

Track CDETS for Webex Contact Center Defect

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Introduction

This document describes how to track the Cisco Defect and Enhancement Tracking System (CDETS) number given by Customer Support Engineers (CSEs).

Track the CDETS Number

Step 1. Navigate to **Cisco.com > Support > Tools > Bug Search Tool** as shown in these images:

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:

Step 2. Search for the CDETS number which is provided by the CSE. On this page, you can also see the status of the case, as shown in the image:

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)

Details

Last Modified: May 8, 2020	Known Affected Releases: (1) unspecified	Known Fixed Releases: (0) Download software for Cisco Webex Contact Center	Support Cases: (2) 688925796 688990475 <i>Support case links are not customer visible</i>
Status: Open			
Severity: 3 Moderate			
Product: (1) Cisco Webex Contact Center			

 Customer Visible

Step 3. You can also create an email notification.

For email notifications, click **Notifications**. You will see this:

The screenshot shows the Cisco Bug Search interface. A modal window titled "Add Notification" is open, allowing the user to set up email alerts for a specific bug. The bug ID is CSCvu05178. The user has selected "Weekly" for the frequency of notifications and provided the email address "example@gmail.com". A "Save" button is available to confirm the settings. The background shows the bug details for "Sev3 - Analyzer | Ab" with a "Description" section containing symptom, conditions, and workaround information. On the right sidebar, there are buttons for "Customer Visible", "Notifications", "Save Bug", "Open Support Case", and "View Bug in CDETS". A red arrow points to the "Notifications" button.

Enter your email address and choose an option from the drop-down list on how often would you like to receive notifications (Weekly/Daily/Monthly). Click **Save**.

Now you are all set to track the ticket progress automatically through email notifications.