



Report and Time zones

- [Reports and Time Zones, on page 1](#)

Reports and Time Zones

You can configure four time zones in Unified Intelligence Center: Server, Data Source, Report and User.

Server

The server time zone is defined during installation while running the installation wizard and it does not affect reports. The server administrator can view and change the server time zone using these CLI commands: `show timezone config` and `set timezone zone`. For more information, see *Administration Console User Guide for Cisco Unified Intelligence Center* at: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>

Data Source

The data source time zone is defined when the data source is configured. It is the time zone of the database.

Report

The report time zone is defined in the report filter.

If your call center spans several time zones and you intend to compare reports, run historical reports using the absolute date range and a specific time period.

User

The user's time zone is set on the User Profile.

For example, when a user in New York is asked to review a report that was run by a colleague in the China office, the user accesses the User Profile page to change the time zone to match the colleague's, and then runs the report using the same absolute date range.

Time Zone Considerations

The system treats the time-specific data that the user enters as local to the user's time zone and then converts this time to the data source time zone when the filter query is formed.

The system treats the time-specific data that it fetches from a data source as local to the data source and then converts this time to the user time zone before displaying the date and time in the report data.

If the user time zone or data source time zone is not configured, the system uses the time zone of the Unified Intelligence Center server. The system performs these conversions only after the time zone normalization at data source level has occurred.



Note The schedule for Weekly and Monthly reports is based on the data source time zone, not the server time zone. That is, the week and month boundaries are midnight, in the time zone of the database, of the week or month beginning and end days.

Consider the following example, in which the user enters the date and time value in the filter. Depending on the time zone setting, the system converts the time zones in the filter query as shown below:

filter value = **1/1/2010 12:00:00 AM**

User Time Zone	User Time Zone	Data Source Time Zone	Data Source Time Zone
<i>When set (+11 GMT)</i>	<i>When not set (Subtract Cisco Unified Intelligence Center server time zone)</i>	<i>When set (+2 GMT)</i>	<i>When not set (Add Cisco Unified Intelligence Center server time zone)</i>
Thursday, December 31, 2009 3:00:00 PM EET Original Time – User time zone offset (+11 GMT) + Data source time zone (+2 GMT) To Original Time, -9 (-11 +2) hours added	Thursday, December 31, 2009 8:30:00 PM EET Original Time – Cisco Unified Intelligence server time zone (+5.30 GMT) + Data source time zone offset (+2 GMT) From Original Time, 3.30 (- 5.30 +2) hours subtracted	Thursday, December 31, 2009 3:00:00 PM EET Original Time – User time zone offset (+11 GMT) + Data source time zone (+2 GMT) To Original Time, -9 (-11 +2) hours added	Thursday, December 31, 2009 6:30:00 PM IST Original Time – User time zone offset (+11 GMT) + Cisco Unified Intelligence server time zone (+5.30 GMT) From Original Time, 5.30 (-11 +5.30) hours subtracted
Thursday, December 31, 2009 6:30:00 PM IST Original Time – User time zone offset (+11 GMT) + Cisco Unified Intelligence server time zone (+5.30 GMT) From Original Time, 5.30 (-11 +5.30) hours subtracted	Friday, January 1, 2010 12:00:00 AM IST To Original Time, 0 (- 5.30 +5.30) hours added	Thursday, December 31, 2009 8:30:00 PM EET Original Time – Cisco Unified Intelligence server time zone (+5.30 GMT) + Data source time zone offset (+2 GMT) From Original Time, 3.30 (-5.30 +2) hours subtracted	Friday, January 1, 2010 12:00:00 AM IST To Original Time, 0 (- 5.30 +5.30) hours added

The following example shows a database with date and time values. Depending on your time zone setting, the system converts and displays the time zones in the report data as shown below:

Database value = **1/1/2010 12:00:00 AM**

Data Source Time Zone	Data Source Time Zone	User Time Zone	User Time Zone
-----------------------	-----------------------	----------------	----------------

<i>When set (+11 GMT)</i>	<i>When not set (Subtract Unified Intelligence Center server time zone)</i>	<i>When set (+2 GMT)</i>	<i>When not set (Add Unified Intelligence Center server time zone)</i>
<p>Thursday, December 31, 2009 3:00:00 PM EET</p> <p>Original Time – Data source time zone offset (+11 GMT) + User time zone (+2 GMT)</p> <p>To Original Time, -9 (-11 +2) hours added</p>	<p>Thursday, December 31, 2009 8:30:00 PM EET</p> <p>Original Time – Unified Intelligence Center server time zone (+5.30 GMT) + User time zone offset (+2 GMT)</p> <p>From Original Time, 3.30 (- 5.30 +2) hours subtracted</p>	<p>Thursday, December 31, 2009 3:00:00 PM EET</p> <p>Original Time – Data source time zone offset (+11 GMT) + User time zone (+2 GMT)</p> <p>To Original Time, -9 (-11 +2) hours added</p>	<p>Thursday, December 31, 2009 6:30:00 PM IST</p> <p>Original Time – Data source time zone offset (+11 GMT) + Unified Intelligence Center server time zone (+5.30 GMT)</p> <p>From Original Time, 5.30 (-11 +5.30) hours subtracted</p>
<p>Thursday, December 31, 2009 6:30:00 PM IST</p> <p>Original Time – Data source time zone offset (+11 GMT) + Unified Intelligence Center server time zone (+5.30 GMT)</p> <p>From Original Time, 5.30 (-11 +5.30) hours subtracted</p>	<p>Friday, January 1, 2010 12:00:00 AM IST</p> <p>To Original Time, 0 (- 5.30 +5.30) hours added</p>	<p>Thursday, December 31, 2009 8:30:00 PM EET</p> <p>Original Time – Unified Intelligence Center server time zone(+5.30 GMT) + User time zone offset (+2 GMT)</p> <p>From Original Time, 3.30 (-5.30 +2) hours subtracted</p>	<p>Friday, January 1, 2010 12:00:00 AM IST</p> <p>To Original Time, 0 (- 5.30 +5.30) hours added</p>

