# Analyzer VisualizationでDateTime形式を設定す る

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### 概要

このドキュメントでは、Cisco Webex Contact Center(WCM)Analyzer Visualizationで日付の時刻 形式を設定およびカスタマイズする方法について説明します。

# 前提条件

### 要件

次の項目に関する知識があることが推奨されます。

- Cisco Webex Contact Center
- •アナライザ

# 使用するコンポーネント

•アナライザ

**注**:このドキュメントは、Webex Contact Centerをネットワークインフラストラクチャに 導入したお客様およびパートナーを対象としています。

ステップ 1 : <u>https://portal.ccone.net/</u>および [Analyzer]タブをクリックします

	=	📢 🎝 CCOne_TAC   Local Time 🔞 Vishal Goyal - 🗖
🖀 Dashboard	CCOme_TAC Dashboard ×	
Provisioning <		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-	06-
C <sup>0</sup> Web Callback Report	1-	
🖋 Routing Strategy	°+	veza₀ vezao
	Agent Snapshot Report	Historical Report
Recording Management	Site: CCOne_TAC	Entry Point Summary
Workforce Optimization https://portal.ccone.net/portal/home.htm	18	8- 7-

ステップ 2: [Visualization] >> [Standard Reports] >> [Historical Reports] >> [Agent Reports] >> [Agent]をクリックします

cisco CEA	« 🖷 Home 🌐 Visualization 🚳	Dashboard 📮 Variables		📥 vishagoy@cisco.com 🗸
- C / - C (2)	View			+ Create New Visualization Show: Everything
Ankit Khanna	ID	Name 🔺	Туре	Last Modified Created By
- asnwin	102312	III Agent	Visualization	01/30/2020 01:16:49
- Chandra	102313	III Agent -AAR	Visualization	01/30/2020 01:16:49
— 🖿 ChandraMouli	i 102314	III Agent-Chart	Visualization	01/30/2020 01:16:49
— 🖿 Jeevan	76679	I 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	102216	I Site Chart	Visualization	01/20/2020 01:16:49
Prakash	102510	III She chart	Visualization	
- Pranava	102317	team	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				
- abhishek				
Agent Trace Report				
- Auxiliary Reports				
— 🖿 Call Reports				
🖵 🖿 Multimedia Report				
- 🖿 Real-Time Reports				
i 🖿 🖿 Test				
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ステップ 3 : エージェントレポートの実行(上記のコールでは、レポートIDは102312です)

ステップ 4:[Initial Login Time]と[Final Logout Time]の列の下に、[Different entries]が反映されます(通常の日時とは異なります)

cisco CEA	» 0\$	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	. 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

ステップ 5:選択した日付と時刻のエントリをクリック>>小さな記号が表示されます>>クリックすると、[Call Start Timestamp]の下に表示されるエントリ はわずかです

cisco CEA	» <b>0</b> 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	L
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	L
Joseph Whittlesey	telephony	07/17/2019	3	1	07:32:43	08/16/18 😳 5	08/17/18 06:05:38	3
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	L
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	9
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	3
Summary			28	7	73:37:05	03/03/57 21:17:24	03/06/57 22:54:30	)

ステップ 6:任意の1つのエントリを使用して、EPOCH時間を人間が読み取り可能なデータに変換します。上記の例では、1563467317392を使用します

Drill Down

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		Previo	us 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



アナライザは、エージェントのすべてのログイン時間の合計としてデータを処理します

#### 解決方法

#### 変更の視覚化

標準レポート(BU勧告)に変更を加える必要がないため、変更を加える新しいレポートを作成する必要があります。

#### 新しいレポートの作成

ステップ 1 : [Visualization] > [Standard Reports] >> [Historical Reports] >> [Agent Reports] >> [Agent] >> [Edit] >> [Save Visualization (レポート名Test11として保存)]に移動します。

▲ Export - 🕑 ×

Agent									$= s^{d}$ >
Type Agent Session Record	< Agent 🖋								
Details Formatting	🕈 New 🖹 Save 👻 🕴 Preview 🛛 Mo	re 🕶							
Start Time Yesterday 🔻		Click to	o add title						
Date Range If run today:	Table	x (III Login Count ⊘) (III Calls Handled ⊘) (III Staff Hours ⊘ Q Answer Time ⊘) (III Outdial CTQ Request Count ⊘) (III Outd	] [] Initial L dial CTQ Tota	ogin Time 💟 I Request Time 🖉	Final Logout Time 🔽	) []] Occupanc wer Count 🔽	y 🖌 🗍 🔛 Occu	ipancy 1 🔲 🔛 Idl Q Total Answer Tin	e Count 🕞 ne 🗹 🎚 (
Start Date: 2020-02-05	Golumn Segmer	save Visualization	~						
End Date: 2020-02-05	Row/Series Agent Name - Chan	nel Type - Call Reports	^	ial Login Time	Final Logout Time	Occupancy	Idle Count	Total Idle Time	Average I
All Days	Segments: Chan Agent Name Agent Name 1 Chan Chan	nel Type : nel Ty		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	
Compute	ii Channel Type Ii Interval Agent Name 2 Chan Chan Chan Chan Chan Chan Chan Chan	nel Type : Test nel Type : Est Test Test Test Test Test Test	1	l/01/70 05:30:15 l/01/70 05:30:26	01/01/70 05:31:28 01/01/70 05:31:28	1.73	40000	00:01:02	
▼ Add Filter	Chan Agent Name 3 Chan	nel Type : Name: Test111	~	L/01/70 05:30:04 L/01/70 05:30:48 L/01/70 05:30:44	01/01/70 05:30:17 01/01/70 05:30:13 01/01/70 05:30:59	3.00 10.50	72000 51000	00:00:56	
	Summary	New Folder	Cancel	/01/70 05:30:17	01/01/70 05:30:23	3.37	76000	00:00:52	

ステップ2:プロファイル変数(初期ログイン時間と最終ログイン時間)を右クリックします

ステップ3: デフォルトでは、初期ログイン時間はEPOCH形式で表されます。形式を変更するには、[Initial Login Time] >> [Number Format] >> [Date Time]を右クリックします

Agent															- 2
Details	< Agent 🖍														
Formatting	+ New 🖹 Save	- 🕈 Preview	More 🕶												
Start Time Yesterday 🔻						Cli	ck to add tit	le							
Date Range		🛨 Profile Va	riables: 🗄 Logir	n Count 🔽	E Calls Handled	i 🔽 🔡 Staff Hou	ITS 🔽 🗄 Initia	al Login Time 🗔 🛛	Einal Logout Ti	me [	Occupa	ancy 🔽 🔡 🤇	)ccupancy	(1 □) [ <u>]</u> [d	lle Count 🕞
If run today:	Table ~	] [ Inbound To	otal CTQ Answer T	ïme ☑ [‼ C	utdial CTQ Req	uest Count 🔽 🛛 🗄	Outdial	 Profile Variable	] [] Outdial Cl	TQ An	iswer Count [	🔽 🔛 🔛 🖂	I CTQ Tota	al Answer Tir	me 🔽 🔛
Start Date: 2020-02-05	Hide Summary	Column S	egments: II Pro	ofile Variables			Num	ber Format	Integer	×	1				
End Date: 2020-02-05	Row/Series	Agent Name -	Channel Type	Interval -	Login Count	Calls Handled	Staff Ho Form	atting	Currency		Occupance	y Idle Cour	nt Total	Idle Time	Average I
Including	Segments:		Channel Type 1	02/05/2020	3425	140000	oo:(Save		Percentage		15 3.	.11 15	000	00:00:23	3
All Days 👻	Agent Name	Agent Name 1	Channel Type 2	02/05/2020	6272	143000	00:01:28	01/01/70 05:30:	27 Date Time	Þ	mm/dd/yy	(01/25/12)	•	00:00:18	3
Compute	E Channel Type		Channel Type 3 Channel Type 1	02/05/2020	4026	98000	00:00:52	01/01/70 05:31:	Duration	•	m/d/yy dd/mm/yy	(1/25/12)	F.	00:00:24	2
	II Interval	Agent Name 2	Channel Type 2 Channel Type 3	02/05/2020	307	21000	00:00:50	01/01/70 (25/01/	2012)		d/m/yy	(25/1/12)	Þ	00:00:25	ș a
▼ Add Filter			Channel Type 1	02/05/2020	344	91000	00:01:08	01/01/70 (25/01/	12 4:35:15)		yyyy/mm/dd	(2012/01/25	5) <b>&gt;</b>	00:00:56	5
		Agent Name 3	Channel Type 2	2 02/05/2020	2596	47000	00:00:20	01/01/70	2012 04:35:15)		yyyy-mm-dd	(2012-01-25	) 🕨	00:00:40	0
			Channel Type 3	02/05/2020	1446	124000	00:01:28	01/01/70	12 4:35:15 AM)		59 2.	.59 62	000	00:00:00	ò
		Summary			4452	165000	00:00:35	01/01/70 (25/01/	2012 04:35:15 AM	I)	3 3.	.37 76	000	00:00:52	2

「dd//mm//yy」を選択すると、データはこの形式で表示されます。

ステップ 4 : [Initial Login Time]を選択し、[Edit]を右クリックすると、新しいウィンドウが表示されます。このウィンドウでは、数式は[Sum of Call Start Timestamp]で、[Minimum Call Start Timestamp]に変更し、レポートを保存します

### 注:{最小コール開始タイムスタンプには、その日付に対するエージェントログインの最初 のインスタンス/時間が反映されます}

ils Formatting														
	+ New 🖪 Save	Preview	More 👻											
rt Time Yesterday 🔻						Clic	k to add	title						
Panzo		+ Profile Va	ariables: 🗄 Login Co	unt 🖂	Calls Handled	Staff Hour	s 🖂 📴		المرب الم	inal Logout Time 🔽	Occupanc	y 🖓 🗍 Occu	pancy 1	le Co
kange	Table ~	Inbound To	otal CTQ Answer Time		utdial CTQ Requ	est Count 🔽 📳	Outdial	lit ove Drofil	lo Variable	Utdial CTQ Ans	wer Count 🔽	Uutdial CT	Q Total Answer Tir	me 🗔
touay.	Hide Summary		_	2)(			N	umber Fo	ormat					
Date: 2020-02-05		Column S	Segments: Profile	Variables			T	ext Align						
ate: 2020-02-05	Daniel Carina	Agent Name	Channel Turne - In	tomal -	Login Count	Calle Handled	taff Ha Fi	ormatting	g	Final Logout Time	Occurrency	Idle Count	Total Idla Tima	0.00
ing	Sogmonts	Agent Name	Channel Type + III	105/2020	240F	catts nanuteu	S	ave	-	on los las or sales	occupancy	AE000	iotat iute iiiie	
ll Days 🖂 🖂	Segments.	Agent Name 1	Channel Type 1 02	05/2020	5425	140000	00:01	28 01	/01/70 05:30:27	01/01/70 05:31:3	5 3.11	28000	00:00:23	2
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	Channel Type		Channel Type 1 02	05/2020	4026	98000	00:01	31 01	/01/70 05:30:15	01/01/70 05:31:2	3 1.73	40000	00:01:02	2
e	Historial	Agent Name 2	Channel Type 2 02	/05/2020	307	21000	00:00	50 01	/01/70 05:30:26	01/01/70 05:31:2	3 2.82	18000	00:00:25	5
	tt niter var		Channel Type 3 02	05/2020	7492	83000	00:00	33 01	/01/70 05:30:04	01/01/70 05:30:1	6.64	43000	00:00:44	ł.
▼ Add Filter			Channel Type 1 02	/05/2020	344	91000	00:01	:08 01/	/01/70 05:30:48	01/01/70 05:30:1	3 3.00	72000	00:00:56	5
		Agent Name 3	Channel Type 2 02	05/2020	2596	47000	00:00	20 01/	/01/70 05:30:44	01/01/70 05:30:4	L 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 05:30:5	2.59	62000	00:00:06	5
		Summary			4452	165000	00:00	35 01	/01/70 05:30:17	01/01/70 05:30:2	3 3.37	76000	00:00:52	2
gent Session Record	🗸 Agent 🖉	5 dia Da		4:-11						×				
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ステップ 5:[Profile Variable]で[Final Logout Time]を選択し、[Edit] >> [Select " Maximum Call End Timestamp" and Save]をクリックします

注: [Maximum Call End Timestamp]には、その日付に対するエージェントログアウトの最終インスタンスが反映されます

Fields	î	Name:	Final Logout Time		
FACD1 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	I)	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	~				
					_

# ステップ 6:目的の結果のレポートを実行します

cisco CEA	» ¢;	Settings	📥 Export -									
Agent Name 👻	Channel Type	• Interval •	Login Count	Calls Handled	Staff Hours	Initial Login Time	Final Logout Time	ccupancy	Idle Count	Total Idle Time	Average Idle Time	Av
Ankit Kunwar	telephony	07/17/2019	3	. 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	5
Chandramouli vaithiyanathan	telephony	07/17/2019	4	. 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	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	. 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	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	3
Vishal Goyal	telephony	07/17/2019	3	. 0	10:14:39	07/17/19 13:07:44	07/18/19 17:40:17	0.00	5	00:00:08	00:00:01	1
Summary			28	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	5

翻訳について

シスコは世界中のユーザにそれぞれの言語でサポート コンテンツを提供するために、機械と人に よる翻訳を組み合わせて、本ドキュメントを翻訳しています。ただし、最高度の機械翻訳であっ ても、専門家による翻訳のような正確性は確保されません。シスコは、これら翻訳の正確性につ いて法的責任を負いません。原典である英語版(リンクからアクセス可能)もあわせて参照する ことを推奨します。