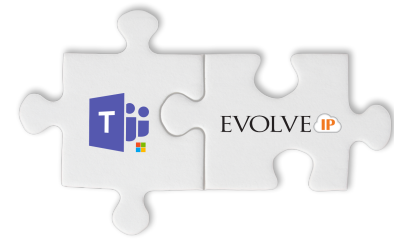


Call Quality Troubleshooting

This article is intended for clients administrators managing and troubleshooting end user issues

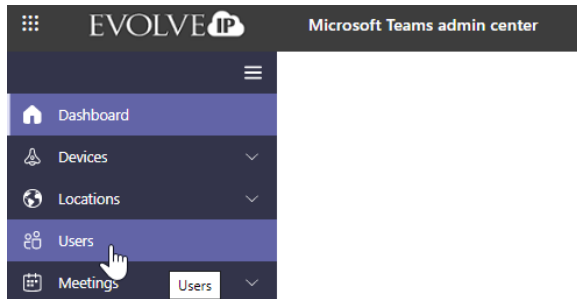
Overview: How to troubleshoot issues with Call Quality using MS Teams Admin Center - Call Analytics

[Use Call Analytics to Troubleshoot Poor Call Quality](#)



Step 1: Go to Microsoft Teams Admin Center

Step 2: Select USERS from the Admin Panel



Step 3: From the search bar: Type in the user info (Display name = first and last name, Username = email, Phone Number = Evolve Teams DID)

Display name	Username	Phone number	Location	Phone assigned	Directory status	Audio conferencing	Phone system
cs00test123	cs00test123@evolveip.net		United States	3 global, 1 per user	Online	OFF	OFF
EP TDR Tester 1	ep-tdr1@evolveip.net		United States	4 global, 2 per user	Online	OFF	On
EP TDR Tester 2	ep-tdr2@evolveip.net		United States	3 global, 1 per user	Online	OFF	On
EC00test TestAddress	EC00test@evolveip.net		United States	3 global, 1 per user	Online	OFF	OFF

Step 4: Select Call history, and then select the call or meeting that you want to troubleshoot.

[blocked URL](#)

Step 5: Select the Call in question to get the OVERVIEW of the Call

Start time	When	Participants	Duration	Activity type	Client	Audio quality
Jan 27, 2020, 12:15 PM EST	2 days ago	📞 +1804637****	00:04:32	Call	Multiple	Good

OVERVIEW CALL DETAILS

A. MS Teams to MS Teams Call

Jan 23, 2020, 12:11 PM EST

OverviewAdvancedDebug

John Wesselman
jwesselman@evolveip.net

Sanjeevi Ashokkumar
saashokkumar@evolveip.net

Complete
00:09:00

Audio quality
Good

DeviceSystemConnectivityNetworkConnectivitySystemDevice

Network stream from Sanjeevi Ashokkumar to John Wesselman

Average round-trip time	69 ms
Maximum round-trip time	124 ms
Average jitter	3 ms
Maximum jitter	15 ms
Average packet loss rate	0.23%
Maximum packet loss rate	2.97%

 John Wesselman  Sanjeevi Ashokkumar		
Audio capture device		
Device name	Chat 50	PLT V8200 Series
Device driver	Microsoft: 10.0.17763.1	-
Audio render device		
Device name	Chat 50	PLT V8200 Series
Device driver	Microsoft: 10.0.17763.1	-
Network stream from John Wesselman to Sanjeevi Ashokkumar		
Average round-trip time	68 ms	
Maximum round-trip time	121 ms	
Average jitter	1 ms	
Maximum jitter	17 ms	
Average packet loss rate	0.00%	
Maximum packet loss rate	0.00%	

B. MS Teams to Outside Caller (cell phone, VoIP line)

Jan 22, 2020, 4:17 PM EST

Overview

Advanced

Debug



Sanjeevi Ashokkumar

sashokkumar@evolveip.net

Complete

00:01:53

Audio quality

Good

+1610263****

Device

System

Connectivity

Network

Connectivity

System

Device

Network stream from +1610263**** to Sanjeevi Ashokkumar

Average round-trip time	54 ms
Maximum round-trip time	65 ms
Average jitter	9 ms
Maximum jitter	13 ms
Average packet loss rate	0.07%
Maximum packet loss rate	1.37%

Network stream from Sanjeevi Ashokkumar to +1610263****

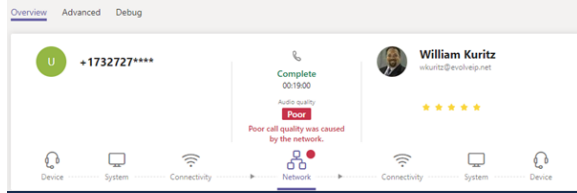
Average round-trip time	54 ms
Maximum round-trip time	65 ms
Average jitter	4 ms
Maximum jitter	9 ms
Average packet loss rate	0.00%
Maximum packet loss rate	0.00%

Outbound network

Average jitter	4 ms
Maximum jitter	9 ms
Average round-trip time	54 ms
Maximum round-trip time	65 ms
Average packet loss rate	0.00%
Maximum packet loss rate	0.00%
Compressed sample ratio	0.71%
Concealed sample ratio	0.15%
Stretched sample ratio	0.47%
Payload type	104
Payload description	SILKWide
Sample rate	16.000 Hz
Audio FEC used	No
Stereo encoding	0%

C. Outside Caller (cell phone, VoIP line) to MS Teams

Jan 23, 2020, 11:19 AM EST



Network stream from +1732727**** to William Kuritz

Average round-trip time	12194 ms
Maximum round-trip time	28749 ms
Average network degradation	0.04996347 MOS
Maximum network degradation	0.1194234 MOS
Average jitter	3 ms
Maximum jitter	13 ms
Average packet loss rate	0.22%
Maximum packet loss rate	0.00%

Network stream from William Kuritz to +1732727****

Average round-trip time	19 ms
Maximum round-trip time	209 ms
Average network degradation	0.002061367 MOS
Maximum network degradation	0.00716424 MOS
Average jitter	4 ms
Maximum jitter	15 ms
Average packet loss rate	0.02%
Maximum packet loss rate	1.35%

Inbound network

Average network degradation	0.002061 MOS
Maximum network degradation	0.007164 MOS
Average jitter	2 ms
Maximum jitter	3 ms
Average round-trip time	12194 ms
Maximum round-trip time	28749 ms
Average packet loss rate	0.00%
Maximum packet loss rate	0.51%
Maximum compressed samples	64
Compressed sample ratio	0.01%
Concealed sample ratio	0.01%
Stretched sample ratio	0.01%
Payload type	0
Payload description	PCMU
Sample rate	8.000 Hz

D. Advanced-Data Export Review

[Call analytics export report_PSTNtoMSTeams.xlsx](#)

Jan 23, 2020, 11:19 AM EST

Overview

Advanced

Debug

1772727***

William Kurte

Outbound audio stream

0

0

System

Name	WFO000010	WFO000010
Operating system	Windows 10.0.18362.144	Windows 10.0.18362.144
IP address	10.0.10.10	10.0.10.10
CPU	Intel(R) Xeon(R) CPU E5-2673 v4 @ 2.40GHz	Intel(R) Xeon(R) CPU E5-2673 v4 @ 2.40GHz
CPU speed	2001	2001
CPU cores	8	8
Virtualization platform	Hyper-V	Hyper-V