檢查Cisco Unified Contact Center Express中所有座席的技能對映

目錄

簡介

本文檔介紹如何通過GUI通過Appadmin網頁在Cisco Unified Contact Center Express(UCCX)中一次檢查多個座席的技能對映。

背景資訊

沒有特定報告可在單個頁面上生成到所有座席的技能對映。逐個代理檢查此操作非常耗時。

Resource Configuration

💾 Update   ❌ Cancel   📋 Open Printable Report of this Resource Configuration

Resource Name   Agent1

Resource ID   agent1

IPCC Extension   62121

Resource Group   RG_uccx ▼

Automatic Available*   ◉ Enabled ○ Disabled

Assigned Skills   Unassigned Skills

Skill1(5)   ◀ ▶

Competence Level 5 ▼ (1-Beginner, 10-Expert)

Team   Default ▼

Agent Alias

[Update] [Cancel]

ℹ *- indicates required item

檢查UCCX上所有座席的技能表

若要檢查所有座席的技能對映，請輸入以下查詢：

運行uccx sql db_cra select s.skillname，rsm.competentencelevel，r.resourceLoginID，r.extension，r.resourceFirstName，r.ResourceLastName，t.teamname from skill s inner join resourceskillmapping rsm on s.skillid = rsm.skillid inner join resource r on rsm.resourceskillmapid = r.resourceskillmapid join team t on r.assignedteamid = t.teamid，其中s.active = 't't id

此查詢使用來自技能表、資源表、團隊名稱和資源對映的SQL JOINS來生成報告。使用SSH通過CLI運行此查詢，如以下示例輸出所示：

```
admin:run uccx sql db_cra select s.skillname, rsm.competencelevel, r.resourceLoginID,
r.extension, r.resourceFirstName, r.ResourceLastName,t.teamname from skill s
inner join resourceskillmapping rsm on s.skillid = rsm.skillid
inner join resource r on rsm.resourceskillmapid = r.resourceskillmapid join team t on
r.assignedteamid = t.teamid where s.active = 't' and r.active = 't'
order by s.skillname, competencelevel, resourceloginid
```

```
SKILLNAME      COMPETENCELEVEL RESOURCELOGINID EXTENSION  RESOURCEFIRSTNAME   RESOURCELASTNAME
TEAMNAME

-------------------------------------------------------------------------------------------
Skill1  5      agent1  62121             Agent1  Default
Skill1  5      agent2  62131             Agent2  Default
Skill1  5      arunabh 62000             CIPC    Default
```

附註：這有助於驗證座席到技能的對映。當基於技能的路由出現問題時，可以使用它來刪除到 Agent的錯誤技能對映。

```
SKILLNAME      COMPETENCELEVEL RESOURCELOGINID EXTENSION  RESOURCEFIRSTNAME   RESOURCELASTNAME
TEAMNAME

-------------------------------------------------------------------------------------------
Skill1  5      agent1  62121             Agent1  Default
Skill1  5      agent2  62131             Agent2  Default
Skill1  5      arunabh 62000             CIPC    Default
```