |

Reading the alert, you can clearly identify that the problem comes from Bell Backbone that is introducing packet loss and round-trip time at a particular hop.

Now you *know* that this particular VIP is experiencing a network problem that has already affected her and will probably do so again, it would be a good time to contact Bell to troubleshoot the issue.

If you want to see more about this alert and the network path, click on .

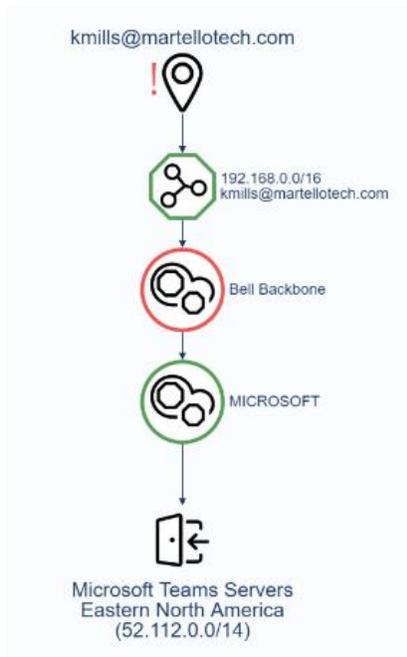
You are then directly brought to the detailed report of the VIPs route to the cloud performance.



This shows you all the hops the Kate Mills' data is going through, exactly *where* the latency is and *how much*.

If you want to know who owns the portion of the network, just click:

- Group network hops
- none
 - by network
 - by network owner



This provides you with a very clear understanding of who owns what and who is responsible for the problem – in this case it is the ISP.

These tests can be made from any critical location or any user or VIP that you want.

We will show these features again in the video “Track Microsoft and a Third Party’s Quality of Service with Martello Vantage DX”: <https://youtu.be/WWsi6CuUD4>

Let’s go back to our Vantage Analytics page and click  twice to come back to the member of the SLA.

The last one, Supplier Service is used when a business service that you are monitoring has a mandatory dependance on another Business Service to work.

For example, the authentication process with AD Connect or ADFS. In this example we haven’t configured any.

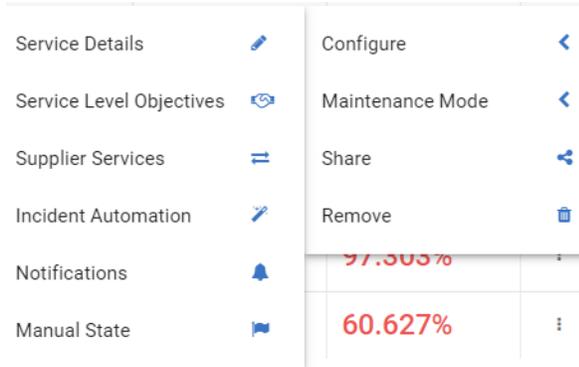
We will come back to that in our video “Detect Microsoft 365 And Microsoft Teams Outages with Martello Vantage DX”: <https://youtu.be/O1eulbZDJ1w>.

Let’s go back one last time by clicking  to be back in the Business Service overview.

As a tester of the solution, you don’t have admin rights, but if you do, you can see how to configure your Business Service.

By clicking on the 3 dots on the right-hand side you can open the configuration menu:





Configure > Service Details opens the pop up where you can choose what data is taken into account to calculate the SLA (End user, Application, Infrastructure).

Service Level Objectives all define the target's level of performance.

Incident Automation enables you to synchronize the status of the Business Services with your existing ITSM tool.

Finally, Notifications allows you to choose *how* and *when* to be alerted when your Business Service for your VIP is failing.

As you can see, Vantage DX provides several ways to group your users, define service quality targets, and be alerted when VIPs have Teams issues.

Conclusion

Vantage DX is extremely flexible when it comes to alerting and provides in-depth analysis of every alert. This speeds troubleshooting time so that you can proactively support your VIPs. Through direct alerts based on conditions or Business Services dedicated to your VIPs you can quickly pinpoint *and* understand why they are experiencing problems.

If you want to go further and see how you can easily report on your VIPs activity and issues, please watch our video "Teams VIP Usage, Issue Reporting and Analysis with Martello Vantage DX": https://youtu.be/o_5SHQi3Lhg