# Configurare il formato DateTime in Analyzer Visualization

## Sommario

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### Introduzione

In questo documento viene descritto come configurare e personalizzare il formato data/ora in Cisco Webex Contact Center Analyzer Visualization.

## Prerequisiti

## Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- Cisco Webex Contact Center
- Analizzatore

### Componenti usati

Analizzatore

**Nota:** Questo documento è destinato a clienti e partner che hanno installato Webex Contact Center nella propria infrastruttura di rete.

Passaggio 1: Accedere al portale tramite https://portal.ccone.net/ e fare clic sulla scheda "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
F Business Rules	10 -	2]
🖵 Agent Desktop	8 - 8 -	1.8-
😪 Campaign Manager	7-6-	14-
😫 Real Time Reports	5 - No records available 4 -	
Laa Historical Reports	3-	- 60
C <sup>0</sup> Web Callback Report	1-	
🖋 Routing Strategy	0 <del> </del>	α <sub>30</sub> α <sub>20</sub> α <sub>20</sub> α <sub>20</sub> α <sub>20</sub> α <sub>20</sub> ■ EP_CCOne_Voice ■ EP_NOC
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-

Passaggio 2: Fare clic su Visualization > Report standard > Report cronologici > Report agenti > Agente

cisco CEA	« 🖷 Home 🌐 Visualization 🏤 (	Dashboard 🖵 Variables		📤 vishagoy@cisco.com 🗸
← □ /	View			+ Create New Visualization Show: Everything ~
Ankit Khanna	ID	Name 🔺	Туре	Last Modified Created By
- ashwin	102312	III Agent	Visualization	01/30/2020 01:16:49
Chandra	102313	III Agent - AAR	Visualization	01/30/2020 01:16:49
ChandraMouli	102314	I Agent-Chart	Visualization	01/30/2020 01:16:49
— 🖿 Jeevan	. 70070	The content of the co	Visualization	on/ot/pote outcost. Malada Daradahula
— 🖿 Joe W	10619	III CISCO-TEST-MAR-IOLE	visualization	08/31/2019 00:16:44 Mykola Danyichuk
— 🖿 Josh Z	102315	III Site	Visualization	01/30/2020 01:16:49
— 🖿 Kuladeep	102316	I Site-Chart	Visualization	01/30/2020 01:16:49
— 🖿 Prakash	102317	III Team	Visualization	01/30/2020 01:16:49
— 🖿 Pranava	102318	I Team-Chart	Visualization	01/30/2020 01:16:49
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	Copyright © 2018 Cisco Systems Inc. All rights re	served.		

Passaggio 3: Esegui il report dell'agente (nella chiamata precedente, l'ID del report è 102312)

Passaggio 4: Nelle colonne "Ora di accesso iniziale" e "Ora di disconnessione finale" vengono visualizzate voci diverse ( diverse da data e ora normali )

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		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

Passaggio 5: Fare clic sulla voce selezionata relativa a data e ora >> Appare un simbolo microscopico >> fare clic su di essa e alcune voci saranno visualizzate in " Timestamp di inizio chiamata "

	» <b>0</b> 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	
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: 😳 5	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	
Summary			28	7	73:37:05	03/03/57 21:17:24	03/06/57 22:54:30	

Passaggio 6: Utilizzare una voce qualsiasi per convertire il tempo EPOCH in dati leggibili dall'uomo. Nell'esempio precedente, prendiamo 1563467317392

Drill Dowr

rill Down						📥 Expo	rt• 🖉
Fields	Show 10						
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 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

## Motivo della discrepanza

Analyzer elabora i dati come somma di tutti i tempi di accesso per un agente

#### Soluzione

#### Modifica visualizzazione

Non è necessario apportare alcuna modifica ai rapporti standard (raccomandazione BU), quindi creare un nuovo rapporto per qualsiasi modifica.

#### Crea un nuovo report

Passaggio 1: Vai a Visualizzazione >> Report standard >> Report cronologici >> Report agenti >> Agente > Modifica >> Salva visualizzazione ( Salvataggio come nome report Test11)

Agent										$=_{\mathcal{H}}$
Type Agent Session Record	< Agent 🖋									
Details Formatting	🕂 New 🖹 Save 👻	🕈 Preview 🛛 More 🗸								
Start Time Yesterday ▼			Click to	add title						
Date Range If run today:	Table ~	Profile Variables: Login     Inbound Total CTQ Answer Tir	Count 💭 ( III: Calls Handled 🕞 ) III: Staff Hours 定 me 🔄 ) III: Outdial CTQ Request Count 🕞   III: Outc Save Visualization	] [] Initial L dial CTQ Tota ×	ogin Time 👿 🗍 🔢 I Request Time ☑	Final Logout Time 🔽	∭Occupanc wer Count ☑	y 🛃 🗍 Occu	pancy 1 🔲 🔛 Idl Q Total Answer Tin	e Count 🕞 ne 🔽 🔛
End Date: 2020-02-05	Row/Series	Igent Name - Channel Type	— 🖿 Auxiliary Reports — 🖿 Call Reports	^	ial Login Time	Final Logout Time	Occupancy	Idle Count	Total Idle Time	Average I
All Days 💌	Agent Name	Channel Type : Gent Name 1 Channel Type : Channel Type :	Multimedia Reports     Real-Time Reports		l/01/70 05:30:35 l/01/70 05:30:27 l/01/70 05:31:08	01/01/70 05:31:35 01/01/70 05:30:26 01/01/70 05:30:25	3.11 1.48 4.27	15000 28000 75000	00:00:23 00:00:18 00:00:24	
Compute	If Channel Type       If Interval	Agent Name 2 Channel Type 2 Channel Type 2 Channel Type 2	- • • Test - • • test123 - • • Ty	1	L/01/70 05:30:15 L/01/70 05:30:26 L/01/70 05:30:04	01/01/70 05:31:28 01/01/70 05:31:28 01/01/70 05:30:17	1.73 2.82 6.64	40000 18000 43000	00:01:02 00:00:25 00:00:44	
▼ Add Filter	A	gent Name 3 Channel Type 2 Channel Type 2 Channel Type 3	Name: Test111	~	l/01/70 05:30:48 l/01/70 05:30:44 l/01/70 05:31:34	01/01/70 05:30:13 01/01/70 05:30:41 01/01/70 05:30:59	3.00 10.50 2.59	72000 51000 62000	00:00:56 00:00:40 00:00:06	
	S	Summary	New Folder OK	Cancel	l/01/70 05:30:17	01/01/70 05:30:23	3.37	76000	00:00:52	

Passaggio 2: Fare clic con il pulsante destro del mouse sulle variabili di profilo, ovvero il tempo di login iniziale e il tempo di login finale

Passaggio 3: Per impostazione predefinita, il tempo di login iniziale è rappresentato nel formato EPOCH. Per modificare il formato, fare clic con il pulsante destro del mouse su "Initial Login Time" >> Number Format >> Date Time

Scegliere "gg/mm/aa" e i dati verranno presentati in questo formato.

gent Agent Session Record	A gont														- ,
Details Formatting	<ul> <li>Agent </li> <li>Agent </li> <li>Save</li> </ul>	✓ ₱ Preview	More 🕶												
Start Time Yesterday 🔻						Cli	ck to add tit	le							
Date Range If run today:	Table ~	Profile Var	riables: ILogin tal CTQ Answer T	n Count 💟 Time 🔽 🔡 C	E Calls Handled Cutdial CTQ Req	I ☑ [] Staff Hou uest Count ☑ []	Irs 🔽 🗄 Loiti: Edit. New	al Login Time 🗔 🛛 Profile Variable	Final Logout Ti	me [ TQ An	⊇) (‼ Occupa swer Count [	ncy ☑ (ii 0 ☑ (ii Outdial	ccupancy CTQ Tota	1 🔲 🎚 Id al Answer Tir	le Count ( me 🔽 🔡
Start Date: 2020-02-05 End Date: 2020-02-05	L Hide Summary	Column S	egments: Pro	ofile Variable	5		Num Text /	ber Format	Integer Number						
Including All Days	Row/Series Segments:	Agent Name  Agent Name 1	Channel Type 1 Channel Type 2 Channel Type 3	<ul> <li>Interval </li> <li>02/05/2020</li> <li>02/05/2020</li> <li>02/05/2020</li> </ul>	Login Count 3425 6272 7362	Calls Handled 140000 143000 12000	Staff Ho Form 00:052 00:00:52	01/01/70 05:30:2 01/01/70 05:31:0	Currency Percentage Date Time	*	Occupancy 5 3. mm/dd/yy	Idle Coun           11         150           (01/25/12)         1/25/12)	t Total	00:00:23 00:00:18 00:00:24	Average
Compute	Image: Channel Type	Agent Name 2	Channel Type 1 Channel Type 2 Channel Type 3	2 02/05/2020 2 02/05/2020 3 02/05/2020	4026 307 7492	98000 21000 83000	00:01:31 00:00:50 00:00:33	01/01/70 (25/01/2 (25/01/2 (25/01/2 (25/01/2	12) 2012)		dd/mm/yy d/m/yy (	(25/01/12) (25/1/12)	•	00:01:02 00:00:25 00:00:44	1 5 6
▼ Add Filter		Agent Name 3	Channel Type 1 Channel Type 2 Channel Type 3	<ul> <li>02/05/2020</li> <li>02/05/2020</li> <li>02/05/2020</li> </ul>	344 2596 1446	91000 47000 124000	00:01:08 00:00:20 00:01:28	01/01/70 01/01/70 01/01/70 (25/01/2 01/01/70	12 04:35:15) 12 04:35:15) 2012 04:35:15)		yyyy/mm/dd yyyy-mm-dd 9 2.	(2012/01/25) (2012-01-25) 59 620	000	00:00:56	; ; ;
		Summary			4452	165000	00:00:35	01/01/70 (25/01/2	12 4:35:15 AM) 2012 04:35:15 AM	I)	3 3.	37 760	000	00:00:52	1

Passaggio 4: Prendere "Initial Login Time", fare clic con il pulsante destro del mouse su Modifica, viene visualizzata una nuova finestra dove la formula è " Somma di Timestamp di inizio chiamata", cambiarla in "Timestamp di inizio chiamata minimo" e salvare il rapporto

Nota: {L'indicatore orario minimo di inizio chiamata rifletterà la prima istanza/ora di accesso dell'agente per la data o le date}

	< Agent 🖋											
etails Formatting												
	+ New 🖹 Save	Preview More										
art Time Yesterday 🔻				Cli	ck to add	title						
te Range		Profile Variables:      ∐Login Count      □	Calls Handled	Staff Hou	irs 🔽 🔽	dit		Final Logout Time 🔽	) [] Occupanc	y 🔽 🔢 Occu	pancy 1 🔲 🗄 Idle	e Coun
in today:	Table ~	🖞 🔛 Inbound Total CTQ Answer Time 🕞 🗐	utdial CTQ Requ	iest Count 🔽 🛛	Outdial	lew Profile Varia	able	]][]] Outdial CTQ Ansv	wer Count 🔽	Uutdial CT	Q Total Answer Tim	e 🔽
+ D-+ 2022 22 27	Hide Summary				N	umber Format						
Date: 2020-02-05		Column Segments: Profile Variables			Te	ext Align						
Date: 2020-02-05	Row/Series	Agent Name - Channel Type - Interval -	Login Count	Calls Handled	Staff Ho	ormatting		Final Logout Time	Occupancy	Idle Count	Total Idle Time	Avera
ding	Segments:	Channel Type 1 02/05/2020	3425	140000	00:6	ave		01/01/70 05:31:35	3.11	15000	00:00:23	
All Days 🛛 🔽	E Agent Name	Agent Name 1 Channel Type 2 02/05/2020	6272	143000	00:01	:28 01/01/70	05:30:27	01/01/70 05:30:26	1.48	28000	00:00:18	
	E Agene Hame	Channel Type 3 02/05/2020	7362	12000	00:00	:52 01/01/70	05:31:08	01/01/70 05:30:25	4.27	75000	00:00:24	
oute	E Channel Type	Channel Type 1 02/05/2020	4026	98000	00:01	:31 01/01/70	05:30:15	01/01/70 05:31:28	1.73	40000	00:01:02	
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		Channel Type 3 02/05/2020	7492	83000	00:00	:33 01/01/70	05:30:04	01/01/70 05:30:17	6.64	43000	00:00:44	
		Channel Type 1 02/05/2020	344	91000	00:01	:08 01/01/70	05:30:48	01/01/70 05:30:13	3.00	72000	00:00:56	
		Agent Name 3 Channel Type 2 02/05/2020	2596	47000	00:00	:20 01/01/70	05:30:44	01/01/70 05:30:41	10.50	51000	00:00:40	
		Channel Type 3 02/05/2020	1446	124000	00:01	:28 01/01/70	05:31:34	01/01/70 05:30:59	2.59	62000	00:00:06	
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Cancel Save

Passaggio 5: Selezionare Final Logout Time in Profile Variable, fare clic su Edit >> Select "Maximum Call End Timestamp" (Modifica ora di fine chiamata massima) e Save (Salva)

Nota: L'indicatore orario massimo di fine chiamata rifletterà l'istanza finale della disconnessione dell'agente per la data o le date

Fields		Name:	Final Logout Time	
March Agent DN		Formula:	Maximum Call End Timestamp	$\sim$
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	~			
				Cancel Save

## Passaggio 6: Eseguire il report per il risultato desiderato

cisco CEA	» ¢;	Settings	📥 Export 🗸									
Agent Name 👻	Channel Type	<ul> <li>Interval -</li> </ul>	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	\$
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	8
Jelly Peng	telephony	07/17/2019	3	1 O	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	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	1
Joshua Zuke	telephony	07/17/2019	2	1 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	L 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	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	8
Rohit Harsh	telephony	07/17/2019	3	1 O	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	ι ο	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	1 O	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 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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