# 在Analyzer Visualization中配置DateTime格式

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## 簡介

本文檔介紹如何在Cisco Webex Contact Center Analyzer Visualization中配置和自定義日期時間格式。

# 必要條件

## 需求

思科建議您瞭解以下主題:

- Cisco Webex客服中心
- 分析器

## 採用元件

• 分析器

附註:本文檔面向已在其網路基礎設施中部署Webex聯絡中心的客戶和合作夥伴。

第1步:通過<u>https://portal.ccone.net/</u>和 按一下「Analyzer」頁籤

|                                                                      | =                               | 📢 🎝 CCOne_TAC   Local Time 🔹 Vishal Goyal + 🗢                                                                                |
|----------------------------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| 🍘 Dashboard                                                          | CCOne_TAC Dashboard ×           |                                                                                                                              |
| Provisioning <                                                       |                                 | CONNECTED AVAILABLE AGENTS                                                                                                   |
| Q Analyzer                                                           |                                 |                                                                                                                              |
| ≓ Analyzer Data Exchange                                             | Call Snapshot Report            | Call Interval Report                                                                                                         |
| Business Rules                                                       | 10 ]                            | 2 2 2                                                                                                                        |
| 🖵 Agent Desktop                                                      | 8-                              | 18-                                                                                                                          |
| 🗪 Campaign Manager                                                   | 7-<br>6-                        | 14                                                                                                                           |
| 🔥 Real Time Reports                                                  | 5 – No records available<br>4 – |                                                                                                                              |
| Laal Historical Reports                                              | 3-                              | 0.6-                                                                                                                         |
| C <sup>0</sup> Web Callback Report                                   | 1-                              | 02-                                                                                                                          |
| 🖋 Routing Strategy                                                   | 0                               | Φ <sub>30</sub> Φ <sub>20</sub> Φ <sub>20</sub> Φ <sub>30</sub> Φ <sub>30</sub> Φ <sub>30</sub><br>■ EP_CCOne_Voice ■ EP_NOC |
|                                                                      | Anent Snanchot Benort           | Historical Renort                                                                                                            |
| Recording Management                                                 | Site: CCOne_TAC                 | Entry Point Summary                                                                                                          |
| Workforce Optimization     https://portal.ccone.net/portal/home.html |                                 | 8-                                                                                                                           |

第2步:按一下「視覺化」(Visualization)>>「標準報告」(Standard Reports)>>「歷史報告」(Historical Reports)>>「代理報告」(Agent Reports)>>「代理」 (Agent)

| cisco CEA                                                                                                                                                                           | « 🚓 Home 🌐 Visualization 🏤                     | Dashboard 📮 Variables   |               | 📤 vishagoy@cisco.com 🗸                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-------------------------|---------------|-----------------------------------------------|
| └ /                                                                                                                                                                                 | View                                           |                         |               | + Create New Visualization Show: Everything ~ |
| Ankit Khanna                                                                                                                                                                        | ID                                             | Name 🔺                  | Туре          | Last Modified Created By                      |
| - asinwin                                                                                                                                                                           | 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                                                                                                                                                                          | <b>1</b> 76679                                 | III Cisco-Test-AAR-Idle | Visualization | 08/31/2019 00:16:44 Mykola Danylchuk          |
| — Doe W                                                                                                                                                                             | 102315                                         | III Site                | Visualization | 01/30/2020 01:16:49                           |
| Josn Z 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                           |
| Arest     Senthil     Standard Reports     Agent Reports     Agent Reports     Agent Reports     Call Reports     Call Reports     Multimedia Report     Meal-Time Reports     Test |                                                |                         |               |                                               |
|                                                                                                                                                                                     | Copyright © 2018 Cisco Systems Inc. All rights | reserved.               |               |                                               |

#### 步驟3:運行座席報告(在上述呼叫中,報告ID為102312)

第4步:在「初始登入時間」和「最終註銷時間」列下,將反映不同的條目(與正常日期和時間不同)

| 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           |               | 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           |               | 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           |               | 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           |               | 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          |

### 第5步:按一下所選的日期和時間條目>>出現一個微觀符號>>按一下它,在「呼叫開始時間戳」下將看到幾個條目

| cisco CEA                   | » <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 | 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 2 00 55   | 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 | • |
| 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 | ) |

第6步:使用任何一個條目將EPOCH時間轉換為人類可讀的資料。在上面的示例中,我們以1563467317392

Drill Down

| ill Down |                  |                             |    |              |    |                      | 📥 Exp      | xt∙ 🗭 |
|----------|------------------|-----------------------------|----|--------------|----|----------------------|------------|-------|
| Fields   | Show 10          |                             |    |              |    |                      |            |       |
| Measures | ID Jà            | Agent Name                  | 11 | Channel Type | 11 | 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                 |    |              |    |                      | Previous 1 | Next  |

## Convert epoch to human-readable date and vice versa

Timestamp to Human date [batch convert] 1563467317392

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



Analyzer將資料處理為代理的所有登入時間之和

解決方案

更改視覺化

標準報告不能做任何更改(BU建議),因此應建立一個新報告以進行任何修改。

#### 建立新報告

第1步:轉至「視覺化」>>「標準報表」>>「歷史報表」>>「代理報表」>>「代理」>>「編輯」>>「儲存視覺化」(另存為報表名稱Test11)

| Agent                       |                                   |                                                                                        |                              |                                                           |                                 |                                                          |                                                             |                               |                                  |                                       | $= s^{c}$ >           |
|-----------------------------|-----------------------------------|----------------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------|---------------------------------|----------------------------------------------------------|-------------------------------------------------------------|-------------------------------|----------------------------------|---------------------------------------|-----------------------|
| Type Agent Session Record   | < Agent 🧪                         |                                                                                        |                              |                                                           |                                 |                                                          |                                                             |                               |                                  |                                       |                       |
| Details Formatting          | 🕈 New 🖹 Save 👻                    | 🕈 Preview 🛛 More 🗸                                                                     |                              |                                                           |                                 |                                                          |                                                             |                               |                                  |                                       |                       |
| Start Time Yesterday 🔻      |                                   |                                                                                        |                              | Click to                                                  | o add title                     |                                                          |                                                             |                               |                                  |                                       |                       |
| Date Range<br>If run today: | Table                             | Profile Variables: ILogin                                                              | Count 💟 🗍 Ca<br>me 💟 🗍 Outdi | al CTQ Request Count ☑ 🗍                                  | ] [] Initial I<br>dial CTQ Tota | Login Time ☑)[ii<br>al Request Time ☑                    | Final Logout Time 🔽                                         | ) [# Occupance<br>wer Count 🔽 | y ☑ ] [] Occu<br>] [] Outdial CT | pancy 1 🔲 🔛 Idl<br>Q Total Answer Tin | e Count 🕞<br>ne 🗹 🎚 ( |
| Start Date: 2020-02-05      | Hide Summary                      | Column Segments:                                                                       | Save Visualiza               | ation                                                     | >                               | < li                                                     |                                                             |                               |                                  |                                       |                       |
| End Date: 2020-02-05        | + Row/Series Ag                   | gent Name 🗸 Channel Type                                                               |                              | Auxiliary Reports                                         | ^                               | ial Login Time                                           | Final Logout Time                                           | Occupancy                     | Idle Count                       | Total Idle Time                       | Average I             |
| All Days                    | Segments:                         | gent Name 1 Channel Type :<br>Channel Type :                                           |                              | Call Reports     Multimedia Reports     Real-Time Reports |                                 | l/01/70 05:30:35<br>l/01/70 05:30:27                     | 01/01/70 05:31:35                                           | 3.11                          | 15000<br>28000                   | 00:00:23                              |                       |
| Compute                     | If Channel Type       If Interval | Channel Type :<br>Channel Type :<br>gent Name 2 Channel Type :                         | - 4<br>-                     | I Test<br>- ■ test123                                     | - 1                             | l/01/70 05:30:15<br>l/01/70 05:30:26                     | 01/01/70 05:30:25<br>01/01/70 05:31:28<br>01/01/70 05:31:28 | 4.27                          | 40000                            | 00:00:24                              |                       |
| ▼ Add Filter                | Ag                                | Channel Type :<br>Channel Type :<br>Channel Type :<br>Channel Type :<br>Channel Type : | Name: Test111                | - 🖿 Ty<br>- 🎦 New Folder                                  | v                               | l/01/70 05:30:04<br>l/01/70 05:30:48<br>l/01/70 05:30:44 | 01/01/70 05:30:17<br>01/01/70 05:30:13<br>01/01/70 05:30:41 | 6.64<br>3.00<br>10.50         | 43000<br>72000<br>51000          | 00:00:44 00:00:56 00:00:40            |                       |
|                             | Su                                | ummary                                                                                 | New Folder                   | OK                                                        | Cancel                          | 1/01/70 05:31:34                                         | 01/01/70 05:30:59                                           | 3.37                          | 76000                            | 00:00:06                              |                       |
|                             |                                   |                                                                                        |                              |                                                           |                                 |                                                          |                                                             |                               |                                  |                                       |                       |

#### 第2步:按一下右鍵配置檔案變數,即初始登入時間和最終登入時間

#### 步驟3:預設情況下,初始登入時間以EPOCH格式表示。要更改格式,請按一下右鍵"Initial Login Time" >> Number Format >> Date Time

| Agent                     |                |              |                   |                |                 |                |                |                   |                    |               |               |                     | — ** ×    |
|---------------------------|----------------|--------------|-------------------|----------------|-----------------|----------------|----------------|-------------------|--------------------|---------------|---------------|---------------------|-----------|
| Type Agent Session Record | < Agent 🖋      |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
| Details Formatting        | + New 🖹 Save   | - 🕴 Preview  | More 🗸            |                |                 |                |                |                   |                    |               |               |                     |           |
| Start Time Yesterday 🔻    |                |              |                   |                |                 | Clie           | ck to add titl | le                |                    |               |               |                     |           |
| Date Range                |                | Profile Var  | riables: 🔡 Login  | Count 🔽        | Calls Handled   | Staff Hou      | IIS 🔽 🗄 Initia | LLogin Time 🗔     | Final Logout Time  | Occupa        | ancy 🔽 🔢 Occu | upancy 1 🔲 🔡 Idl    | e Count 🕞 |
| If run today              | Table ~        | Inbound To   | tal CTQ Answer Ti | ime 🔽 🏭 O      | utdial CTQ Requ | Jest Count 🔽 📗 | Outdial        | Des fils Mariable | UIT Outdial CTQ A  | nswer Count [ | Uutdial C     | rQ Total Answer Tin | ne 🔽 🏢    |
| ii run today.             | Hide Summary   | _            | _                 | <b>_</b> )(:   |                 |                | New F          | Profile Variable  | Integer            | 1             |               |                     |           |
| Start Date: 2020-02-05    |                | Column Se    | egments: Pro      | file Variables |                 |                | Toxt A         | lian              | Muerken            |               |               |                     |           |
| End Date: 2020-02-05      |                |              |                   |                |                 |                | Text A         | algn              | Number             |               |               |                     |           |
| Including                 | Row/Series     | Agent Name 👻 | Channel Type 👻    | Interval 🔻     | Login Count     | Calls Handled  | Staff Ho Forma | atting            | Currency           | Occupancy     | y Idle Count  | Total Idle Time     | Average   |
| All Days                  | Segments:      |              | Channel Type 1    | 02/05/2020     | 3425            | 140000         | 00:(0010       |                   | Percentage         | 15 3.         | .11 15000     | 00:00:23            |           |
|                           | # Agent Name   | Agent Name 1 | Channel Type 2    | 02/05/2020     | 6272            | 143000         | 00:01:28       | 01/01/70 05:30:   | 27 Date Time       | mm/dd/yy      | (01/25/12)    | 00:00:18            |           |
|                           | E Channel Type |              | Channel Type 3    | 02/05/2020     | 4026            | 98000          | 00:00:52       | 01/01/70 05:51:   | Duration           | m/d/yy        | (1/25/12)     | 00:00:24            |           |
| Compute                   |                | Agent Name 2 | Channel Type 2    | 02/05/2020     | 307             | 21000          | 00:00:50       | 01/01/70 (25/01)  | /12)               | dd/mm/yy      | (25/01/12)    | 00:00:25            |           |
|                           | II Interval    |              | Channel Type 3    | 02/05/2020     | 7492            | 83000          | 00:00:33       | 01/01/70          | /2012)             | d/m/yy        | (25/1/12)     | 00:00:44            |           |
| ▼ 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)  | 00:00:56            |           |
|                           |                | Agent Name 3 | Channel Type 2    | 02/05/2020     | 2596            | 47000          | 00:00:20       | 01/01/70          | /12 04:35:15)      | yyyy-mm-dd    | (2012-01-25)  | • 00:00:40          |           |
|                           |                |              | Channel Type 3    | 02/05/2020     | 1446            | 124000         | 00:01:28       | 01/01/70          | /2012 04:35:15)    | 59 2.         | .59 62000     | 00:00:06            |           |
|                           |                | Summary      |                   |                | 4452            | 165000         | 00:00:35       | 01/01/70          | (2012 04-25-15 AM) | 3 3.          | .37 76000     | 00:00:52            |           |
|                           |                |              |                   |                |                 |                |                | (25/01)           | /2012 04.55.15 PM) |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |
|                           |                |              |                   |                |                 |                |                |                   |                    |               |               |                     |           |

選擇「dd//mm//yy」,資料將以此格式顯示。

第4步:以「初始登入時間」為例,按一下右鍵「編輯」,出現一個新視窗,其中公式為「 Sum of Call Start Timestamp」,將其更改為「Minimum Call Start Timestamp」並儲存報告

## 附註: {最小呼叫開始時間戳將反映該日期的代理登入的第一個例項/時間}

| pe Agent Session Record 🔤                                                                                                                                                     | 🔇 Agent 🥒                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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| octails Formatting                                                                                                                                                            | Agent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  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Cancel Save

第5步:在Profile Variable下選擇Final Logout Time,點選Edit >> Select "Maximum Call End Timestamp"並儲存

附註:最大呼叫結束時間戳將反映該日期座席註銷的最終例項

| Fields                      | ^ | Name:    | Final Logout Time             |                 |
|-----------------------------|---|----------|-------------------------------|-----------------|
| Marchard 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            | ~ |          |                               |                 |
|                             |   |          |                               | Court Co        |

## 第6步:運行所需結果的報告

| cisco CEA                   | » ¢          | Settings       | 📥 Export -  |               |             |                    |                   |           |            |                 |                   |    |
|-----------------------------|--------------|----------------|-------------|---------------|-------------|--------------------|-------------------|-----------|------------|-----------------|-------------------|----|
| Agent Name 👻                | Channel Type | e 🕶 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           | . 0           | 09:48:09    | 07/18/19 05:32:36  | 07/18/19 16:06:54 | 0.00      | 3          | 09:13:20        | 03:04:20          | 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          | 1  |
| 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          | 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          | L  |
| 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  |

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件,讓全世界的使用者能夠以自己的語言理解支援內容。請注 意,即使是最佳機器翻譯,也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準 確度概不負責,並建議一律查看原始英文文件(提供連結)。