# Ribbon Analytics for Microsoft Teams

Optimize RTC Service Quality and Improve User Experience

Transforming Raw KPIs into Actionable Insights

Ribbon Analytics for Microsoft Teams helps enterprise network operations teams optimize real-time communications (RTC) performance and service quality in Microsoft Teams implementations. The solution provides visibility into both internal calls and PSTN calls, helping organizations improve Teams user experience, reduce Teams adoption barriers, and streamline Teams rollouts.

Enterprise network administrators use Ribbon Analytics for Microsoft Teams to analyze network performance data, to monitor trends, and to identify and resolve RTC call quality issues. Customizable dashboards make it easy to visualize key performance indicators (KPIs) and transform raw data into meaningful and actionable insights. Real-time alerts make it easy to detect potential problems before they are perceived by end-users. And predictive analytics make it easy for network engineering teams to forecast growth and plan capacity.
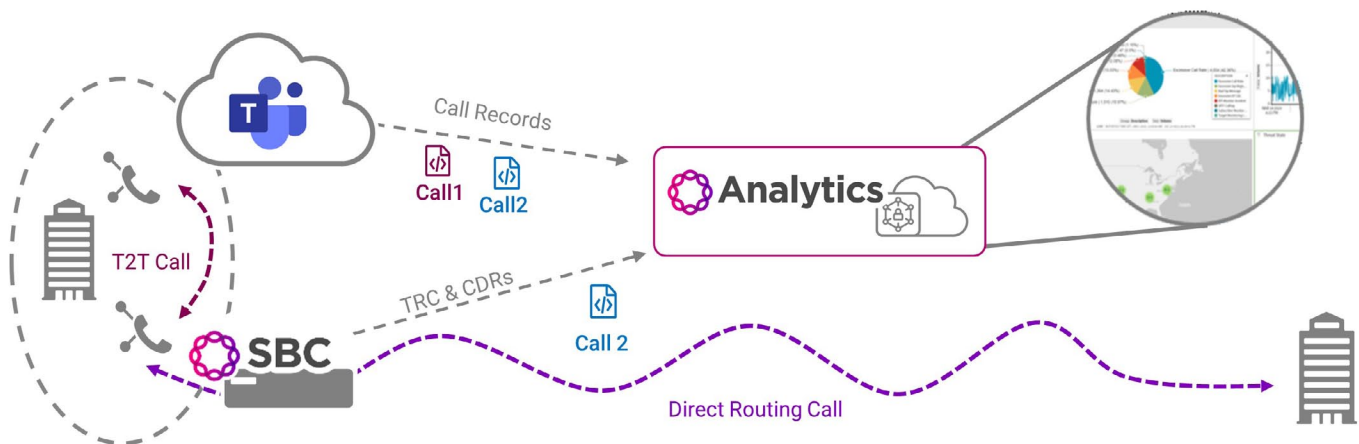
Figure 1 – Analytics Provide visibility into Teams to Teams calls and Teams to PSTN calls. Enables quality assurance such as routing decisions, network failures and QoS across all calls.

The Ribbon solution helps enterprises boost Teams user satisfaction, improve customer interactions, and make the most of their Teams investments. The software-based solution is part of the Ribbon Analytics suite of Operations applications and runs on a variety of hypervisors and cloud compute platforms.

Visualizing RTC Service Quality Characteristics

Ribbon Analytics for Microsoft Teams lets organizations depict and analyze RTC KPIs and other data collected from Teams, Ribbon network elements, and various third-party sources. A graphical dashboard provides out-of-the-box and customizable widgets for exploring network utilization stats, service quality indicators, and fault management information. Administrators can visualize and examine Teams-to-Teams call data and Teams-to-PSTN call data to identify trends, isolate performance bottlenecks, and pinpoint call quality issues.
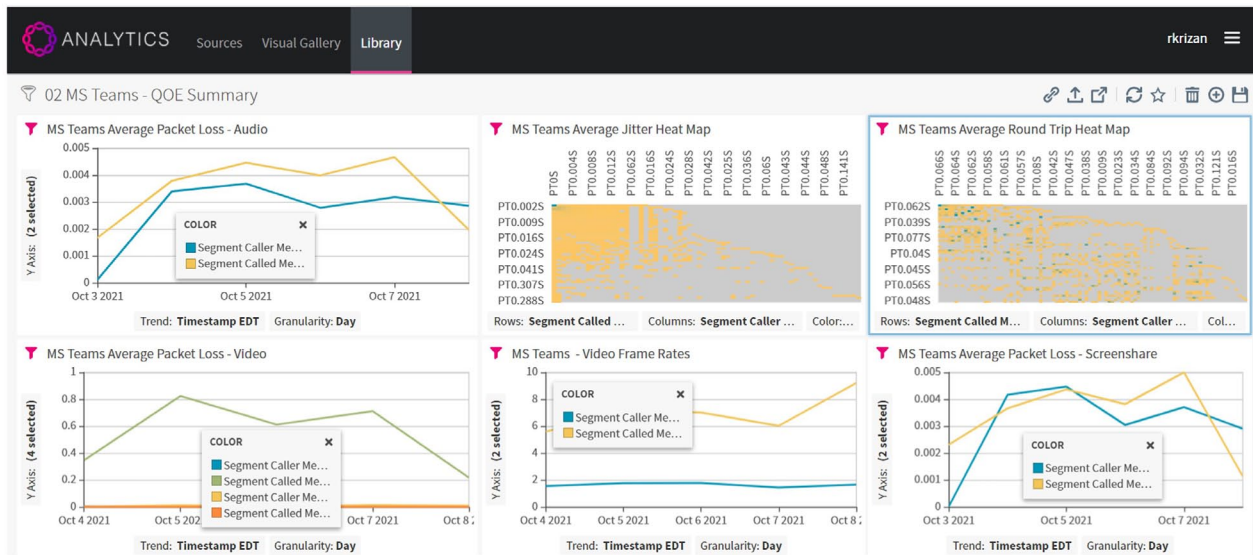

Figure 2 – MS Teams QoE Dashboard Visualizing Call Quality and Performance

The Ribbon solution examines session information such as caller/called; network connectivity; network quality per segment along with other data gathered from Teams and other network elements including Ribbon Session Border Controllers used for Microsoft Teams Direct Routing. Administrators can correlate data points from various sources, create custom KPIs using arithmetic operations, and visualize data using customizable graphs, tables, heat maps, and other graphical widgets. And they can easily export data into reports or integrate Ribbon dashboards into web apps to share information with executives, other team members, vendors, or service providers.

Detecting Potential Issues Before They Impact End-Users

Ribbon Analytics for Microsoft Teams "incident detectors" give network administrators advanced notification of potential performance and service quality issues. Administrators can define custom rules to generate alerts when certain pre-defined conditions occur such as a KPI exceeding a specified threshold. Alerts can be forwarded as emails or text messages, or they can be used to kick of a script or other automated process based on administratively defined policies. By taking a proactive approach to performance and fault management, administrators can mitigate potential RTC service quality issues before they impair user experience.

Next Steps

Ribbon Analytics for Microsoft Teams helps organizations optimize service quality and improve user experience by transforming raw RTC performance data into meaningful and actionable insights. The solution helps businesses streamline Teams deployments, improve user acceptance, and accelerate time-to-value.

To learn how Ribbon Analytics for Microsoft Teams can help your company boost Teams user satisfaction and make the most of your Teams investments visit rbbn.com.

About Ribbon Communications

Ribbon Communications (Nasdaq: RBBN) delivers communications software, IP and optical networking solutions to service providers, enterprises and critical infrastructure sectors globally. We engage deeply with our customers, helping them modernize their networks for improved competitive positioning and business outcomes in today's smart, always-on and data-hungry world. Our innovative, end-to-end solutions portfolio delivers unparalleled scale, performance, and agility, including core to edge software-centric solutions, cloud-native offers, leading-edge security and analytics tools, along with IP and optical networking solutions for 5G. We maintain a keen focus on our commitments to Environmental, Social and Governance (ESG) matters, offering an annual Sustainability Report to our stakeholders. To learn more about Ribbon visit rbbn.com.

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