

# 跟踪Webex联系中心缺陷的CDETS

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## 简介

本文档介绍如何跟踪客户支持工程师(CSE)提供的思科缺陷和增强跟踪系统(CDETS)编号。

## 跟踪CDETS编号

步骤1.导航至Cisco.com > Support > Tools > Bug Search Tool , 如下图所示 :

### Tools

#### Bug Search Tool

Find software bugs based on product, release and keyword

#### Register & Manage Software Licenses

Product License Registration Tool

#### Software Research

View Cisco suggestions for supported products

#### Collaboration Solutions Analyzer Beta

Analyzes Expressway and other Collaboration portfolio products logs

#### Cisco CLI Analyzer Beta

SSH client to troubleshoot and check the overall health of your ASA and IOS based devices

[View All Tools](#)

### Contacts / Support Cases

#### Open New Case

To open or view cases, you need a [Service Contract](#)

#### Manage Support Cases

#### Contact TAC by Phone

Enterprise and Service Provider Products

US/Canada 800-553-2447

#### Worldwide Phone Numbers

#### Small Business Products

US/Canada 866-606-1866

#### Worldwide Phone Numbers

#### Returns

#### Returns Portal

We've simplified RMAs. [Learn How](#) New

## Bug Search Tool

[Help](#) | [+ Feedback](#)

Save Search
 Load Saved Search
 Clear Search
 Email Current Search

Search For: 
  
 Examples: CSCtd10124, router crash, etc...

Product:  [Select from list](#)

Releases:

步骤2.搜索CSE提供的CDETS编号。在此页上，您还可以看到问题的状态，如图所示：

Tools & Resources

## Bug Search Tool

[Bug Search](#) > [CSCvu05178](#) [Help](#) | [+ Feedback](#)

### Sev3 - Analyzer | Abilene| Export for Contact Timestamp in EPOCH CSCvu05178

[Description](#)

**Symptom:**  
 When a visualization report is exported "Value of Contact Start Timestamp" or "Value of Contact End Timestamp", they always export in EPOCH time format instead of Format set in the Visualization in the Report.

**Conditions:**  
 Only when the visualization report is exported. on Analyzer UI, it shows human-readable date and time

**Workaround:**  
 use external epoch converters to decode the datetime

**Further Problem Description:**  
 NA

Was the description about this Bug Helpful? ☆☆☆☆☆ (0)

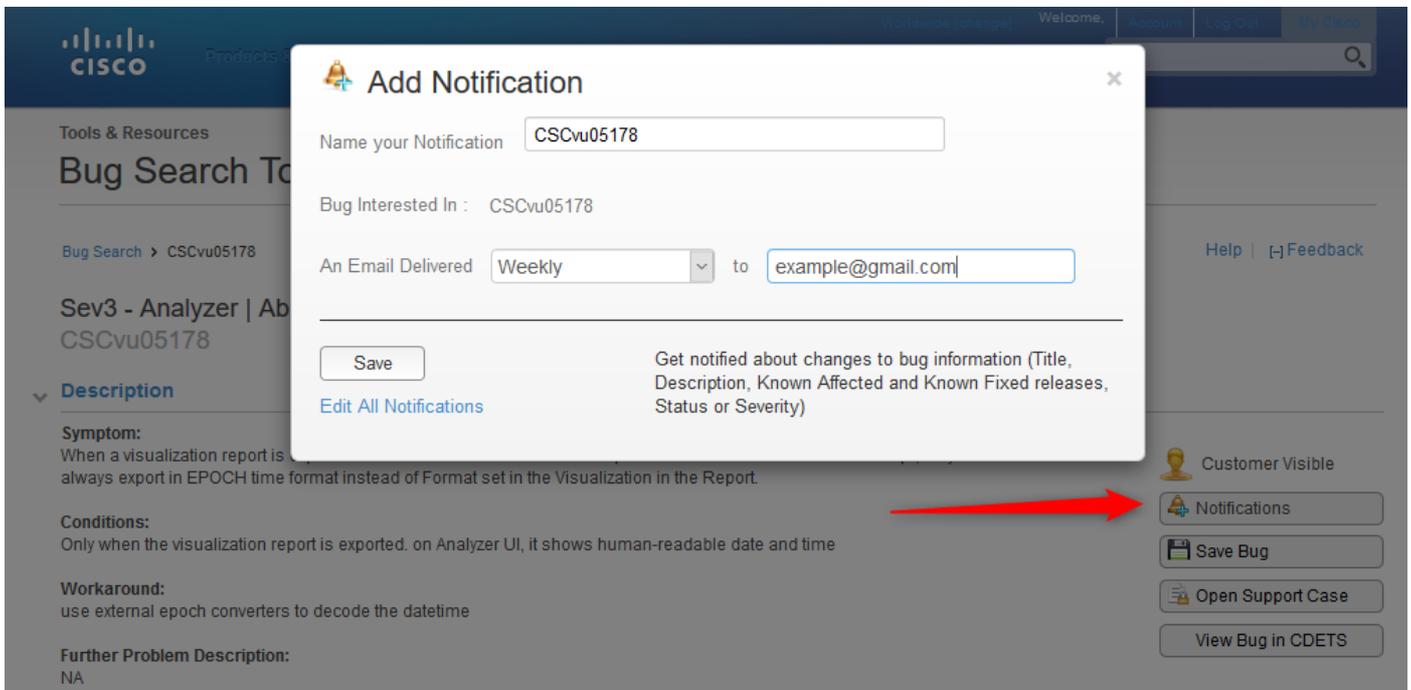
[Customer Visible](#)  
[Notifications](#)  
[Save Bug](#)  
[Open Support Case](#)  
[View Bug in CDETS](#)

[Details](#)

<b>Last Modified:</b> May 8,2020 <b>Status:</b> Open <b>Severity:</b> 3 Moderate <b>Product:</b> <a href="#">(1)</a> Cisco Webex Contact Center	<b>Known Affected Releases:</b> <a href="#">(1)</a> unspecified	<b>Known Fixed Releases:</b> <a href="#">(0)</a> <a href="#">Download software for Cisco Webex Contact Center</a>	<b>Support Cases:</b> <a href="#">(2)</a> <a href="#">688925796</a> <a href="#">688990475</a> <i>Support case links are not customer visible</i>
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步骤3.您还可以创建电子邮件通知。

对于电子邮件通知，请单击通知。您将看到：



输入您的电子邮件地址并从下拉列表中选择一个选项，以确定您希望接收通知的频率（每周/每天/每月）。Click **Save**。

现在，您都可以通过电邮通知自动跟踪票证进度。

## 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。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

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