

# Webex 컨택 센터 결합에 대한 CDETS 추적

## 목차

[소개](#)

[CDETS 번호 추적](#)

## 소개

이 문서에서는 CSE(Customer Support Engineers)에서 제공하는 Cisco CDETS(Defect and Enhancement Tracking System) 번호를 추적하는 방법에 대해 설명합니다.

## CDETS 번호 추적

1단계. 다음 이미지에 표시된 대로 [Cisco.com > Support > Tools > Bug Search Tool](#)으로 이동합니다.

### Tools

#### Bug Search Tool

Find software bugs based on product, release and keyword

#### Register & Manage Software Licenses

Product License Registration Tool

#### Software Research

View Cisco suggestions for supported products

#### Collaboration Solutions Analyzer Beta

Analyzes Expressway and other Collaboration portfolio products logs

#### Cisco CLI Analyzer Beta

SSH client to troubleshoot and check the overall health of your ASA and IOS based devices

[View All Tools](#)

### Contacts / Support Cases

[Open New Case](#)

To open or view cases, you need a [Service Contract](#)

#### Manage Support Cases

#### Contact TAC by Phone

Enterprise and Service Provider Products

US/Canada 800-553-2447

#### Worldwide Phone Numbers

Small Business Products

US/Canada 866-606-1866

#### Worldwide Phone Numbers





Returns



#### Returns Portal

We've simplified RMAs. [Learn How](#) New

## Bug Search Tool

[Help](#) | [+ Feedback](#)

 Save Search
  Load Saved Search
  Clear Search
  Email Current Search

Search For:     
 Examples: CSCtd10124, router crash, etc...

Product:  [Select from list](#)

Releases:

2단계. CSE에서 제공하는 CDETS 번호를 검색합니다.이 페이지에서는 다음 이미지와 같이 케이스의 상태를 볼 수도 있습니다.

## Bug Search Tool

[Bug Search](#) > CSCvu05178[Help](#) | [Feedback](#)

### Sev3 - Analyzer | Abilene| Export for Contact Timestamp in EPOCH CSCvu05178

#### ▼ Description

**Symptom:**

When a visualization report is exported "Value of Contact Start Timestamp" or "Value of Contact End Timestamp", they always export in EPOCH time format instead of Format set in the Visualization in the Report.

**Conditions:**

Only when the visualization report is exported. on Analyzer UI, it shows human-readable date and time

**Workaround:**

use external epoch converters to decode the datetime

**Further Problem Description:**

NA



Customer Visible



Notifications



Save Bug



Open Support Case



View Bug in CDETS

Was the description about this Bug Helpful? ☆☆☆☆☆ (0)

#### ▼ Details

Last Modified: May 8, 2020

Status: Open

Severity: 3 Moderate

Product: (1)

Cisco Webex Contact Center

Known Affected Releases: (1)

unspecified

Known Fixed Releases: (0)

[Download software for Cisco Webex Contact Center](#)

Support Cases: (2)

688925796

688990475

Support case links are not customer visible

3단계. 이메일 알림을 생성할 수도 있습니다.

이메일 알림의 경우 Notifications(알림)를 클릭합니다.다음 항목이 표시됩니다.

The screenshot shows the Cisco Bug Search interface. A modal window titled "Add Notification" is displayed over the bug details for "Sev3 - Analyzer | Ab CSCvu05178". The modal contains the following fields and options:

- Name your Notification: CSCvu05178
- Bug Interested In: CSCvu05178
- An Email Delivered: Weekly (dropdown menu)
- to: example@gmail.com
- Save button
- Get notified about changes to bug information (Title, Description, Known Affected and Known Fixed releases, Status or Severity) checkbox
- Edit All Notifications link

A red arrow points to the "Notifications" button in the right sidebar, which is currently selected.

이메일 주소를 입력하고 드롭다운 목록에서 알림 수신 빈도(Weekly/Daily/Monthly)에 대한 옵션을 선택합니다. 저장을 클릭합니다.

이제 모두 이메일 알림을 통해 티켓 진행 상황을 자동으로 추적하도록 설정되어 있습니다.