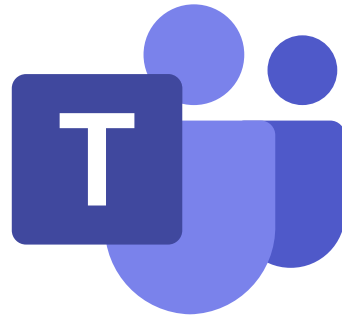


MARTELLO



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Ways to Deliver
**Top Notch
Microsoft
Teams Phone
Performance**

Introduction

At Martello, we have been working for over ten years with Enterprise IT to help deliver exceptional Microsoft Teams user experiences – anytime, anywhere.

The breadth of our experience with Microsoft has enabled us to cover a wide range of use cases and we see today that dependence on Microsoft Teams has never been more critical. The modern workplace now sees users connecting from the office, home and pretty much any place in between. This hybrid work model has a significant impact on IT, the network and the overall service quality perceived by the users.

This ‘feedback from the field’ eBook covers the top six use cases where we have helped customers improve their cloud service quality. What we have consistently seen is how companies like yours have been able to take advantage of Martello Vantage DX – our Microsoft recommended award-winning all-in-one solution that gives IT teams complete end-to-end visibility of the Microsoft Teams user experience to rapidly detect and resolve problems before users are impacted. Read on to see how companies like yours have used Martello Vantage DX to prioritize and resolve performance problems and optimize the Microsoft Teams user experience.

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Quickly Assess Microsoft Teams Voice Usage and Quality of Service

Assessing Microsoft Teams voice usage and its quality of service for a specific city or office or even for external service providers like ISPs, SIP trunk and carrier or a Microsoft datacenter can be highly difficult when using only Microsoft tools.

There is limited flexibility to perform conditional searches through the **Teams Call Quality Dashboard (CQD)**. This makes it difficult to understand how Teams Voice is used and how it performs on key components of your organization such as users, devices, offices, countries, cities, etc.

As a result, finding all of the information you need to make decisions on where to focus your efforts is time consuming and unreliable. This makes efficient improvement and resolution of service quality issues a challenge.



Why Microsoft Teams Service Quality is Important

It is critical to understand how Teams Voice is being used, by who, when it is being used, with what connection and with what level of service quality when you are looking to improve the overall satisfaction of your users. Access to these details allows you to prioritize the work you have to do and to coordinate the necessary teams that need to be involved.

When you look at external service providers for example, being able to determine the usage and performance of an ISP, a SIP trunk, or a Carrier is fundamental to effectively negotiate with them on service quality objectives.

And it is also important internally to understand which office needs network improvements, which user device is responsible for service degradation or which meeting caused you the most problems in the last week.



Deeper Dive

Martello Vantage DX uses one of the most powerful data intelligence technologies to enable complex multi-conditional searches that automatically gather and consolidate the relevant data for your analysis.

On the feedback of close to 3 million Enterprise users, Martello has created predefined searches that provide actionable insights in just one click:

- ▶ See your offices ranked by their number of issues with details on teams Voice usage per call type, the top users, the **PSTN devices** in use and the type of problem experienced there.
- ▶ Check how your ISPs' services are used, with which devices, to perform which type of calls, how many of them and identify what network or poor call quality issues have happened.
- ▶ Get the same level of detail for each Calling Plan Carrier and Trunk or Microsoft Datacenter used by your users.

The results of pre-defined complex searches are also displayed in user friendly dashboards that can help you identify your most serious issues, understand their root cause and prioritize your next steps.

With Martello Vantage DX, the Microsoft Call Quality Dashboard (CQD) data is elevated and displayed in a way that gives IT professionals the information they need at a click of a button, to prioritize their efforts and resolve problems faster.



Results

Your key consolidated performance and activity metrics are available in one click.

Assess your service quality and understand your most critical issues in seconds - instead of hours.

Drill down from country, to city, to office, to user, to device usage and issue effortlessly.

Answer to management and solve your problems faster.

Ensure Microsoft Teams Meeting Reliability

As any IT professional knows, meetings are a mission critical reality of business that depend highly on Microsoft Teams. How can you be sure that one of Microsoft Teams' first and most popular features – Teams meetings – are working reliably?

For IT teams, ensuring Microsoft Teams meeting productivity can be a challenge as it can often involve multiple users for which productivity can decline quickly when poor connectivity and low quality of service does arise. Add to this the real-time problem created when issues occur, and Teams Meetings can be a source of stress for the IT professionals tasked with responding.

The mix of hardware (monitor, camera, microphone, speaker), application (Microsoft Teams) and infrastructure (office network, ISP) makes for several potential points of failure, many of which can only be managed by IT staff onsite.

Without proper monitoring, IT teams are often left in the dark when it comes to knowing about – or resolving issues for – Microsoft Teams meetings.



Why Microsoft Teams Meeting Reliability is Important

Microsoft Teams meetings usually represent the first or second usage of Teams in an organization and involve internal and external stakeholders, particularly in today's hybrid workplaces where Teams Meeting Rooms are a mix of the hardware and software setup required to conduct meetings with both remote and onsite participants. A disruption in Teams Meeting reliability can have a negative impact on your business – think of what happens when customer meetings are unsuccessful due to technical issues. Therefore, meeting reliability can be extremely important for every business line.

To ensure Microsoft Teams meeting reliability you need to monitor the quality of service delivered to your end users.



Deeper Dive

Microsoft Teams Meeting monitoring in **Vantage DX** offers end-to-end visibility of every component of a Teams Meeting, from Microsoft-approved devices to the network infrastructure supporting the meeting.

With Vantage DX, IT personnel can access, from anywhere, an inventory of every device involved in the meeting, the Meeting Room, the IP phone and every audio device involved in calls and meetings. From there, Vantage DX provides health status and critical information about the device's connectivity and software. This helps IT identify whether a particular device is causing the problem and helps them prioritize which issues to tackle first. Detailed Vantage DX dashboards provide unparalleled visibility into the user experience.

Users that are experiencing Microsoft Teams issues rarely open tickets with IT. Using the alert configurations in Vantage DX, IT can group user data in the way that makes sense to them, allowing them to easily define custom alerts. These alerts can also be synchronized into the existing ticketing system.

If IT wants to further troubleshoot an issue, they can pinpoint where the latency is on the route to the Microsoft data center with Vantage DX. This information can also be correlated with existing network monitoring tools through Vantage DX integrations.

Vantage DX incorporates data from the Microsoft Call Quality Dashboard (CQD), network performance, synthetic transaction and SBC call records, so IT does not need to consult multiple dashboards and data sources. IT personnel can see the jitter, RTT, packet loss, and video frame rate mean opinion score (MOS) for every meeting and every kind of call (including Direct Routing) which helps them to prioritize alarms and speed mean time to repair (MTTR).



Results

Monitor critical meetings' user experience and meeting room devices.

Customize alerts on large Microsoft Teams meeting issues.

Create Teams meeting business service tracking SLA and OLA for business lines.

Synchronize incidents with existing ITSM tools.

Easily Manage Microsoft Teams Device Compliance

The devices that are used by Microsoft Teams to connect or to listen to both audio and video calls can greatly impact service quality. Monitoring these assets for compliance and service performance can be challenging particularly in our modern workplace where users are accessing Teams from the office, home or somewhere in between.



Why Microsoft Teams Device Compliance Is Important

When users experience a problem on their Microsoft Teams call, there can be any number of reasons. Finding the root cause can be challenging – without a top level view of the devices in use and their compliance status, it is virtually impossible to know whether the blame for a problem lies with a device.

For IT teams, having an overview of devices that are non-compliant is critical to determine if they are currently causing more issues than others and to enforce company compliance policies. IT needs a solution that spots the types of devices in use, tracks Microsoft Teams performance when they are in use and alerts in case of problems. Ideally, this solution provides these capabilities without having to deploy any agent.



Deeper Dive

Martello Vantage DX offers unparalleled search and grouping capabilities that help you detect uncertified devices in seconds. Moreover, our service quality dashboards allow you to drill down on every call and see the device that was used to understand if they are causing a poor-quality call. Drilling down within the dashboard allows you to see where the issue originated on a global map, including how users are connecting to Microsoft Teams with those devices and which locations have the most issues. This data provides IT with clear next steps to proactively resolve these issues.

Drilling down further, IT can get further insight on a specific device at the user level which includes data on the device, location, issue type and ISP used. If your organization has a list of certified Microsoft Teams devices that can be used, your IT team can create specific groups with alerts to quickly identify if a non-approved device is being used to access Teams and then act accordingly.

Alerts can also be set for IT to monitor for non-compliant devices and then gives a breakdown of all the users' calls including the issues that they experienced and root cause.

Vantage DX **augments** your existing Microsoft Teams Call Quality Data, creating flexibility when it comes to both alerting and reporting on any devices of any type of call that is made by your users.



Results

Quickly identify which operating system (OS) and devices are used by regular or VIP users and get alerted when non-compliant devices are used (mobile, headset, OS).

Get root cause analysis for any issue happening when non-compliant devices are used.

Define SLA for services used with compliant devices and compare with non-recommended devices.

Analyze recurring issues that are happening with specific headsets or OS to enforce recommendations.

Troubleshoot Microsoft Teams PSTN Voice Call Issues

The original 'black phones' are not gone yet – many offices and home workspaces still rely on them, with many of them featuring enhanced capabilities.

With the **return to the office**, employees are continuing to use the communication tools that they became accustomed to when working from home. This means that the combination of Microsoft Teams with PSTN calls is growing exponentially.

This can pose a challenge for IT who needs to ensure this service for their end users. This challenge is compounded as delivering Unified Communication (UC) typically involves multiple IT teams making it difficult for them to coordinate together and proactively support their business lines. Until now.



Why Microsoft Teams PSTN Call Quality Is Important

Microsoft Teams calls through PSTN are typically done through Direct Routing which lets IT choose their PSTN carrier and SIP trunk provider. There are a number of options available: Microsoft Calling Plan typically targets smaller companies while Operator Connect is a good fit for heavy usage with a standard configuration.

No matter what setup you use, all require diverse IT teams to support the quality of service including: Microsoft 365 and Microsoft Teams administrators, the network team, the telephony or UC team, the security team and sometimes other teams that are managing third-party services.

It is not uncommon for these diverse teams to also have their own tools in place to monitor performance, which can result in silos that make it difficult for IT to provide true proactive support.

However, the current dependence on Microsoft Teams to keep a business both productive and connected means that it is critical for voice quality to be consistently top-notch.

- ▶ Group PSTN calls and issues by symptom, location, or user PSTN trunk and carrier (calling plan), Operator Connect providers or even connectivity type to provide an easily digestible understanding of the voice environment.
- ▶ Ensure IT is alerted on issues or a group of issues for their critical groups of users or locations.
- ▶ Correlate PSTN user call issues and alerts with session border controller (SBC) calls and device performance data while also testing the network involved and the users' devices.
- ▶ Consolidate these alerts and data into meaningful Service Incidents for your ITSM team to qualify, prioritize and assign faster.

You also can automatically report on service quality achievements to both your business lines and IT management.

Martello Vantage DX gives IT teams control when it comes to cloud and PSTN voice quality of service – without the need to deploy anything in your environment.



Ensure Proactive Support for Microsoft Teams PSTN Calls

Martello Vantage DX delivers proactive support for all Microsoft Teams voice calls, whether they use cloud or PSTN infrastructure, from a single platform that can be used by every IT team involved in delivering the service.

By integrating Direct Routing, Calling Plan and Operator Connect voice call data and alerts directly into our monitoring and analytics capabilities, Vantage DX provides deep end-to-end visibility of the entire chain of service needed to deliver good quality calls to your business lines.



Results

Proactively support your users – no need for them to open IT tickets.

A single pane of glass to identify issues and health status for Teams, SBC, network and devices.

Quickly troubleshoot your PSTN call issues.

Ready in minutes - no agent to deploy so you can start to monitor PSTN calls today!

Microsoft Teams PSTN Availability and Quality for End Users

The original 'black phones' are not gone yet – many offices and home workspaces still rely on them, with many of them featuring enhanced capabilities.

With the return to the office, employees are continuing to use the communication tools that they became accustomed to when working from home. This means that the combination of Microsoft Teams with PSTN calls is growing exponentially.

This can pose a challenge for IT who needs to ensure this service for their end users. This challenge is compounded as delivering Unified Communication (UC) typically involves multiple IT teams making it difficult for them to coordinate together and proactively support their business lines. Until now.



How Do You Resolve Microsoft PSTN Call Issues?

Microsoft Calling Plan, Direct Routing or Operator Connect services involve your Microsoft Teams, network, Unified Communication, telephony, and security teams. To ensure service quality to all business lines, IT needs:

- ▶ To manage the usage and performance of their SBC device or service.
- ▶ To detect, consolidate and alert on Teams phone problems automatically regardless of what connectivity to PSTN they choose.
- ▶ To prioritize voice service issues where needed.
- ▶ To understand the root cause of issues with PSTN calls whether they are device, network, infrastructure, or Microsoft related.

However, as the service relies on multiple teams to be successful, and Microsoft does not provide the means to be alerted of issues - IT is often 'flying blind' when it comes to supporting critical business needs. Fortunately, Martello Vantage DX is here to help.



Ensure Proactive Support for Microsoft Teams PSTN Calls

Martello Vantage DX collects all the cloud and PSTN calls and alert records from the Microsoft Call Quality Dashboard (CQD), enabling IT to be alerted when poor call quality occurs for any user - including VIPs and your critical offices.

Thanks to its powerful search capabilities, Martello can group the issues by any type of symptom such as network issues (RTT, latency, bandwidth, Wifi, etc.), headset issues (not certified, non-compliant, etc.), connectivity issues (mobile BB, Wired, Wifi) or even device model issues to provide a clear picture of the Unified Communication environment as it relates to IT.

With Vantage DX, every Teams call, and meeting has detailed quality statistics and PSTN configuration information which helps IT better understand exactly what is going on from a call quality, network quality, connectivity, and infrastructure compliance to quickly resolve issues.

To go further, Martello Vantage DX correlates your PSTN call health information with usage and performance metrics coming from your AudioCodes SBC which helps IT understand the performance of the entire route of the data up to the PSTN provider. It details each step the data flow takes - in both directions - to pinpoint where any latency issues are to quickly resolve them quickly.

Martello Vantage DX also collects every alert from your SBC device so that you can be alerted, in real time, when any issues which is critical to your PSTN service is affecting your user experience.

Everything is then synchronized with ITSM tools such as ServiceNow to streamline service remediation and enable proactive support for this critical business need.



Results

Detailed root cause of any poor-quality call or meeting.

Holistic approach which includes PSTN trunk, carrier, Session Border Controller, network, user device and configuration to streamline time to resolution.

Provide visibility to every stakeholder including ITSM.

Ready in minutes, no agent to deploy so you can start to monitor your PSTN calls today!

Ensure Microsoft Teams Voice Quality for VIPs

Your VIPs are demanding. However, like most of your users, they do not open a support ticket when they experience Microsoft Teams service degradation. Instead, they complain, and it can be loud. But how can you be ahead of issues you cannot detect? With Martello Vantage DX, you can.



Why the Call Quality Dashboard (CQD) Isn't Enough

Sure, you can see VIP call quality data in the Microsoft Teams Call Quality Dashboard (CQD). However, this approach requires you to hunt for every single VIP call at every hour to check if everything is working well – likely not something you can do every day. To be on top of VIP call quality, you need to be alerted if issues arise and that is not something that the CQD can offer.



See VIP Call Quality Data That Matters to You

Whether your VIP works from an office or from home, **Martello Vantage DX** has you covered.

At the office, you can easily setup a specific 24/7 test of the service quality delivered to their building, floor or even offices. This will prevent service interruption where it matters most and will also show you directly where the issue is, if any kind of latency is detected. Our powerful correlation engine allows you to understand how your existing network and infrastructure can be the root cause of potential issues that are detected.

For your VIPs who are working remotely, Martello also collects and analyzes the Teams call quality data of your users and allows you to group your VIPs together to receive specific alerts when they experience voice degradation issues – whether they are at the home or on the road. Any meetings or calls, even with PSTN connectivity, are monitored and analyzed so that IT can stay on top of VIP service quality.

Furthermore, our ITSM integration enables your ITSM tools and team to receive automatic service incidents for your VIPs, to qualify and prioritize them and speed up service remediation.

Finally, you can even define specific **SLAs/OLAs for your VIPs** user group and justify the quality of service delivered.



Results

No IT tickets required from VIPs.

All the data you need to troubleshoot VIP issues in a single pane of glass.

Ensure VIP satisfaction with voice quality services.

Ensure and justify Microsoft Teams service quality to VIPs.

Conclusion

As dependence on Microsoft Teams grows, businesses continue to use these tools in an increasing range of use cases. At Martello, our goal is to help companies like yours deliver exceptional Microsoft Teams phone user experiences – anytime, anywhere. IT teams need the ability to collect, correlate and contextualize data in the customer environment. This ensures that businesses can prioritize the most critical issues impacting Microsoft Teams performance, resolve them and then prevent them from occurring in the future.

BOOK A MEETING