

# Ensure High-Quality Microsoft Teams Calls with End-to-End Visibility and Proactive Monitoring

## Challenges

### Legacy monitoring lacks visibility and impacts user productivity

Modern organizations rely on a wide range of applications, data, and services that must be available 24/7 for a variety of users, devices, and locations. Slowdowns and outages can impact productivity, employee morale, and the customer experience.

Legacy digital experience monitoring products lack the visibility IT teams require across devices, networks, apps and modern zero trust architectures. [Research](#) shows that 74% of respondents struggle to measure application and digital performance, while 71% struggle with endpoint performance metrics. And on average, six different tools are used to monitor networks, which creates silos and prevents unified end-to-end visibility.

## The Zscaler Solution





### End-to-end visibility and a great user experience

Zscaler Digital Experience (ZDX) is a cloud-native digital experience monitoring solution delivered as a service via the Zscaler Zero Trust Exchange. It provides end-to-end visibility and AI-powered troubleshooting for any user or application, keeping Microsoft Teams users productive and freeing IT staff for other projects.

ZDX provides an integrated view of device, network, and application health as well as the audio, video, and sharing quality of Microsoft Teams to keep users productive. ZDX also enables organizations to achieve their zero trust goals more effectively and provides continuous monitoring to detect regional or global performance issues, while eliminating legacy tools to reduce cost and complexity.

## Benefits

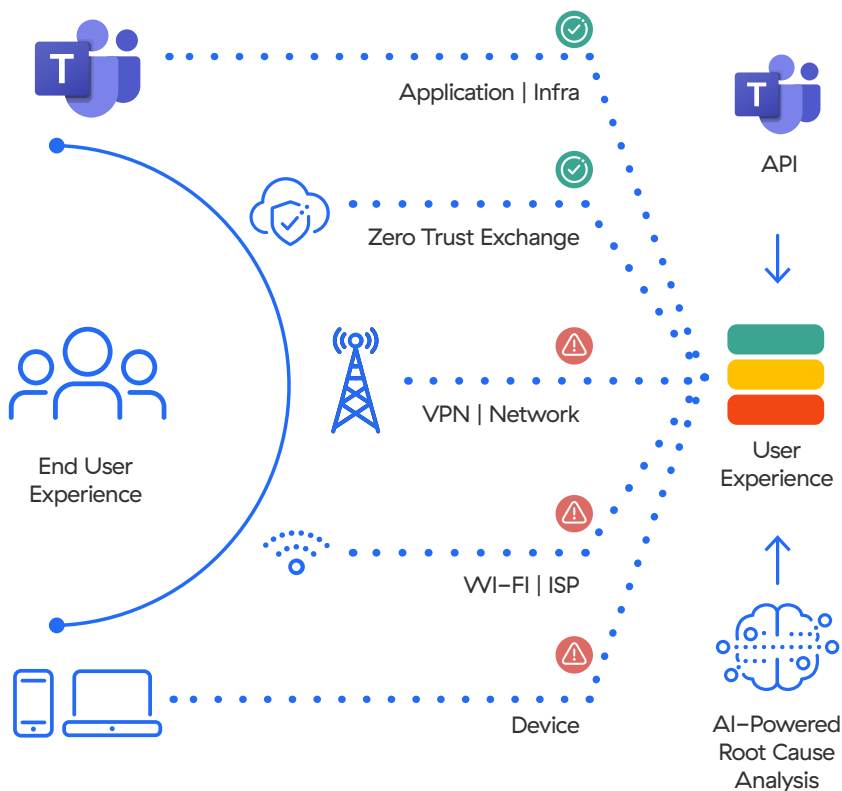
Zscaler has been a [leader in zero trust](#)<sup>1</sup> for over a decade, protecting thousands of Microsoft customers worldwide.

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|  <ul style="list-style-type: none"><li>• <b>Comprehensive End-to-End Visibility</b></li><li>• ZDX integrates with Microsoft Teams, providing a full view from the user's device through the network to the application to analyze call quality and pinpoint issues wherever they reside.</li></ul> |  <ul style="list-style-type: none"><li>• <b>AI-Powered Troubleshooting</b></li><li>• Rapid diagnosis and resolution of issues by leveraging data from Microsoft Teams and ZDX scores, including MOS scores and network details (e.g. packet loss, latency, and more).</li></ul>                            |
|  <ul style="list-style-type: none"><li>• <b>Ensure Seamless Call Quality</b></li><li>• ZDX continuously monitors device performance and network changes, assessing the impact on call quality. It also tracks software updates to quickly identify and resolve any issues.</li></ul>               |  <ul style="list-style-type: none"><li>• <b>Reduce Help Desk Tickets with End User Self-Service</b></li><li>• Empowers users to identify and resolve common issues impacting their digital experience, like high CPU usage or poor Wi-Fi connectivity, freeing up IT staff for other activities.</li></ul> |

# Zscaler Zero Trust

The Zscaler Zero Trust Exchange is the world's largest inline security cloud. It securely connects users to workloads, workloads to workloads, and devices to devices with over 160 PoPs, peering with Microsoft globally.

## ZDX Uses AI-Powered, User-Level Insights to Accelerate Issue Detection and Resolution for Microsoft Teams Calls



## Customer Case Studies

“With ZDX, it takes only seconds to track down Teams issues, which frequently are related to a user’s ISP.... In addition, we’re using ZDX application scores to move from a reactive break/fix model to a proactive approach.”

### Adam Gower

Head of Digital Operations

[Watercare](#)

“Zscaler helps us identify the issues that need to be addressed before they cause disruption to AMN users, so we can ensure a seamless experience from anywhere.”

### Mani Masood

Head of Information Security

[AMN Healthcare](#)

“ZDX is a huge help when we have to troubleshoot and resolve issues. We now use ZDX to discover and correct the root causes of poor user experience when faculty and staff are on premises; at the same time, remote users enjoy more consistent connectivity.”

### Demond Waters

CISO

[New York City Department of Education](#)

Learn more about [Zscaler Digital Experience Monitoring](#) and Zscaler solutions for [Microsoft](#) today

 | Experience your world, secured.™

#### About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 160 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at [zscaler.com](#) or follow us on Twitter [@zscaler](#).

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