

PowerSuite Help Desk

This feature enables you to get call diagnostics, assess call history and obtain analytics for specific users for network connectivity, modality, and devices. Below are the steps to access **Help Desk**:



- Once you are logged in, click on the Operations Dashboard > Help Desk.
- 2) Help Desk dashboard will open in a new window.
- 3) Search by **username** or **email**, then select the target user.
- 4) Click on username to obtain User
 Call History.
- 5) Filter out **Days** to get the history.

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HelpDesk – Call/Conference Details

Track user experience and behavioural insights to troubleshoot specific call/meetings. Steps to retrieve call/conference details:

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User Stream				Service Strea	m						Guidance			
Stream Quality	O Bad			Stream Qual	ity	Good					No guidance	available		
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Bandwidth Estimate	2.56 Mbps			Bandwidth E	stimate	8.59 N	/bps							
Avg. Packet Loss	0%			Avg. Packet	Loss	0.00%								
Max. Packet Loss	096			Max. Packet	Loss	1.639								
Packet Utilization	13,548 packets			Packet Utiliz	ation	71,87	0 packets							
Avg. Round Trip	600 ms			Avg. Round 1	Trip	61 ms								
Max. Round Trip	920 ms			Max. Round	Trip	105 m	15							
Avg. Jitter	10 ms			Avg. Jitter		2 ms								
Max. litter	40 ms			Max. litter		11 ms								

- Helpdesk > Search for a User and timeline of call progress.
- 2) Click on **Username** to get call quality diagnostic indicators.
- 3) **Call Details** screen will provide further insights and call data.
- 4) Click on **User Stream** to obtain potential cause of poor call.
- 5) Screen will display multiple **call elements** exposed which may contribute to call quality.

Tracking Dashboard

It shows call experience data

summary for the users.

 Click on the Operations Dashboard > Tracking Dashboard. PowerSuite

K Tracking Dashboard

Group: Demo Group 👻 Legacy Dashboard

Experience Summary (30 days)

- 2) Click on **Group** drop-down to view poor call history.
- Click on User in poor call history, it takes you to HelpDesk view for that user.

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Set widget ranges: 24 hours 48 hours 7 days 14 days 30 days D De

Executive Dashboard

It shows SaaS platform usage consumption to quality metrics.

- Click on the Operations Dashboard > Executive Dashboard.
- Click on Widget Manager to select widget from list to add to dashboard view.
- 3) Click on **Tooltips** to get sub-report of the users.
- Click on **Restore** to reset configuration dashboard widgets.

Usage and Adoption Dashboard

It shows more in-depth SaaS platform usage consumption and call quality metrics.

- Click on the Operations Dashboard > Usage and Adoption Dashboard.
- 2) Click on **Overview** to see high-level collaboration & governance consumption.
- 3) Click on **Widgets** to get indepth reports on users.



