

Configure DateTime format in Analyzer Visualization

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Introduction

This document describes how to configure and customize Date Time format in the Cisco Webex Contact Center Analyzer Visualization.

Prerequisites

Requirements

Cisco recommends that you have knowledge of the following topics:

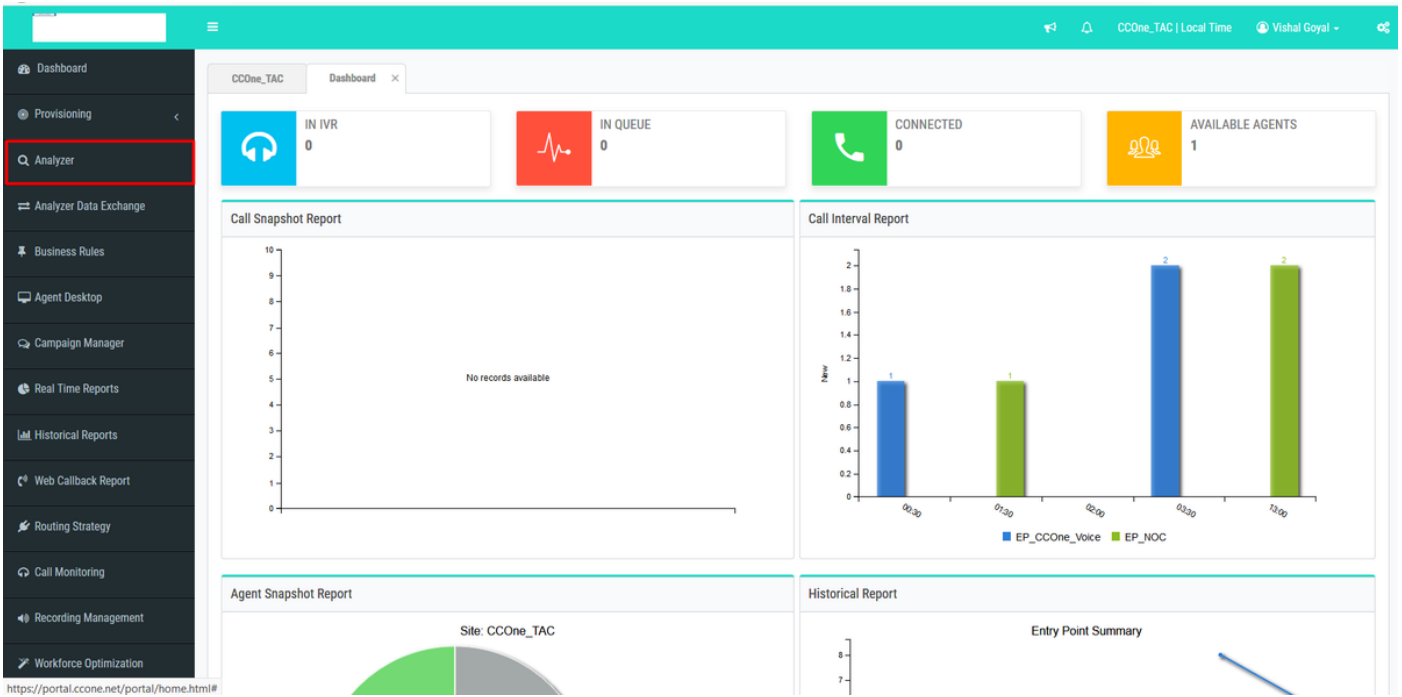
- Cisco Webex Contact Center
- Analyzer

Components Used

- Analyzer

Note: This document is targeted towards customers and partners who have deployed Webex Contact Center to their network infrastructure.

Step 1: Login to Portal via <https://portal.ccone.net/> and click on the "Analyzer" tab



Step 2: Click on Visualization >> Standard Reports >> Historical Reports >> Agent Reports >> Agent

The CEA interface shows a list of visualizations under the 'View' tab. The following table represents the data shown in the screenshot:

| ID | Name | Type | Last Modified | Created By |
|--------|---------------------|---------------|---------------------|-------------------|
| 102312 | Agent | Visualization | 01/30/2020 01:16:49 | |
| 102313 | Agent -AAR | Visualization | 01/30/2020 01:16:49 | |
| 102314 | Agent-Chart | Visualization | 01/30/2020 01:16:49 | |
| 76679 | Cisco-Test-AAR-Idle | Visualization | 08/31/2019 00:16:44 | Mykola Danylychuk |
| 102315 | Site | Visualization | 01/30/2020 01:16:49 | |
| 102316 | Site-Chart | Visualization | 01/30/2020 01:16:49 | |
| 102317 | Team | Visualization | 01/30/2020 01:16:49 | |
| 102318 | Team-Chart | Visualization | 01/30/2020 01:16:49 | |

The left sidebar shows a navigation tree with 'Standard Reports' and 'Historical Reports' expanded, and 'Agent Reports' selected.

Step 3: Run the Agent report (In the above call, the report ID is 102312)

Step 4: Under the columns - " Initial Login Time" and "Final Logout Time", Different entries are reflected (different from normal date and time)

| 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 | 0 | 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 Chowdshetty | 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 |
| 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 |
| 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 | 0 | 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 | 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 |
| 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 |

Step 5: Click on the selected date and time entry >> A microscopic symbol appears >> click on it and few entries would be seen under " Call Start Timestamp "

| 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 | |
| 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 | |
| Joseph Whittlesey | telephony | 07/17/2019 | 3 | 1 | 07:32:43 | 08/16/18 22:32:55 | 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 Chowdshetty | 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 | |
| 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 | |
| Tyler Bobbitt | telephony | 07/17/2019 | 1 | 0 | 01:27:39 | 07/17/19 17:34:11 | 07/17/19 19:01:51 | |
| Vishal Goyal | telephony | 07/17/2019 | 3 | 0 | 10:14:39 | 08/17/18 05:16:04 | 08/17/18 15:30:43 | |
| Summary | | | 28 | 7 | 73:37:05 | 03/03/57 21:17:24 | 03/06/57 22:54:30 | |

Step 6: Use any one entry to convert the EPOCH time to human-readable data. In the above example, Let's take 1563467317392

| ID | Agent Name | Channel Type | Call Start Timestamp |
|----|---------------------------|--------------|----------------------|
| 1 | Chandramouli vaithiyathan | telephony | 1563467317392 |
| 2 | Chandramouli vaithiyathan | telephony | 1563390558031 |
| 3 | Chandramouli vaithiyathan | telephony | 1563387197039 |
| 4 | Chandramouli vaithiyathan | telephony | 1563392398800 |
| 5 | Chandramouli vaithiyathan | telephony | 1563423957776 |

Showing 1 to 5 of 5 entries

Previous 1 Next

Convert epoch to human-readable date and vice versa

[batch convert]

Supports Unix timestamps in seconds, milliseconds and microseconds.

Assuming that this timestamp is in milliseconds:

GMT : Thursday, 18 July 2019 16:28:37.392

Your time zone : Thursday, 18 July 2019 21:58:37.392 GMT+05:30

Relative : 8 hours ago

Reason for the discrepancy

Analyzer process the data as the sum of all the logins time for an agent

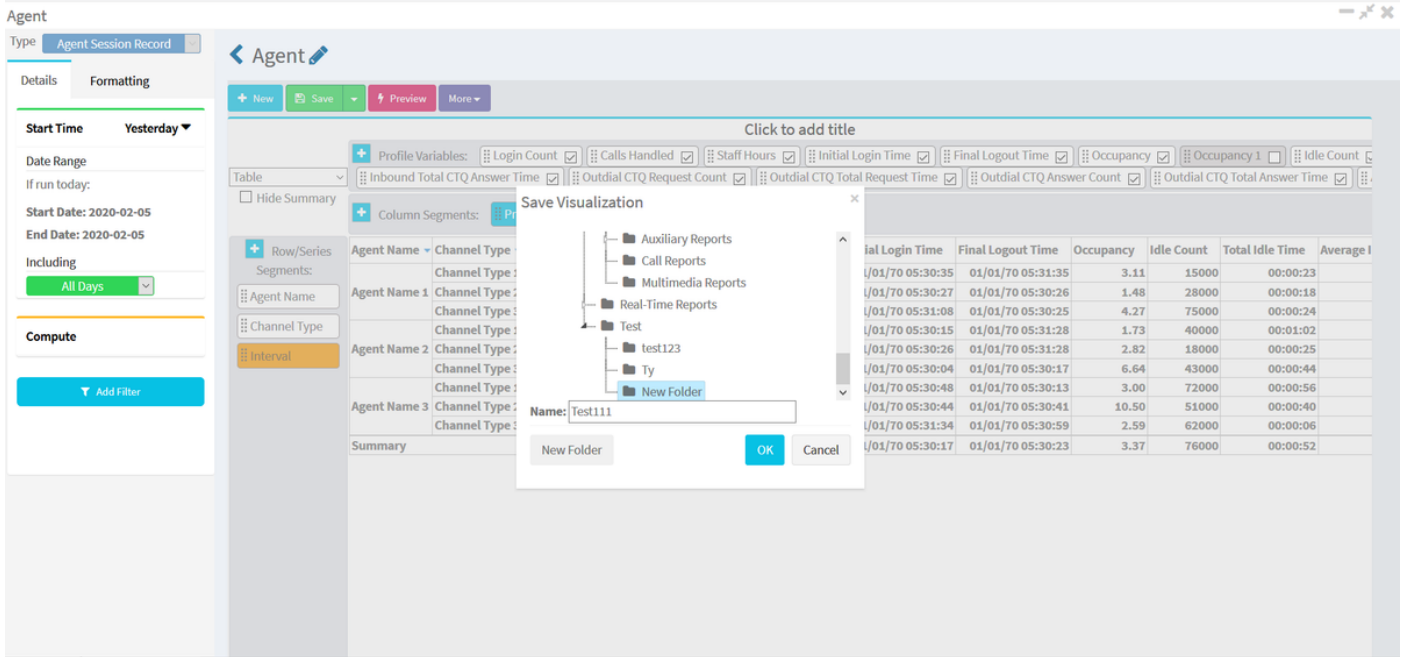
Solution

Change Visualization

No changes must be made to the Standard Reports (BU Recommendation), therefore create a new report for any modifications.

Create a new report

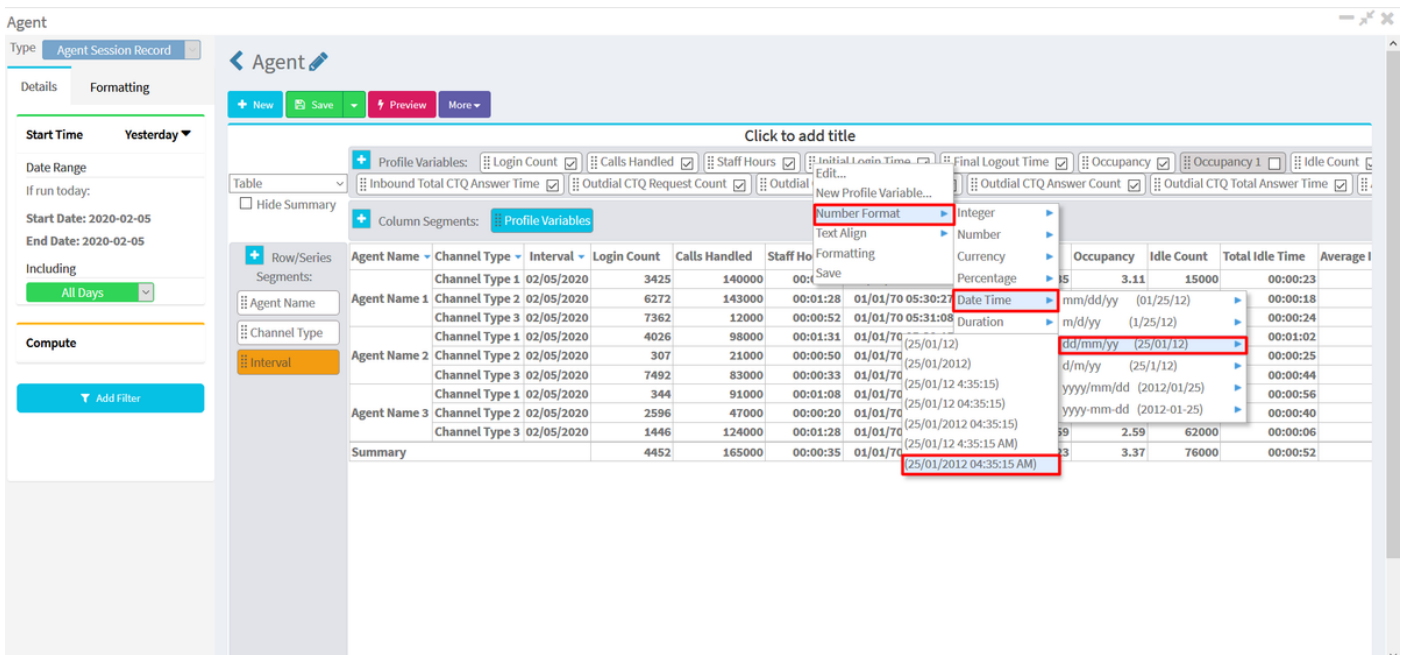
Step 1: Go to Visualization >> Standard Reports >> Historical Reports >> Agent Reports >> Agent >> Edit >> Save Visualization (Saving as report name Test11)



Step 2: Right Click on Profile Variables, namely Initial Login Time and Final Login Time

Step 3: By default, the Initial Login Time is represented in the EPOCH format. To change the format, right-click on "Initial Login Time" >> Number Format >> Date Time

Choose "dd/mm/yy" and the data will be presented in this format.



Step 4: Take "Initial Login Time", Right Click on Edit, a new window appears where the Formula is "Sum of Call Start Timestamp", change it to "Minimum Call Start Timestamp" and Save the report

Note: {Minimum Call Start Timestamp will reflect the first instance/time of agent login for the date(s)}

Agent

Type Agent Session Record

Details Formatting

Start Time Yesterday

Date Range

If run today:

Start Date: 2020-02-05

End Date: 2020-02-05

Including

All Days

Compute

Add Filter

Agent

Click to add title

Profile Variables: Login Count, Calls Handled, Staff Hours, Final Logout Time, Occupancy, Occupancy 1, Idle Count, Inbound Total CTQ Answer Time, Outdial CTQ Request Count, Outdial CTQ Answer Count, Outdial CTQ Total Answer Time

Column Segments: Profile Variables

| Agent Name | Channel Type | Interval | Login Count | Calls Handled | Staff Hours | Final Logout Time | Occupancy | Idle Count | Total Idle Time | Average I |
|--------------|----------------|------------|-------------|---------------|-------------|-------------------|-----------|------------|-----------------|-----------|
| Agent Name 1 | Channel Type 1 | 02/05/2020 | 3425 | 140000 | 00:01:28 | 01/01/70 05:30:27 | 3.11 | 15000 | 00:00:23 | |
| Agent Name 1 | Channel Type 2 | 02/05/2020 | 6272 | 143000 | 00:01:28 | 01/01/70 05:30:26 | 1.48 | 28000 | 00:00:18 | |
| Agent Name 1 | Channel Type 3 | 02/05/2020 | 7362 | 12000 | 00:00:52 | 01/01/70 05:31:08 | 4.27 | 75000 | 00:00:24 | |
| Agent Name 1 | Channel Type 1 | 02/05/2020 | 4026 | 98000 | 00:01:31 | 01/01/70 05:30:15 | 1.73 | 40000 | 00:01:02 | |
| Agent Name 2 | Channel Type 2 | 02/05/2020 | 307 | 21000 | 00:00:50 | 01/01/70 05:30:26 | 2.82 | 18000 | 00:00:25 | |
| Agent Name 2 | Channel Type 3 | 02/05/2020 | 7492 | 83000 | 00:00:33 | 01/01/70 05:30:04 | 6.64 | 43000 | 00:00:44 | |
| Agent Name 2 | Channel Type 1 | 02/05/2020 | 344 | 91000 | 00:01:08 | 01/01/70 05:30:48 | 3.00 | 72000 | 00:00:56 | |
| Agent Name 3 | Channel Type 2 | 02/05/2020 | 2596 | 47000 | 00:00:20 | 01/01/70 05:30:44 | 10.50 | 51000 | 00:00:40 | |
| Agent Name 3 | Channel Type 3 | 02/05/2020 | 1446 | 124000 | 00:01:28 | 01/01/70 05:31:34 | 2.59 | 62000 | 00:00:06 | |
| Summary | | | 4452 | 165000 | 00:00:35 | 01/01/70 05:30:17 | 3.37 | 76000 | 00:00:52 | |

Agent

Type Agent Session Record

Details Formatting

Start Time Yesterday

Date Range

If run today:

Start Date: 2020-02-05

End Date: 2020-02-05

Including

All Days

Compute

Add Filter

Agent

Edit Profile Variable: Initial Login Time

Name: Initial Login Time

Formula: Sum of Call Start Timestamp

Filters: Sum of Call Start Timestamp, Average of Call Start Timestamp, Count of Call Start Timestamp, Minimum Call Start Timestamp, Maximum Call Start Timestamp

Fields: [ACD] Agent DN, [ACD] Agent External Id, [ACD] Agent ID, [ACD] Agent Login, [ACD] Agent Name, [ACD] Agent Session Id, [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 Timestamp, [ACD] Queue ID, [ACD] Queue Name

| Time | Occupancy | Idle Count | Total Idle Time | Average I |
|---------|-----------|------------|-----------------|-----------|
| 5:31:35 | 3.11 | 15000 | 00:00:23 | |
| 5:30:26 | 1.48 | 28000 | 00:00:18 | |
| 5:30:25 | 4.27 | 75000 | 00:00:24 | |
| 5:31:28 | 1.73 | 40000 | 00:01:02 | |
| 5:31:28 | 2.82 | 18000 | 00:00:25 | |
| 5:30:17 | 6.64 | 43000 | 00:00:44 | |
| 5:30:13 | 3.00 | 72000 | 00:00:56 | |
| 5:30:41 | 10.50 | 51000 | 00:00:40 | |
| 5:30:59 | 2.59 | 62000 | 00:00:06 | |
| 5:30:23 | 3.37 | 76000 | 00:00:52 | |

Step 5: Select Final Logout Time under Profile Variable, click on Edit >> Select " Maximum Call End Timestamp" and Save

Note: Maximum Call End Timestamp will reflect the final instance of agent log out for the date(s)

Edit Profile Variable: Final Logout Time

Name: Final Logout Time

Formula: Maximum Call End Timestamp

Filters: Sum of Call End Timestamp
Average of Call End Timestamp
Count of Call End Timestamp
Minimum Call End Timestamp
Maximum Call End Timestamp

Cancel Save

Step 6: Run the report for the desired result

| 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 | 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 | |
| Chandramouli vaithiyathan | 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 | |
| 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 | |
| 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 | |
| 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 | |
| Kuldeep Chowdshetty | 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 | |
| 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 | |
| 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 | |
| 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 | |
| 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 | 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 | |
| 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 | |
| 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 | |