创建Analyzer服务级别百分比报告

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简介

本文档介绍如何创建自定义服务级别%分析器报告。服务级别%用于测量等待时间比配置的阈值时间短的百分比。在阈值内处理或应答的任何会话都将计入以满足服务级别要求。服务级别百分比根据满足服务级别要求的会话数显示为聚合百分比,并指示座席及时接收会话。

先决条件

要求

思科建议您了解以下主题:

- Cisco Webex联系中心
- 分析器

使用的组件

• 分析器

注意:本文档面向已将Webex联系中心部署到其网络基础设施的客户和合作伙伴。

问题

服务级别%不是标准Analyzer变量。您必须按照本文创建自定义服务级别% Analyzer报告。

解决方案

Service Level %是在为队列或技能调配的服务级别阈值内应答的呼叫数(在技能间隔内按队列报告),除以呼叫总数(包括已放弃呼叫)乘以100。

$SL\% = \frac{In \, Service \, Level}{Total \, Calls} \times 100$

不显示在站点级或团队级实时报告中。

注意:虽然此度量对外拨呼叫可见,但与此类呼叫无关。

已处理呼叫是指终止类型为正常和快速断开的呼叫。已放弃呼叫是终止类型已放弃的呼叫。以下是 Webex联系中心中使用的各种终端类型。根据您的业务理由,不同的终止类型可以分类为已处理或 已放弃。

可能的终止类型值:

- 已放弃 呼叫在分发到目标站点之前终止,并且呼叫在系统中的时间超过为租户调配的短呼叫 阈值中指定的时间。此外,当呼叫振铃到座席但座席不接听呼叫时,会发生此终止类型。
- Transfer_error -由于各种原因,无法将呼叫转接给座席。
- •正常 呼叫正常结束。
- 重新分类 呼叫发送到另一个入口点。
- •已转接 呼叫由座席转接。
- 自助服务 呼叫在IVR或呼叫者请求回叫选项中结束。
- Short_call 呼叫从未连接,且呼叫的总持续时间小于指定的短呼叫阈值。
- Quick_disconnect呼叫已连接,但呼叫的座席通话时间小于指定的"突然断开"阈值。
- · 溢出 呼叫被转接到为队列调配的溢出目标号码。通常,当呼叫排队的时间超过路由策略中指定的最长队列时间时,或由于呼叫发送到座席时出错而发生。

默认情况下,Analyzer中没有服务级别%报告。按照以下步骤创建服务级别%报告。

步骤1.打开Analyzer模块并创建新的可视化。

« 🖶 Home 🌐 Visualization 🍪 Dashboard 🖵 Variables

View

步骤2.从Type下拉列表中,选择Customer Session Record。



步骤3.添加会话ID配置文件变量并将其命名为Total或Total Calls。

Service Level % Were More More More More More More More M	« 🖷 Home 🌐 Visualization 🚳 Dashboard	🖵 Variables
 Hide Summary Concerses Segments: S	 A Home III Visualization A Dashboard Service Level % New Save More - Table - Profile Variables: II Count of S Hide Summary + Column Segments: II Profile Profile Variables: II Count of S From Segments: II Profile 9936 7375 7433 2 	Edit Profile Variable: Count of Session ID [ACD] Priority [ACD] Queue ID [ACD] Queue Name [ACD] Queue System Id [ACD] Queue System Id [ACD] Recording File ID [ACD] Recording File ID [ACD] Stero Blob Id [ACD] Streo Blob Id [ACD] Streo Blob Id [ACD] Suggested Process Guid [ACD] Suggested Process Guid [ACD] Suggested Process Guid [ACD] Suggested Process Guid [ACD] Suggested Templates [ACD] Suggested Templates [ACD] Suggested Templates

步骤4.添加新的会话ID配置文件变量并将其命名为Handled。拖放框中的"终止类型"(Termination Type)配置文件变量,以将其用作过滤器。



步骤5.键入normal和quick_disconnect终止类型。

« 🖷 Home 🖽 Visualization 🏤 Dashboard	The Variables	🛔 mdanylch@cisco.com 🗸
Service Level %	New Profile Variable	X Type here the Terminatin Types and hit Enter

步骤6.添加新的会话ID配置文件变量。将其命名为Abdoned并按已放弃的终止类型过滤。

Service Level %					🗄 Visualization 🔮 Dashboard 🖵 Variables	« 👫 Home 🗄
Image: Normal State Image: Normal State Image: Normal State Image: Normal State <th></th> <th></th> <th></th> <th></th> <th>l % 🔗</th> <th>Service Leve</th>					l % 🔗	Service Leve
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Table Profile Variables: # Total @ # Handled @ Hide Summary Column Segments: # Profile Variables Mew Profile Variable (ACD) Suggested Process Guid (ACD) Suggested Templates (ACD) Suggested Templates (ACD) Supervisor Number (ACD) Supervisor Number (ACD) Survey Identifier (ACD) Survey Identifier (ACD) Tam ID (ACD) Team ID (ACD) Team ID (ACD) Team Name (ACD) Terminating End (ACD) Terminating End (ACD) Terminating Type (ACD) (ACD) Terminating End (ACD) Terminating End (ACD) Terminating End (ACD) Terminating End (ACD) Testing (ACD) Testing		to add title	Click to			
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Cancel Save		Cancel Save				

步骤7.右键单击"已处理"配置文件变量时,可以看到创建新配置文件变量的选项。

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Se	rvice Leve	el % 🖋				
+	New 🖹 Save	More 🕶				
Тар	le	Profile Varia	ables: 🛄 Total 🖉	🛛 🔛 Abandoned 🖉	Handled P	
	Hide Summary	Column Se	gments: Profile	Variables	New Profile Variable	
	_				Number Format	
	Row/Series	Summary			Text Align	
	Segments:	3596 9204 884	8		Formatting	
		6803 5587 1393	3		Save	
		9133 163 8994	4			

步骤8.将新变量命名为Offered。以下公式显示"优惠"配置文件变量应为"已处理"和"已放弃"变量之和。

« 👫 Home 🌐 Visualization 🚳 Dashboar	d 🖵 Variables
Service Level % 💉	
+ New B Save More -	New Profile Variable ×
Table Hide Summary Column Segments:	Formula: Arithmetic Expression Handled + • Abandoned
Segments: Summary 3596 9204 8848 6803 5587 1393 9133 163 8994	

步骤9.添加其他会话ID配置文件变量。在SL中命名。此字段表示在服务级别阈值内应答的呼叫数。 按"终止类型"(Termination Type)"普通"(normal)和"快速断开"(quick_disconnect)过滤。

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Service Leve	el % 💉					
+ New 🖺 Save	Preview Profile Varia	More -	Total 🕑	Edit Profile Variable: In SL [ACD] Outdial flag [ACD] Owning TimeStamp [ACD] Queue Count	Name: In SL Formula: Count of Session ID Filters: Drag and drop in the box below the desired field(s) and/or measure(s)	×
Hide Summary Row/Series Segments: Euclide Summary	Column Seg Queue Name ~ Queue Name 1 Queue Name 2 Queue Name 3 Summary	ments: Total 3201 3082 8194 9891	Offered 6166 5822 18594 9993	 [ACD] Queue Duration [ACD] Queue Group [ACD] Realtime Update Timest [ACD] Record File Size [ACD] Silence Count [ACD] Survey Score [ACD] Talk Count [ACD] Talk Duration [ACD] Talk Over Count [ACD] Talk Over Count [ACD] Tormination Count [ACD] Total CTQ Answer Time 	Termination Type Image: Comparison of the system Image:	
				 [ACD] Transfer Count [ACD] VQ Far MOS Con [ACD] VQ Far Boston Delayer 	Cancel Save	

步骤10.在控制面板的队列配置中指定服务级别阈值。指定的值将用于计算Analyzer报告中的In Service Level调用。

CCOne_TAC Dashboard ×	Queue ×		
Queue			
General Settings			
	Name	Test Queue	
	Description	Test Queue	
	Туре	Queue	
	Check Agent Availability	No	
	Channel Type	Telephony	
	Status	Active	
Advanced Cettings			
Advanced Settings			
	Permit Monitoring	No	
	Permit Parking	No	
	Permit Recording		
	Record All Calls	No (Recording Enabled at Tenant level)	
	Pause/Resume Enabled	No	
	Service Level Threshold	60 s	seconds
	Maximum Active Calls	0	
	Control Script URL	http://localhost:8000/CCOne_TAC/	
	IVR Requeue URL	http://localhost:8000/CCOne_TAC/	
	Maximum Time in Queue	1000 s	econds
	Overflow Number		

此外,在SL中过滤队列持续时间值。这是在队列中配置的服务级别阈值的值(以毫秒为单位)。

×

Edit Profile Variable: In SL	
 [ACD] State [ACD] Stereo Blob Id [ACD] Subject [ACD] Suggested Process Guido [ACD] Suggested Templates 	Name: In SL Formula: Count of Session ID Filters: Drag and drop in the box below the desired field(s) and/or measure(s)
 [ACD] Supervisor Comments [ACD] Supervisor Id [ACD] Supervisor Number [ACD] Survey Identifier [ACD] Survey Name 	Queue Duration C × (Range: 0.0 - 7.52776683E8) Comparator: <

步骤11.右键点击In SL创建新的配置文件变量。

Service Level	% 🔗	
🕂 New 🖺 Save	✓ Preview More	
		Click to add title
Table 🔻	Profile Variables: III Total 🖉 III Offered 🖉 III Abandoned 🖉 III Handled 🖉 III	Edit
Hide Summary	Column Segments: Profile Variables	New Profile Variable Number Format
Row/Series	Summary	Text Align
Segments:	1444 11005 1241 9764 5616	Formatting
	8587 15226 9986 5240 7752	Save
	5445 6098 3125 2973 7768	

步骤12.将其命名为SL%并调整公式,使SL%等于在SL中除以已提供。

Service Level	l % 🖋					
+ New 🖺 Save	✓ Preview More →					
				Click to add title		
Table	Profile Variables: [] Total	Ø ☐ Offered Ø ☐ Abandoned Ø ☐ Handled Ø	🗄 In SL 🕢			
Hide Summary	Column Segments: Pro	ofile Variables	New Profi	le Variable		×
Row/Series	Summary		Name:	<u>SL</u> %		
Segments:	1444 11005 1241 9764 5616		Formula:	Arithmetic Expression		
	8587 15226 9986 5240 7752 5445 6098 2125 2972 7768			In SL 🗧 🕈 🔻	Offered 🗸	
	3443 0030 3123 2313 1100			雀 Swap Operar	nds 者	

步骤13.在行/系列段中添加队列名称配置文件变量。

cisco CEA	« 者 Home 🖽	■ Visualization	🚯 Das	shboard 🖵 Variable	s				
Type Customer Session Record Details Formatting	Service Level	∽ ∲ Preview	More •						
Start Time Last Week ▼ Date Range	Table	+ Profile Varia	bles:	Total 🖉 🎚 SL % 🖉	. Offered	I 💌 🏭 Aband	oned 💌	Handle	Click to add title d @ ∭IInSL @
If run today: Start Date: 2019-11-25	Hide Summary	🛨 Column Seg	ments:	Profile Variables					
End Date: 2019-12-01 Including All Days	Row/Series Segments:	Queue Name Queue Name 1 Queue Name 2 Queue Name 3	Total 8982 9113 2799	SL % 0.3785607196401799 0.9913190979844343 0.37310052600818233	Offered 14674 10022 13688	Abandoned 6359 5566 9394	Handled 8315 4456 4294	In SL 5555 9935 5107	
Compute		ummary	9261	0.3384091073888768	13791	5459	8332	4667	
▼ Add Filter									

步骤14.配置SL%配置文件变量以百分比表示形式显示数据。右键点击SL%变量以修改数据表示 ,如下所示

cisco CEA	≪ 🕈 Home ⊞ Visualization 🏟 Dashboard 🖵 Variables
Type Customer Session Record •	Service Level % 🔗
Details Formatting	+ New 🗈 Save → 🕴 Preview More→
Start Time Last Week 🕶	Click to add title
Date Range	Table Profile Variables: III Total III Structure III Abandoned III Handled III n SL III N SL IIII N SL IIIII N SL IIII N SL IIIII N SL IIII N SL IIIII N SL IIII N SL IIII N SL IIIII N SL I
If run today:	Hide Summary Column Segments: Profile Variat Number Format Integer
End Date: 2019-12-01	Row/Series Queue Name Total SL % Text Align Number In SL
Including	Segments: Queue Name 1 8982 0.3785607196 Currency 5555 II: Queue Name 2 9113 0.99131909791 Save Percentage #####% (12.34%)
All Days 🔹	Queue Name 3 2799 0.37310052600818233 13688 Date Time + ##% (12%)
	Summary 9261 0.3384091073888768 13791 Duration 4667
Compute	
▼ Add Filter	

步骤15.保存并运行报告。

cisco CEA		» 🕫 Setti	ings 📥	Export -		
Queue Name 👻	Total	Abandoned	Handled	Offered	In SL	SL %
	13	2	10	12	10	83.33%
	1	0	1	1	1	100.00%
	67	9	58	67	57	85.07%
	1	0	1	1	1	100.00%
	31	3	25	28	20	71.43%
	17	0	16	16	4	25.00%
	18	7	11	18	10	55.56%
	2	0	2	2	2	100.00%
	5	0	0	0	0	0.00%
Summary	155	21	124	145	105	72.41%

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言,希望全球的用户都能通过各 自的语言得到支持性的内容。

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