Configure DateTime format in Analyzer Visualization

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Introduction

This document describes how to configure and customize Date Time format in the Cisco Webex Contact Center Analyzer Visualization.

Prerequisites

Requirements

Cisco recommends that you have knowledge of the following topics:

- Cisco Webex Contact Center
- Analyzer

Components Used

Analyzer

Note: This document is targeted towards customers and partners who have deployed Webex Contact Center to their network infrastructure.

Step 1: Login to Portal via https://portal.ccone.net/ and click on the "Analyzer" tab

	•	€1 🎝 CCOne_TAC Local Time 🚯 Vishal Goyal - 🤇
🚳 Dashboard	CCOne_TAC Dashboard ×	
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≓ Analyzer Data Exchange	Call Snapshot Report	Call Interval Report
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🖵 Agent Desktop	8 -	18-
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🔄 Real Time Reports	5 - No records available 4 -	
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🖋 Routing Strategy	0 	α ₃₀ α ₃₀ α ₃₀ α ₃₀ α ₃₀ α ₃₀ α ₃₀ ■ EP_CCOne_Voice ■ EP_NOC
	Agent Snapshot Report	Historical Report
Recording Management	Site: CCOne_TAC	Entry Point Summary
Workforce Optimization https://portal.ccone.net/portal/home.html		8- 7-

Step 2: Click on Visualization >> Standard Reports >> Historical Reports >> Agent Reports >> Agent

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- ashwin	102312	III Agent	Visualization	01/30/2020 01:16:49
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— 🖿 Kuladeep	102316	I Site-Chart	Visualization	01/30/2020 01:16:49
— 🖿 Prakash	102317	III Team	Visualization	01/30/2020 01:16:49
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	Copyright © 2018 Cisco Systems Inc. All rights re	eserved.		

Step 3: Run the Agent report (In the above call, the report ID is 102312)

Step 4: Under the columns - " Initial Login Time" and "Final Logout Time", Different entries are reflected (different from normal date and time)

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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		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	. 0	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

Step 5: Click on the selected date and time entry >> A microscopic symbol appears >> click on it and few entries would be seen under " Call Start Timestamp

cisco CEA	» 0 8 9	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	
Chandramouli vaithiyanathan	telephony	07/17/2019	4	0	03:39:58	03/02/68 18:58:31	03/02/68 22:38:30)
Jelly Peng	telephony	07/17/2019	3	0	00:35:33	08/16/18 07:10:57	08/16/18 07:46:31	
Joseph Whittlesey	telephony	07/17/2019	3	1	07:32:43	08/16/18 : 😳 55	08/17/18 06:05:38	;
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)
Manivannan Sailappan	telephony	07/17/2019	1	0	06:47:39	07/18/19 08:55:51	07/18/19 15:43:31	
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	!
Tyler Bobbitt	telephony	07/17/2019	1	0	01:27:39	07/17/19 17:34:11	07/17/19 19:01:51	
Vishal Goyal	telephony	07/17/2019	3	0	10:14:39	08/17/18 05:16:04	08/17/18 15:30:43	1
Summary			28	7	73:37:05	03/03/57 21:17:24	03/06/57 22:54:30)

Step 6: Use any one entry to convert the EPOCH time to human-readable data. In the above example, Let's take 1563467317392

Drill Down

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Fields	Show 10	~ entries			Search:		
Measures	ID 🗦	Agent Name	-11	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	of 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:

: Thursday, 18 July 2019 16:28:37.392 GMT Your time zone : Thursday, 18 July 2019 21:58:37.392 GMT+05:30 Relative : 8 hours ago

Reason for the discrepancy

Analyzer process the data as the sum of all the logins time for an agent

Solution

Change Visualization

No changes must be made to the Standard Reports (BU Recommendation), therefore create a new report for any modifications.

Create a new report

Step 1: Go to Visualization >> Standard Reports >> Historical Reports >> Agent Reports >> Agent >> Edit >> Save Visualization (Saving as report name Test11)

Agent		— x ² x. —
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Date Range If run today: Start Date: 2020-02-05	Profile Variables: [] Login Count [] Calls Handled [] Table [] Inbound Total CTQ Answer Time [] Outdial CTQ Request Co Hide Summary Column Segment: Save Visualization	Staff Hours Image: Initial Login Time Image: I
Start Date: 2020-02-05 End Date: 2020-02-05 Including All Days C Compute	Column Segments: Save Visualization Row/Series Segments: Agent Name Agent Name Channel Type Channel Type Agent Name Channel Type Summary Name: Test III Name: Test III Name: Test III	orts ial Login Time Final Logout Time Occupancy Idle Count Total Idle Time Average I (j01/70 05:30:25 01/01/70 05:31:35 3.11 15000 00:00:23 1/01/70 1/01/70 05:30:25 0.1/01/70 05:30:25 1.48 28000 00:00:23 1/01/70 1/01/70 05:30:25 4.27 75000 00:00:24 1/01/70 1/01/70 05:30:25 4.27 75000 00:00:102 1/01/70 1/01/70 5:30:25 0.1/01/70 1/01/70 05:30:12 2.82 18000 00:00:025 1/01/70 1/01/70 0:01/70 0:05:30:13 3.00 72000 00:00:026 1/01/70 0:01/70 0:05:30:44 0/01/70 0:05:30:44 0/01/70 0:05:30:45 0/01/70 0:05:30:45 0.05 00:00:00:65 1/01/70 0:01:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52 00:00:00:52

Step 2: Right Click on Profile Variables, namely Initial Login Time and Final Login Time

Step 3: By default, the Initial Login Time is represented in the EPOCH format. To change the format, right-click on "Initial Login Time" >> Number Format >> Date Time

Choose "dd//mm//yy" and the data will be presented in this format.

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		Summary			4452	165000	00:00:35	(25/01/2	2012 04:35:15 AM	1)	3 3	.37 760	000	00:00:52	2

Step 4: Take "Initial Login Time", Right Click on Edit, a new window appears where the Formula is " Sum of Call Start Timestamp", change it to "Minimum Call Start Timestamp" and Save the report

Note: {Minimum Call Start Timestamp will reflect the first instance/time of agent login for the date(s)}

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Step 5: Select Final Logout Time under Profile Variable, click on Edit >> Select " Maximum Call End Timestamp" and Save

 $\label{eq:Note: Note: Maximum Call End Timestamp will reflect the final instance of agent log out for the date(s)$

Fields	î	Name:	Final Logout Time	
[ACD] 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)
Magent 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	~			
				Cancel Save

Step 6: Run the report for the desired result

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	Av
Ankit Kunwar	telephony	07/17/2019	3		09:48:09	07/18/19 05:32:36	07/18/19 16:06:54	0.00	3	09:13:20	03:04:26	\$
Chandramouli vaithiyanathan	telephony	07/17/2019	4		03:39:58	07/17/19 23:43:17	07/18/19 10:19:59	0.00	4	02:46:53	00:41:43	\$
Jelly Peng	telephony	07/17/2019	3		00:35:33	07/17/19 13:54:01	07/17/19 14:37:40	0.00	3	00:02:29	00:00:49	
Joseph Whittlesey	telephony	07/17/2019	3	t t	07:32:43	07/17/19 18:38:16	07/18/19 02:29:36	0.00	8	03:47:36	00:28:27	1
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		06:44:37	07/18/19 11:23:02	07/18/19 18:07:40	0.00	2	00:00:06	00:00:03	8
Manivannan Sailappan	telephony	07/17/2019	1		06:47:39	07/18/19 08:55:51	07/18/19 15:43:31	0.00	2	00:00:03	00:00:01	4
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	\$
Rohit Harsh	telephony	07/17/2019	3		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	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		01:27:39	07/17/19 17:34:11	07/17/19 19:01:51	0.00	1	00:00:03	00:00:03	8
Vishal Goyal	telephony	07/17/2019	3		10:14:39	07/17/19 13:07:44	07/18/19 17:40:17	0.00	5	00:00:08	00:00:03	L
Summary			28	1	73:37:05	07/17/19 13:07:44	07/18/19 18:07:40	0.00	48	19:09:11	00:23:56	\$