Configurer le format DateTime dans la visualisation de l'analyseur

Contenu

Introduction Conditions préalables Conditions requises Components Used Raison de l'écart Solution

Introduction

Ce document décrit comment configurer et personnaliser le format Date Time dans la visualisation de Cisco Webex Contact Center Analyzer.

Conditions préalables

Conditions requises

Cisco vous recommande de connaître les sujets suivants :

- Centre de contacts Cisco Webex
- Analyseur

Components Used

• Analyseur

Note: Ce document est destiné aux clients et partenaires qui ont déployé Webex Contact Center sur leur infrastructure réseau.

Étape 1 : Connectez-vous au portail via https://portal.ccone.net/ et cliquez sur l'onglet Analyseur

		📢 🇘 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
🖵 Agent Desktop	- 8 -	18-
🗪 Campaign Manager	7 - 6 -	14-
🕒 Real Time Reports	5 - No records available 4 -	
Lad Historical Reports	3-	0.6 - 0.4 -
C ⁰ Web Callback Report	1-	
🖋 Routing Strategy	0 	α _{αβ} ν _{αβ} αζορ αζορ αζορ αζορ ■ ΕΡ_CCOne_Voice ■ ΕΡ_NOC
	Agent Snapshot Report	Historical Report
Recording Management	Site: CCOne_TAC	Entry Point Summary
Workforce Optimization https://portal.ccone.net/portal/home.html		8-

Étape 2 : Cliquez sur Visualisation » Rapports standard » Rapports historiques » Rapports d'agent » Agent

cisco CEA	« 🖷 Home 🌐 Visualization 🏤 I	Dashboard 📮 Variables		📤 vishagoy@cisco.com 🗸
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- Chandra	102313	I Agent - AAR	Visualization	01/30/2020 01:16:49
- ChandraMouli	i 102314	III Agent-Chart	Visualization	01/30/2020 01:16:49
— 🖿 Jeevan	* 76670	The Circo Test AND Idle	Vigualization	09/21/2019 00:16:44 Mikola Dapulchuk
— 🖿 Joe W	10013		visualization	oo/si/2019 00.10.00 mykola ballyichuk
— 🖿 Josh Z	102315	₩ Site	Visualization	01/30/2020 01:16:49
— 🖿 Kuladeep	102316	I 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 Senthil C Standard Reports D Itistorical Reports D Agent Reports D Agent Trace Report D Call Reports D				
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Étape 3 : Exécuter le rapport Agent (dans l'appel ci-dessus, l'ID de rapport est 102312)

Étape 4 : Dans les colonnes " Heure de connexion initiale " et " Heure de déconnexion finale « , différentes entrées sont reflétées (différentes de la date et de l'heure normales)

cisco CEA	» 0\$	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		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

Étape 5 : Cliquez sur la date et l'heure sélectionnées » Un symbole microscopique apparaît » cliquez dessus et peu d'entrées sont affichées sous " Horodatage de début d'appel "

	» 0 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 😳 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	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	1
Summary			28	7	73:37:05	03/03/57 21:17:24	03/06/57 22:54:30)

Étape 6 : Utilisez n'importe quelle entrée pour convertir le temps EPOCH en données lisibles par l'homme. Dans l'exemple ci-dessus, prenons 1563467317392

Drill Down

rill Down							📥 Ехро	nt+ (C, x	
Fields	Show 10	Show 10 v entries Search:								
Measures	ID 🕸	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

1563467317392 Timestamp to Human date [batch convert]

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

Raison de l'écart

L'analyseur traite les données en tant que somme de toutes les heures de connexion d'un agent

Solution

Modifier la visualisation

Aucune modification ne doit être apportée aux rapports standard (recommandation BU). Par conséquent, créez un nouveau rapport pour toute modification.

Créer un rapport

Étape 1 : Accédez à Visualisation » Rapports standard » Rapports historiques » Rapports d'agents » Agent » Modifier » Enregistrer la visualisation (Enregistrement comme nom de rapport Test11)

Agent									— " ² 3
Type Agent Session Record	< Agent 🖋								
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Start Time Yesterday ▼		Click to	add title						
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End Date: 2020-02-05	Column Segments: P Column Segments: P Column Segments: P Column Segments: P	— 🖿 Auxiliary Reports — 🖿 Call Reports	^	ial Login Time	Final Logout Time	Occupancy	Idle Count	Total Idle Time	Average I
All Days 💌	Segments: Agent Name Agent Name 1 Channel Type : Channel Type : Channel Type : Channel Type :	Multimedia Reports		l/01/70 05:30:35 l/01/70 05:30:27 l/01/70 05:31:08	01/01/70 05:31:35 01/01/70 05:30:26 01/01/70 05:30:25	3.11 1.48 4.27	15000 28000 75000	00:00:23 00:00:18 00:00:24	
Compute	Agent Name 2 Channel Type Channel Type Channel Type	- Test - Est - Ty	1	l/01/70 05:30:15 l/01/70 05:30:26 l/01/70 05:30:04	01/01/70 05:31:28 01/01/70 05:31:28 01/01/70 05:30:17	1.73 2.82 6.64	40000 18000 43000	00:01:02 00:00:25 00:00:44	
▼ Add Filter	Agent Name 3 Channel Type Channel Type Channel Type	Name: Test111	~	l/01/70 05:30:48 l/01/70 05:30:44 l/01/70 05:31:34	01/01/70 05:30:13 01/01/70 05:30:41 01/01/70 05:30:59	3.00 10.50 2.59	72000 51000 62000	00:00:56 00:00:40 00:00:06	
	Summary	New Folder OK	Cancel	1/01/70 05:30:17	01/01/70 05:30:23	3.37	76000	00:00:52	

Étape 2 : Cliquez avec le bouton droit sur les variables de profil, à savoir l'heure de connexion initiale et l'heure de connexion finale

Étape 3 : Par défaut, la durée de connexion initiale est représentée au format EPOCH. Pour modifier le format, cliquez avec le bouton droit sur « Heure de connexion initiale » » Format de numéro » Date Time (Heure de la connexion initiale)

Choisissez « jj//mm//aa » et les données seront présentées dans ce format.

gent ype Agent Session Record	< Agent 🥒														- x ⁴
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Start Time Yesterday 🔻						Cli	ck to add tit	le							
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Start Date: 2020-02-05	Hide Summary	Column S	egments: II Pro	ofile Variable			Num	ber Format	▶ Integer	Þ	1				
End Date: 2020-02-05	Row/Series	Agent Name 🗸	Channel Type	- Interval -	Login Count	Calls Handled	Staff Ho Form	atting	Number Currency		Occupancy	Idle Coun	rt Total	Idle Time	Average I
Including	Segments:		Channel Type 1	L 02/05/2020	3425	140000	oo:(Save		Percentage	- 14	15 3.	11 150	000	00:00:23	
All Days	II Agent Name	Agent Name 1	Channel Type 2 Channel Type 3	2 02/05/2020 3 02/05/2020	6272	143000 12000	00:01:28	01/01/70 05:30	:27 Date Time	•	mm/dd/yy	(01/25/12)	1	00:00:18	
Compute	E Channel Type	Agent Name 2	Channel Type 1 Channel Type 2	L 02/05/2020	4026	98000	00:01:31	01/01/70 (25/0	1/12)	-	dd/mm/yy	(25/01/12)	-	00:01:02	
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			Channel Type 3	3 02/05/2020	1446	124000	00:01:28	01/01/70 (25/0)	1/12 4:35:15 AM)		9 2.	59 620	00	00:00:06	
		Summary			4452	165000	00:00:35	01/01/70	1/2012 04:35:15 AM	1)	3 3.	37 760	000	00:00:52	
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Étape 4 : Prenez « Initial Login Time », cliquez avec le bouton droit de la souris sur Edit, une nouvelle fenêtre s'affiche où la formule est " Somme de l'horodatage de début d'appel », changez-la en « Horodatage de début d'appel minimum » et enregistrez le rapport

Note: {L'horodatage minimal du début d'appel indique la première instance/l'heure de connexion de l'agent pour la ou les dates}

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iding Se	Segments:		Channel Type	1 02/05/2020	342	5 140000	00:0	ave	,	01/01/70 05:31:35	3.11	15000	00:00:23	
All Days M	gent Name	Agent Name 1	Channel Type	2 02/05/2020	627	143000	00:01	:28 01/0	01/70 05:30:27	01/01/70 05:30:26	1.48	28000	00:00:18	
II ch	hannol Tuno		Channel Type	3 02/05/2020	736	2 12000	00:00	:52 01/0	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	5 124000	00:01	:28 01/0	01/70 05:31:34	01/01/70 05:30:59	2.59	62000	00:00:06	
		Summary			445	165000	00:00	:35 01/0	01/70 05:30:17	01/01/70 05:30:23	3.37	76000	00:00:52	
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Étape 5 : Sélectionnez Final Logout Time sous Profile Variable, cliquez sur Edit » Sélectionnez " Maximum Call End Timestamp » et enregistrez

Note: Le horodatage maximal de fin d'appel reflète l'instance finale de déconnexion de l'agent pour la ou les dates

Fields	î	Name:	Final Logout Time	
March Agent DN		Formula:	Maximum Call End Timestamp	~
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	~			
				Canaal

Étape 6 : Exécuter le rapport pour obtenir le résultat souhaité

cisco CEA	» ¢\$	Settings	📥 Export -									
Agent Name 👻	Channel Type	Interval -	Login Count	Calls Handled	Staff Hours	Initial Login Time	Final Logout Time	ccupancy	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	03:04:26	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	8
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	4
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	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	5

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