# DatumTijd-indeling in analyzer-visualisatie instellen

# Inhoud

Inleiding Voorwaarden Vereisten Gebruikte componenten Reden voor de discrepantie Oplossing

### Inleiding

Dit document beschrijft hoe u de datumnotatie in de Cisco Webex Contact Center Analyzervisualisatie kunt configureren en aanpassen.

# Voorwaarden

## Vereisten

Cisco raadt u aan om kennis te hebben van de volgende onderwerpen:

- Cisco Webex-contactcenters
- Analyzer

## Gebruikte componenten

Analyzer

Opmerking: Dit document is gericht op klanten en partners die Webex Contact Center voor hun netwerkinfrastructuur hebben ingezet.

Stap 1: Meld u aan bij Portal via https://portal.ccone.net/ en klik op het tabblad "Analyzer"

		€4 🗘 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 -	18-
😪 Campaign Manager	7 - 6 -	14-
😫 Real Time Reports	5 - No records available 4 -	
Laa Historical Reports	3-	0.6 - 0.4 - 0
C <sup>0</sup> Web Callback Report	1-	02-
🖋 Routing Strategy	0 <del> </del>	α <sub>αβ</sub> ν <sub>αβ</sub> αζορ α <sub>αβ</sub> ταφ ■ 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-

Stap 2: Klik op Visualisatie > Standaardrapporten > Historische rapporten > Agent-rapporten > Agent-rapporten > Agent-rapporten

cisco CEA	« 🖷 Home 🌐 Visualization 🏤 (	Dashboard 🖵 Variables			🐣 vishagoy@ci	sco.com 🗸
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— Ankit Khanna	ID	Name 🔺	Туре	Last Modified	Created By	
- ashwin	102312	III Agent	Visualization	01/30/2020 01:16:49		
- Chandra	102313	I Agent - AAR	Visualization	01/30/2020 01:16:49		
- ChandraMouli	: 102314	I Agent-Chart	Visualization	01/30/2020 01:16:49		
— 🖿 Jeevan	76679	I Gisco Test-AAR-Idle	Visualization	08/31/2019 00:16:44	Mykola Danylchuk	
— 🖿 Joe W	10005		Visualization	00/31/2013 00:10:44	Mykola ballytellak	
— 🖿 Josh Z	102315	iii Site	visualization	01/30/2020 01:16:49		
- 🖿 Kuladeep	102316	III Site-Chart	Visualization	01/30/2020 01:16:49		
Prakash	102317	III Team	Visualization	01/30/2020 01:16:49		
Pranava	102318	III Team-Chart	Visualization	01/30/2020 01:16:49		
SA_Test Sandard Reports Standard Report						
	Copyright © 2018 Cisco Systems Inc. All rights re	served.				

Stap 3: Start het rapport van de Agent (op de bovenstaande oproep is de rapport-ID 102312)

Stap 4: Onder de kolommen - "Beginlogtijd" en "Eindtijd" worden verschillende items weergegeven (anders dan normale datum en tijd )

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	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	c	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

Stap 5: Klik op de geselecteerde datum en tijdinvoer >> Er verschijnt een microscopisch symbool >> klik op het symbool en er worden weinig items gezien onder "Time-stempel voor gespreksstart"

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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	1
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	

Stap 6: Gebruik een willekeurige ingang om de EPOCH-tijd om te zetten in voor mensen leesbare gegevens. In het bovenstaande voorbeeld nemen we 1563467317392

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

## Reden voor de discrepantie

Analyzer verwerkt de gegevens als de som van alle logintijd voor een agent

#### Oplossing

#### Visualisatie wijzigen

Er hoeven geen wijzigingen te worden aangebracht in de standaardrapporten (de aanbeveling van de BU) en derhalve moet een nieuw verslag worden opgesteld voor wijzigingen.

#### Een nieuw rapport maken

Stap 1: Ga naar visualisatie > Standaardrapporten > Historische rapporten > Agent-rapporten > Agent-rapporten > Agent > Bewerken > Bewerken > Bewaren van visualisatie (Opslaan als rapportnaam Test11)

≜ Export - 🕑 ×

Stap 2: Rechtsklik op profiel variabelen, namelijk initiële logingstijd en eindingstijd

Stap 3: Standaard wordt de eerste inlogtijd in de EPOCH-indeling weergegeven. Als u de indeling wilt wijzigen, klikt u met de rechtermuisknop op "Beginlogtijd" > Nummerindeling > Datumtijd

Kies "dd//mm//yy" en de gegevens worden in dit formaat weergegeven.

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Stap 4: Neem "Beginlogtijd", rechtsklik op Bewerken, er verschijnt een nieuw venster waarin de formule "Som van de Starttijd" is, wijzig de optie in "Minimale Tijdstempel voor gespreksstart" en het rapport opslaan

Opmerking: {Minimale Tijdstempel voor de aanvang van de verbinding weerspiegelt de eerste instantie/tijd van de inlognaam van de agent voor de datum(s)}

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	Channel Type		Channel Type 3 02/05/2020	736	2 12000	0 00:0	00:52	01/01/70 05:31:08	01/01/70 05:30:25	4.27	75000	00:00:24	
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			Channel Type 3 02/05/2020	144	6 124000	0 00:0	01:28	01/01/70 05:31:34	01/01/70 05:30:59	2.59	62000	00:00:06	
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Stap 5: Selecteer de optie Eindtijd bij loggen onder Profile Variant. Klik op Bewerken > Selecteer "Maximum aantal tijden voor gesprekseinde" en Save

Opmerking: Maximum aantal keer dat de einddatum voor Call End wordt ingesteld, geeft het laatste geval van uitloging van de agent voor de datum(s) weer

Cancel

Fields	î	Name:	Final Logout Time	
> [ACD] 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	I/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				
Þ [ACD] Queue Name	~			
				Cancel Save

## Stap 6: Draai het rapport naar het gewenste resultaat

cisco CEA	» og	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	i 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	6
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	8
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	э
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		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		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	i 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		10:14:39	07/17/19 13:07:44	07/18/19 17:40:17	0.00	5	00:00:08	00:00:03	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	8

## Over deze vertaling

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