Configure Regular Expressions to Filter Analyzer Reports in WxCC

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Introduction

This document describes the basic use of Regular Expressions to Filter data on Analyzer.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

• Webex Contact Center (WxCC) 2.0

Components Used

The information in this document is based on these software versions:

• WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configuration

Visualizations on Analyzer can be filtered based to include and exludue certian values. One of the ways to do that is to use Regular Expressions.

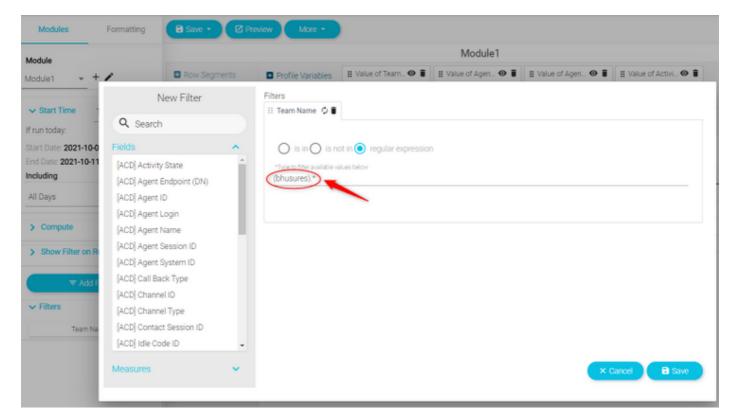
For futher detials with filters on visualizations on Analyzer, please refer to the admin guide HERE

The example considered here is filter **ANI** field (Numerical) and **Team Name** field (String) but these can be extended to any field other on Analyzer

Scenario 1: Filter for a Team name (String)

Example 1: Filter for a team name that begins with a "bhusures"

RegEx filter value: (bhusures).*



Value returned: All Teams that begin with name "bhusures"

Value of Team Name	Ŧ	ne
bhusures_TS_team	Search	
bhusures_TS_team		
bhusures_TS_team	✓ (Select All)	
bhusures_TS_team	bhusures_CS_team	
bhusures_TS_team		
bhusures_TS_team	✓ bhusures_TS_team	
bhusures_TS_team		
bhusures_TS_team	Bhushan Suresh	
bhusures_TS_team	Bhushan Suresh	
bhusures_TS_team	Bhushan Suresh	

Example 2: RegEx filter value: .*(Team)

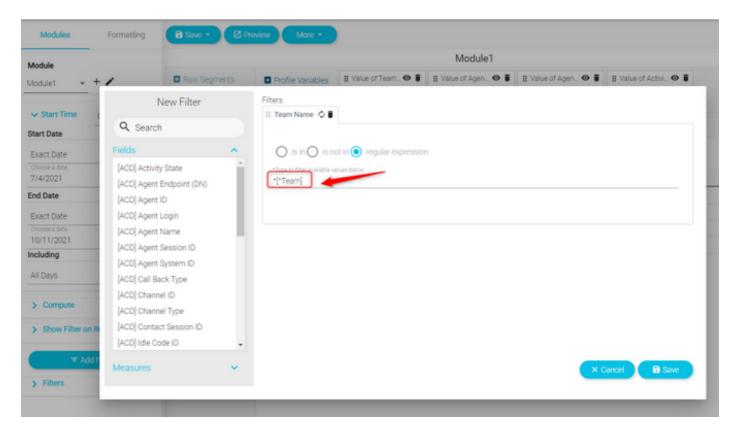
Modules	Formatting	we • 🕑 Pre	view More -				
Module	todule Module1						
Module1 +		w Segments	Profile Variables	🗄 Value of Team 👁 🍍	🗄 Value of Agen 🛛 🛢	🗄 Value of Agen 🛛 🛢	🗄 Value of Activi 👁 🛢
	New Filt	er	Filters				
Start Date	Q Search		🗄 Team Name 🗘 🛢				
Exact Date	Fields	^	() is in () is no	t in 💽 regular expression	1		
Choose a date 7/4/2021	[ACD] Activity State [ACD] Agent Endpoint ((DN)	"Type to filter available va	lues below			
End Date	[ACD] Agent ID						
Exact Date	[ACD] Agent Login						
Choose a date 10/11/2021 Including	[ACD] Agent Name [ACD] Agent Session ID [ACD] Agent System ID						
All Days	[ACD] Call Back Type	,					
> Compute	[ACD] Channel ID [ACD] Channel Type						
> Show Filter on R	[ACD] Contact Session [ACD] Idle Code ID	TD .					
₹ Add FFilters	Measures	*				× 0	ancel 🔒 Save

Value returned: All Teams names that end with Team

Value of Team Name	, ,
bshankTeam	Search
TACAgentTeam	
TACAgentTeam	✓ (Select All)
TACAgentTeam	Anuj_OmniChannel_Team
TACAgentTeam	
TACAgentTeam	✓ Bala_Team
TACAgentTeam	🗸 Kopoi Team
TACAgentTeam	✓ TACAgentTeam
TACAgentTeam	- Ackgeneream
TACAgentTeam	✓ bshankTeam
TACAgentTeam	
TACAgentTeam	
TACAgentTeam	mdanylch tac
TACAgentTeam	mdanylch tac

Example 3: Filter for a team name that does not include the value "Team"

RegEx filter value: .*[^Team]



Value Returned: All teams that does contain "Team"

Value of Team Name	Ŧ
nurag_OmniChannel	Search
ag_OmniChannel	
ag_OmniChannel	✓ (Select All)
ag_OmniChannel	Anurag_OmniChannel
ag_OmniChannel	
ag_OmniChannel	CB_team_bhusures
g_OmniChannel	SHEA BUTTER
g_OmniChannel	✓ TACTeam_Voice_Email_Chat
_OmniChannel	- Moreangroide_Emailonat
g_OmniChannel	
_OmniChannel	
g_OmniChannel	
g_OmniChannel	Anurag Agarwal
g_OmniChannel	Anurag Agarwal

Scenario 2: Filter for ANI of a call (Numerical)

Filters for all calls with ANI with the area code 408, 902, 782 or 428

RegEx filter value: ..((408)|(902)|(782)|(428))......

Note: The RegEx has 2 dots at the start and 7 dots at the end

dule			Module1
dule1 🗸 🕇	/ 🖪 Row Segm	ents	Profile Variables II Value of ANI
Start Time	New Filter		Filters
un today: rt Date: 2021-10-0 8 Date: 2021-10-11 Iuding Days	Fields [ACD] Abandoned Type [ACD] Abandonment Reason [ACD] Agent Endpoint (DN) [ACD] Agent ID	^	is in is not in regular expression "Type to filter available values below ((408))(902))(782))(428))
Compute Show Filter on R	[ACD] Agent Leg Blob ID [ACD] Agent Login [ACD] Agent Name		
로 Add F Filters ANI	[ACD] Agent Session ID [ACD] Agent System ID [ACD] Barged In Flag [ACD] Bot Name [ACD] Call Direction	Ţ	
	Measures	~	× Cancel B Save

Value Returns: All calls with ANI set on the filter are shown

Value of ANI	
+14085264000	Bearch
+14085264000	_
+14085264000	🗹 (Select All)
+14085264000	+14085254000
+14085264000	
+14085264000	
+14085264000	
14085264000	
14085264000	
14085264000	
14085264000	
14085264000	
14085264000	+12064248875
14085264000	+12064248875
14085254000	*12064248875
14085264000	+12064248875
14085264000	+12064248875
14085264000	+12064248875
14085264000	+12064248875
14085264000	+12064248875
14085264000	+12064248875
14085264000	+12064248875

Verify

Please use any of the free Regular Expression validator tools [Example: regex101] available online to validate the expressions. If the Regular Expression is incorrect or does not yield any data, the report shows the message "The data available is insufficient to render the visualization":

The data available is insufficient to render the visualization.: Module1