Konfigurieren des DateTime-Formats in der Analyzer-Visualisierung

Inhalt

Einführung Voraussetzungen Anforderungen Verwendete Komponenten Grund für die Abweichung Lösung

Einführung

In diesem Dokument wird beschrieben, wie das Datumsformat in der Cisco WebEx Contact Center Analyzer-Visualisierung konfiguriert und angepasst wird.

Voraussetzungen

Anforderungen

Cisco empfiehlt, die folgenden Themen zu kennen:

- Cisco WebEx Contact Center
- Analyzer

Verwendete Komponenten

Analyzer

Hinweis: Dieses Dokument richtet sich an Kunden und Partner, die WebEx Contact Center in ihre Netzwerkinfrastruktur implementiert haben.

Schritt 1: Anmeldung beim Portal über https://portal.ccone.net/ und Klicken Sie auf die Registerkarte "Analyzer".

		📢 🗘 CCOne_TAC Local Time 🛞 Vishal Goyal -
🍘 Dashboard	CCOne_TAC Dashboard ×	
Provisioning <	IN IVR IN QUEUE	CONNECTED AVAILABLE AGENTS
Q Analyzer		
≓ Analyzer Data Exchange	Call Snapshot Report	Call Interval Report
Business Rules	10	2-]
🖵 Agent Desktop	8-	18-
😪 Campaign Manager	7- 6-	14-
🔥 Real Time Reports	5 - No records available 4 -	
Lad Historical Reports	3-	0.6-
C ⁰ Web Callback Report	1-	
🖋 Routing Strategy	0 	Φ ₃₀ σ ₃₀ Φ ₂₀ ² ξ ₃₀ ² ξ ₄₀ ² ξ ₄₀
• Call Monitoring	Agent Snapshot Report	Historical Report
Recording Management	Site: CCOne_TAC	Entry Point Summary
Workforce Optimization https://portal.ccone.net/portal/home.html		8- 7-

Schritt 2: Klicken Sie auf Visualisierung >> Standardberichte >> Historische Berichte >> Agentenberichte >> Agent

cisco CEA	« 👫 Home 🌐 Visualization 🏤	Dashboard 📮 Variables		📤 vishagoy@cisco.com 🗸
└──)	View			Create New Visualization Show: Everything
- Ankit Khanna	ID	Name 🔺	Туре	Last Modified Created By
Avinash	102312	III Agent	Visualization	01/30/2020 01:16:49
- Chandra	102313	III Agent -AAR	Visualization	01/30/2020 01:16:49
— 🖿 ChandraMouli	102314	III Agent-Chart	Visualization	01/30/2020 01:16:49
— 🖿 Jeevan	76679	III Cisco-Test-AAR-Idle	Visualization	08/31/2019 00:16:44 Mykola Danylchuk
— 🖿 Joe W	102315	III Site	Visualization	01/30/2020 01:16:49
- D Josh Z	102316	III Site-Chart	Visualization	01/30/2020 01:16:49
Prakash	102317	III Team	Visualization	01/20/2020 01.10.40
Pranava	102317		visualization	01/30/2020 01:16:49
- E Praveen	102318	III Team-Chart	Visualization	01/30/2020 01:16:49
— 🖿 SA_Test				
— 🖿 Senthil				
Standard Reports				
Historical Reports				
Agent Reports				
- Agent Trace Repor	π			
- 🖿 Auxiliary Reports				
— 🖿 Call Reports				
— 🖿 Multimedia Repor	t			
Real-Time Reports				
p— 🖬 Test				
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Schritt 3: Führen Sie den Agentenbericht aus (bei dem obigen Anruf lautet die Berichts-ID 102312).

Schritt 4: In den Spalten "Initial Login Time" (Erstmalige Anmeldefrist) und "Final Logout Time" (Endgültige Abmeldezeit) werden verschiedene Einträge angezeigt (abweichend von Normaldatum und -zeit).

cisco CEA	» ¢;	Settings	📥 Export -								
Agent Name 👻	Channel Type	- Interval -	Login Count	Calls Handled	Staff Hours	Initial Login Time	Final Logout Time	Occupancy	Idle Count	Total Idle Time	Average Idle Time
Ankit Kunwar	telephony	07/17/2019	3	0	09:48:09	08/18/18 12:48:12	08/18/18 22:36:21	0.00	3	09:13:20	03:04:26
Chandramouli vaithiyanathan	telephony	07/17/2019	4	0	03:39:58	03/02/68 18:58:31	03/02/68 22:38:30	0.00	4	02:46:53	00:41:43
Jelly Peng	telephony	07/17/2019	3	0	00:35:33	08/16/18 07:10:57	08/16/18 07:46:31	0.00	3	00:02:29	00:00:49
Joseph Whittlesey	telephony	07/17/2019	3	1	07:32:43	08/16/18 22:32:55	08/17/18 06:05:38	0.00	8	03:47:36	00:28:27
Joshua Zuke	telephony	07/17/2019	2	1	07:51:14	01/30/69 17:51:36	01/31/69 01:42:50	0.00	5	01:04:32	00:12:54
Kuldeep Chowdyshetty	telephony	07/17/2019	1	0	06:44:37	07/18/19 11:23:02	07/18/19 18:07:40	0.00	2	00:00:06	00:00:03
Manivannan Sailappan	telephony	07/17/2019	1	0	06:47:39	07/18/19 08:55:51	07/18/19 15:43:31	0.00	2	00:00:03	00:00:01
Mykola Danylchuk	telephony	07/17/2019	3	4	08:39:44	08/17/18 10:37:55	08/17/18 19:17:39	0.01	11	00:24:24	00:02:13
Rohit Harsh	telephony	07/17/2019	3	c	01:49:26	08/17/18 14:35:13	08/17/18 16:24:39	0.00	3	01:49:26	00:36:28
Shasha Ni	telephony	07/17/2019	1	1	08:25:39	07/18/19 06:02:53	07/18/19 14:28:32	0.00	1	00:00:04	00:00:04
Tyler Bobbitt	telephony	07/17/2019	1	0	01:27:39	07/17/19 17:34:11	07/17/19 19:01:51	0.00	1	00:00:03	00:00:03
Vishal Goyal	telephony	07/17/2019	3	0	10:14:39	08/17/18 05:16:04	08/17/18 15:30:43	0.00	5	00:00:08	00:00:01
Summary			28	7	73:37:05	03/03/57 21:17:24	03/06/57 22:54:30	0.00	48	19:09:11	00:23:56

Schritt 5: Klicken Sie auf den ausgewählten Datums- und Uhrzeiteintrag >> Ein mikroskopisches Symbol wird angezeigt >> klicken Sie darauf, und einige Einträge werden unter " Call Start Time stamp " angezeigt.

cisco CEA	» 0 8	Settings	🛓 Export 🗸					
Agent Name 👻	Channel Type 👻	Interval 👻	Login Count	Calls Handled	Staff Hours	Initial Login Time	Final Logout Time	0
Ankit Kunwar	telephony	07/17/2019	3	0	09:48:09	08/18/18 12:48:12	08/18/18 22:36:21	1
Chandramouli vaithiyanathan	telephony	07/17/2019	4	0	03:39:58	03/02/68 18:58:31	03/02/68 22:38:30	1
Jelly Peng	telephony	07/17/2019	3	0	00:35:33	08/16/18 07:10:57	08/16/18 07:46:31	i.
Joseph Whittlesey	telephony	07/17/2019	3	1	07:32:43	08/16/18 😳 5	08/17/18 06:05:38	4
Joshua Zuke	telephony	07/17/2019	2	1	07:51:14	01/30/69 17:51:36	01/31/69 01:42:50	
Kuldeep Chowdyshetty	telephony	07/17/2019	1	0	06:44:37	07/18/19 11:23:02	07/18/19 18:07:40	1
Manivannan Sailappan	telephony	07/17/2019	1	0	06:47:39	07/18/19 08:55:51	07/18/19 15:43:31	i.
Mykola Danylchuk	telephony	07/17/2019	3	4	08:39:44	08/17/18 10:37:55	08/17/18 19:17:39	
Rohit Harsh	telephony	07/17/2019	3	0	01:49:26	08/17/18 14:35:13	08/17/18 16:24:39	
Shasha Ni	telephony	07/17/2019	1	1	08:25:39	07/18/19 06:02:53	07/18/19 14:28:32	2
Tyler Bobbitt	telephony	07/17/2019	1	0	01:27:39	07/17/19 17:34:11	07/17/19 19:01:51	L
Vishal Goyal	telephony	07/17/2019	3	0	10:14:39	08/17/18 05:16:04	08/17/18 15:30:43	4
Summary			28	7	73:37:05	03/03/57 21:17:24	03/06/57 22:54:30	,

Schritt 6: Konvertieren Sie die EPOCH-Zeit mit einem beliebigen Eintrag in für Menschen lesbare Daten. Im obigen Beispiel nehmen wir 1563467317392.

Drill Down

III DOWI					opini –
Fields	Show 10	✓ entries		Search:	
Measures	ID Jà	Agent Name	Channel Type	Call Start Timestamp	11
	1	Chandramouli vaithiyanathan	telephony	1563467317392	
	2	Chandramouli vaithiyanathan	telephony	1563390558031	
	3	Chandramouli vaithiyanathan	telephony	1563387197039	
	4	Chandramouli vaithiyanathan	telephony	1563392398800	
	5	Chandramouli vaithiyanathan	telephony	1563423957776	
	Showing 1 to 5 o	f 5 entries		Previous	1 Next

Convert epoch to human-readable date and vice versa

1563467317392 Timestamp to Human date [batch convert]

Supports Unix timestamps in seconds, milliseconds and microseconds.

Assuming that this timestamp is in milliseconds:

 GMT
 : Thursday, 18 July 2019 16:28:37.392

 Your time zone
 : Thursday, 18 July 2019 21:58:37.392 GMT+05:30

 Relative
 : 8 hours ago

Grund für die Abweichung

Analyzer verarbeiten die Daten als Summe aller Anmeldungszeiten für einen Agenten.

Lösung

Visualisierung ändern

An den Standardberichten (BU-Empfehlung) müssen keine Änderungen vorgenommen werden. Erstellen Sie daher für Änderungen einen neuen Bericht.

Neuen Bericht erstellen

Schritt 1: Gehen Sie zu Visualisierung >> Standardberichte >> Historische Berichte >> Agentenberichte >> Agent >> Bearbeiten >> Visualisierung speichern (Als Berichtsnamen speichern Test11).

≜ Export - 🕑 ×

Agent									${\mu}$
Type Agent Session Record	< Agent 🖋								
Details Formatting	🛨 New 🖺 Save 👻 🕴 Preview More 🕶								
Start Time Yesterday 🔻		Click to	o add title						
Date Range If run today: Start Date: 2020-02-05	Profile Variables: [] Table Hide Summary Column Segments:	ogin Count 💭 (11 Calls Handled 💟 (11 Staff Hours 👳 er Time 🟹) 11 Outdial CTQ Request Count 💟) 11 Out Save Visualization] [] Initial L dial CTQ Tota ×	ogin Time ☑) (‼ I Request Time ☑	Final Logout Time 🛛) (# Occupanc wer Count 📝	y ☑) []] Occu] []] Outdial CT	pancy 1 🔲 🔛 Idl Q Total Answer Tim	e Count 🕞
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Schritt 2: Klicken Sie mit der rechten Maustaste auf Profilvariablen, d. h. die erste Anmeldefrist und die letzte Anmeldefrist.

Schritt 3: Standardmäßig ist die Initial Login Time im EPOCH-Format dargestellt. Um das Format zu ändern, klicken Sie mit der rechten Maustaste auf "Anfängliche Anmeldungszeit" >> Nummernformat >> Datumzeit.

Wählen Sie "dd//mm//yy" und die Daten werden in diesem Format angezeigt.

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End Date: 2020-02-05		_					Text /	Align	Number	•					
Including	Row/Series	Agent Name 🗸	Channel Type	Interval -	Login Count	Calls Handled	Staff Ho Form	atting	Currency	•	Occupant	y Idle Co	unt Tot	al Idle Time	Average
Including	Segments:		Channel Type 1	02/05/2020	0 3425	140000	00:(Save		Percentage	. •	15 3	3.11	L5000	00:00:23	
All Days 🎽	Agent Name	Agent Name 1	Channel Type 2	02/05/2020	0 6272	143000	00:01:28	01/01/70 05:30:	27 Date Time	•	mm/dd/yy	(01/25/12)	00:00:18	
	li et an at march		Channel Type 3	02/05/2020	0 7362	12000	00:00:52	01/01/70 05:31:	08 Duration	•	m/d/yy	(1/25/12)	•	00:00:24	
Compute	E Channel Type		Channel Type 1	02/05/2020	0 4026	98000	00:01:31	01/01/70 (25/01/	/12)		dd/mm/yy	(25/01/12)	Þ	00:01:02	
	Interval	Agent Name 2	Channel Type 2	02/05/2020	0 307	21000	00:00:50	01/01/70 (25/01/	/2012)		d/m/yy	(25/1/12)	•	00:00:25	
			Channel Type 3	02/05/2020	0 7492	83000	00:00:33	01/01/70 (25/01/	/12 4:35:15)		vvvv/mm/de	1 (2012/01/	25)	00:00:44	
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		Junnary			4452	203000	00.00.33	(25/01)	/2012 04:35:15 AM)			0000	00.00.32	

Schritt 4: Nehmen Sie "Anfängliche Anmeldefrist", klicken Sie mit der rechten Maustaste auf Bearbeiten, ein neues Fenster wird angezeigt, in dem die Formel "Summe des Anrufstart-Zeitstempels" lautet, ändern Sie sie in "Minimum Call Start Timestamp" (Minimaler Anrufstart-Zeitstempel), und speichern Sie den Bericht.

Hinweis: {Minimum Call Start Timestamp (Mindestzeitstempel für Anrufstart) gibt die erste Instanz/Uhrzeit der Agentenanmeldung für das (die) Datum(e) an.}

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Date: 2020-02-05	Pow/Sories	Agent Name	Channel Type - In	nterval 🗸	Login Count	Calls Handled	Staff Ho F	ormatt	ting	Final Logout Time	Occupancy	Idle Count	Total Idle Time	Av
ding	Segments:	Agent Hume	Channel Type 1 02	0/05/2020	3425	140000	00:0S	ave	-	01/01/70 05:31:35	3 11	15000	00.00.23	1
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			Channel Type 3 02	2/05/2020	7492	83000	00:00	:33 0	01/01/70 05:30:04	01/01/70 05:30:17	6.64	43000	00:00:44	1
▼ Add Filter			Channel Type 1 02	2/05/2020	344	91000	00:01	:08 0	01/01/70 05:30:48	01/01/70 05:30:13	3.00	72000	00:00:56	5
		Agent Name 3	Channel Type 2 02	2/05/2020	2596	47000	00:00	:20 0	01/01/70 05:30:44	01/01/70 05:30:41	10.50	51000	00:00:40)
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Agent Session Record ■ Is Formatting Is Formatting Range 1 1 today: L L Date: 2020-02-05 Date: 2020-02-05 Iding ✓ All Days ✓ pute ▼ Add Filter	Agent Agent Sources Segments: Agent Name Channel Type Intrevel	Edit Pro	file Variable: In D) Agent DN D) Agent External Id D) Agent Login D) Agent Login D) Agent Session Id D) Agent Session Id D) Agent System Id D) Agent System Id D) Channel Ifype D) Channel Ifype D) Channel Ifype D) Current State D) DNIS D) Enterprise Id D) Last Modified Tir	itial Logi	in Time Name: Initi Formula: Sun Drag and Ave Cou Min May	al Login Time Sum of Call Sta n of Call Start Tir rage of Call Start T mum Call Start T mum Call Start T imum Call Start	rt Timestan nestamp t Timestam Timestamp Timestamp	np 1 2	l/or measure(× TQ Ansv TQ Ansv 5:31:35 5:30:25 5:31:28 5:30:13 5:30:14 5:30:41 5:30:41 5:30:41 5:30:41)(∰ Occupancy wer Count ☑ 3.111 1.48 4.22 1.77 2.82 6.64 3.000 10.65 2.25 2.55	y 😴 🕌 Occu Hele Count 15000 28000 75000 40000 180000 180000 180000 1800000 180000 180	pancy 1 (# Id Q Total Answer Tin 00:00:22 00:00:10 00:00:22 00:00:44 00:00:25 00:00:44 00:00:05	Ille Cc Ave 3 3 5 5 5 5 5 5 5 5 5 5

Schritt 5: Wählen Sie unter Profilvariable "Final Logout Time" (Endgültige Abmeldezeit) aus, klicken Sie auf "Bearbeiten" >> wählen Sie "Maximaler Zeitstempel für Anrufende" aus, und speichern Sie

Hinweis: Der maximale Timestamp für Anrufende gibt die letzte Instanz an, die sich für das (die) Datum(e) abmeldet.

Fields	î	Name:	Final Logout Time	
March Agent DN		Formula:	Maximum Call End Timestamp	~
[ACD] Agent External Id		Filters:	Sum of Call End Timestamp	
[ACD] Agent ID		Drag and	Average of Call End Timestamp	l/or measure(s)
[ACD] Agent Login			Count of Call End Timestamp	
[ACD] Agent Name			Minimum Call End Timestamp	
[ACD] Agent Session Id			Maximum Call End Timestamp	
[ACD] Agent System Id		'		
[ACD] Call Session Id				
[ACD] Channel Id				
[ACD] Channel Type				
[ACD] Current State				
ACD] DNIS				
[ACD] Enterprise Id				
[ACD] Last Modified Timesta				
🕨 [ACD] Queue ID				
[ACD] Queue Name	~			
				Canaal

Schritt 6: Führen Sie den Bericht für das gewünschte Ergebnis aus.

cisco CEA	» q	Settings	📥 Export -									
Agent Name 👻	Channel Type	 Interval • 	Login Count	Calls Handled	Staff Hours	Initial Login Time	Final Logout Time	occupancy	Idle Count	Total Idle Time	Average Idle Time	Av
Ankit Kunwar	telephony	07/17/2019	3	ı 0	09:48:09	07/18/19 05:32:36	07/18/19 16:06:54	0.00	3	09:13:20	03:04:26	6
Chandramouli vaithiyanathan	telephony	07/17/2019	4	i 0	03:39:58	07/17/19 23:43:17	07/18/19 10:19:59	0.00	4	02:46:53	00:41:43	3
Jelly Peng	telephony	07/17/2019	3	. 0	00:35:33	07/17/19 13:54:01	07/17/19 14:37:40	0.00	3	00:02:29	00:00:49	9
Joseph Whittlesey	telephony	07/17/2019	3	1 1	07:32:43	07/17/19 18:38:16	07/18/19 02:29:36	0.00	8	03:47:36	00:28:27	7
Joshua Zuke	telephony	07/17/2019	2	1	07:51:14	07/17/19 21:35:56	07/18/19 05:40:48	0.00	5	01:04:32	00:12:54	4
Kuldeep Chowdyshetty	telephony	07/17/2019	1	. 0	06:44:37	07/18/19 11:23:02	07/18/19 18:07:40	0.00	2	00:00:06	00:00:03	3
Manivannan Sailappan	telephony	07/17/2019	1	. 0	06:47:39	07/18/19 08:55:51	07/18/19 15:43:31	0.00	2	00:00:03	00:00:01	1
Mykola Danylchuk	telephony	07/17/2019	3	4	08:39:44	07/17/19 20:28:57	07/18/19 05:29:18	0.01	11	00:24:24	00:02:13	3
Rohit Harsh	telephony	07/17/2019	3	ı 0	01:49:26	07/17/19 23:43:14	07/18/19 01:50:14	0.00	3	01:49:26	00:36:28	8
Shasha Ni	telephony	07/17/2019	1	1 1	08:25:39	07/18/19 06:02:53	07/18/19 14:28:32	0.00	1	00:00:04	00:00:04	4
Tyler Bobbitt	telephony	07/17/2019	1	. 0	01:27:39	07/17/19 17:34:11	07/17/19 19:01:51	0.00	1	00:00:03	00:00:03	3
Vishal Goyal	telephony	07/17/2019	3	ı 0	10:14:39	07/17/19 13:07:44	07/18/19 17:40:17	0.00	5	00:00:08	00:00:03	1
Summary			28	1 7	73:37:05	07/17/19 13:07:44	07/18/19 18:07:40	0.00	48	19:09:11	00:23:56	8

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