疑難解答:無法儲存已編輯的精確隊列放棄應答 分佈歷史報告

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簡介

本文檔介紹在編輯和儲存預設報告「Precision Queue Abandon Answer Distribution Historical」 (精確隊列放棄應答分佈歷史)失敗**時如何進行故障**排除。

必要條件

- 思科整合情報中心(CUIC)
- Cisco Unified Contact Center Enterprise(UCCE)

需求

思科建議您瞭解以下主題:

- CUIC
- UCCE

採用元件

本文中的資訊係根據以下軟體和硬體版本:

- CUIC 11.6.1
- UCCE 11.6.1

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除(預設))的組態來啟動。如果您的網路正在作用,請確保您已瞭解任何指令可能造成的影響。

背景資訊

可以儲存報告並修改報告的檢視,以便為終端使用者提供有意義的詳細資訊。特別對於報告名稱「 Precision Queue Abandon Answer Distribution Historical」,如果用預設檢視名稱完成儲存;報告

無法儲存,而是出現錯誤消息「Reporty saving failed(**報告儲存失敗)」。請重試。**」 ,如圖所示

Manage View Report Views	s and Thresholds Thresholds		₽.						
Default	View Name		Туре	Authenticate	Links			Actions	
۰	Precision Queue Abandon An	swer Distribution Histori	Grid		HTML	Excel	XML		
Pask							Report saving faile	d. Please try again	
Back						→ ⊗	Report saving faile	d. Please try again.	×

問題

• 從Stock報表的CCE_AF_Historical資料夾;選擇**Precision Queue Abandon Answer Distribution Historical**。選擇「另存為」;

Name ~	Description	Report Definition	Actions
Call Type Queue Interval All Fields	Call Type Queue Interval All Fields	Call Type Queue Interval All Fields	* …
Call Type Skill Group Historical All Fields	Call Type Skill Group Historical All Fields	Call Type Skill Group Historical All Fields	* …
Enterprise Service Historical All Fields	Enterprise Service Historical All Fields	Enterprise Service Historical All Fields	*
Enterprise Skill Group Historical All Fields	Enterprise Skill Group Historical All Fields	Enterprise Skill Group Historical All Fields	*
VR Ports Performance Historical	IVR Ports Performance Historical	IVR Ports Performance Historical	*
Peripheral Service Historical All Fields	Peripheral Service Historical All Fields	Peripheral Service Historical All Fields	*
Peripheral Skill Group Historical All Fields	Peripheral Skill Group Historical All Fields	Peripheral Skill Group Historical All Fields	*
Precision Queue Abandon Answer Distribution Hist	Precision Queue Abandon Answer Distribution Historical	Precision Queue Abandon Answer Distribution Historical	*
Precision Queue Efficiency	Precision Queue Efficiency	Precision Queue Efficiency	Edit Save As
Precision Queue Efficiency Drill Down	Precision Queue Efficiency Drill Down	Precision Queue Efficiency Drill Down	Rename
Precision Queue Interval All Fields	Precision Queue Interval All Fields	Precision Queue Interval All Fields	
Skill Group Abandon Answer Distribution Historical	Skill Group Abandon Answer Distribution Historical	Skill Group Abandon Answer Distribution Historical	Add Help

•指定名稱和位置,然後按一下儲存,如下圖所示

Save Report Precision Queue Aban... imes

Nomot			
Name	test1	*	
			-
Location*	Choose a location	· · ·	
		9	
	Reports	,	~
		Cancel Save	
• 轉到儲存報告的位置,ጰ	後按一下編輯,如下圖所示		
test1	Precision Queue Abandon Answer Distribution Historical	Precision Queue Abandon Answer Distribution Historical	Edit
			Save As
			Rename Move
			Add Help Delete
			Share Permalinks

• 在Manage Views and Thresholds中,並在Report Views下,按一下Edit View,如下圖所示;

Reports		/test1						
Basic Information	Manage Vi Report View	ews and Thresholds						
Manage Views and Thresholds Add, delete, modify Report Views and Thresholds	Create N	lew +						
Manage Filters	Default	View Name Precision Queue Abandon Answ	Type	Authenticate	Links	Excel	XML	Actions
						_		Edit View Delete View
	_						_	
	Back						Nex	xt Finish

• 進行所需的編輯,然後在「編輯檢視」視窗中按一下「儲存」。

Name*		Descr	iption	Font	
Precision Queue Abandon Answer Distribution	n Historical			10	~
Available: 54 Values			Selected: 45 Values		Heade
Search Available	Q		Search Selected Q		- +
Abandoned (aban9)		-	Attribute 8 (Attr8)		×
Abandoned (aban8)			Attribute 9 (Attr9)		_
Abandoned (aban5)			DateTime (interval)		_
Abandoned (aban6)			Avg Speed of Answer (asa)		<u>^</u>
Abandoned (aban7)			> Interval 1		
Abandoned (aban2)		_	> Interval 2		~
Abandoned (aban1)		<	> Interval 3		
Abandoned (aban10)		<<	> Interval 4		
Abandoned (aban4)			> Interval 5		
Sort Grid by Field			- Jakan al P		
Choose Field					

•最後在「**Report Views**」視窗**中單**擊「Finish」,注意如下圖所示的錯誤;

Manage Vi Report View	ews and Thresholds						
Create N	lew -						
Default	View Name	Туре	Authenticate	Links			Actions
	Precision Queue Abandon Answ	Grid	\checkmark	HTML	Excel	XML	
Back				×	Report savin	ng failed. Plea	ase try again. $~~ imes~~$

解決方案

• 使用連線到CUIC的即時監控工具(RTMT)收集CCBU日誌,如下圖所示

Collect Files			×
Select CUIC Services/Applications			
Sel	ect all Services on all Serve	rs	
Name	All Servers	cuic.samaira.com	cuic2.s
Intelligence Center OAMP Service			Q.
Intelligence Center Perfmon Service 📈			Q
Intelligence Center Reporting Service			0
Intelligence Center SNMP Java Adapter Ser			Q
Intelligence Center Serviceability Service			[]

•在以下的CCBU日誌中注意錯誤消息:

"0000456270: a.b.c.d : Dec 23 2019 16:15:26.671 -0600: %CCBU_____CUIC-0-ERROR: Bad request. Input Validation failed. [For property viewName, expected maximum length: 50. Actual: 54] <- ValidationResourceFilter.java:79

[com.cisco.ccbu.cuic.rest.fw.validation.ValidationResourceFilter.filter]

 修復問題;在「編輯檢視」部分;注意預設檢視名稱為「Precision Queue Abandon Answer Distribution Historical」,總共有54個字元;將此名稱縮短為小於或等於50個字元(如圖所示);

Edit View - Precision Queue Abandon Answer Distribution Historical

Name*		cription	Fr	ont
Precision Queue Abandon Answer Distribution 🗲				10 ~
Available: 54 Values		Selected: 45 Values		Heade
Search Available C	2	Search Selected	۹	
answaittime (answaittime)		[Precision_Queue] (EnterpriseName)		$\overline{\mathbf{x}}$
Answered (ans1)		Media (Media)		
Answered (ans2)	_	> Attributes		_
Answered (ans5)		DateTime (interval)		
Answered (ans9)		[ASA] (asa)		
Answered (ans10)	_	> Interval 1		~
Answered (ans8)	<	> Interval 2		
Answered (ans6)	<<	> Interval 3		
Answered (ans4)		> Interval 4		Ľ
Sort Grid by Field				
Choose Field 🗸				

附註:報告隨附的預設檢視名稱為「*Precision Queue Abandon Answer Distribution Historical*」,長度為54個字元;檢視名稱支援的字元數為50或更少;編輯後的名稱「 Precision Queue Abandon Answer Distribution」計為43個字元,因此報告可以很好地儲存。

相關資訊

• <u>CUIC使用手冊</u>

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