Configurar el formato DateTime en la visualización del analizador

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Introducción

Este documento describe cómo configurar y personalizar el formato de fecha y hora en la visualización del analizador de Cisco Webex Contact Center.

Prerequisites

Requirements

Cisco recomienda que conozca los siguientes temas:

- Cisco Webex Contact Center
- Analizador

Componentes Utilizados

Analizador

Nota: Este documento está dirigido a clientes y partners que han implementado Webex Contact Center en su infraestructura de red.

Paso 1: Inicie sesión en el portal a través de https://portal.ccone.net/ y haga clic en la ficha "Analizador"

	=	📢 🇘 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
F 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-	06-
C ⁰ Web Callback Report	1-	
🖋 Routing Strategy	01	α _{3p} α _{3g} α _{2g} α _{2g} α _{3g} α _{4g} α _{4g} α _{4g}
	Agent Snapshot Report	Historical Report
Recording Management	Site: CCOne_TAC	Entry Point Summary
Workforce Optimization		8-

Paso 2: Haga clic en Visualization >> Standard Reports >> Historical Reports >> Agent Reports >> Agent

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- ChandraMouli	I02314	I Agent-Chart	Visualization	01/30/2020 01:16:49
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— 🖿 Joe W	10005		Visualization	00/51/2015 00:10:44 myRold Darrycridk
— 🖿 Josh Z	102315	III Site	visualization	01/30/2020 01:16:49
— 🖿 Kuladeep	102316	III 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
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	Copyright © 2018 Cisco Systems Inc. All rights re	served.		

Paso 3: Ejecute el informe Agente (en la llamada anterior, la ID del informe es 102312)

Paso 4: En las columnas - "Hora de inicio de sesión" y "Hora de cierre de sesión", se reflejan diferentes entradas (distintas de la fecha y hora normales)

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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		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 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
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

Paso 5: Haga clic en la entrada de fecha y hora seleccionada >> Aparecerá un símbolo microscópico >> haga clic en ella y se verán algunas entradas en " Call Start Timestamp "

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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	3
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	3
Summary			28	7	73:37:05	03/03/57 21:17:24	03/06/57 22:54:30)

Paso 6: Utilice cualquier entrada para convertir la hora EPOCH en datos legibles por personas. En el ejemplo anterior, tomemos 1563467317392

Drill Down

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Fields	Show 10	✓ entries		Search:	
Measures	ID Jà	Agent Name	Channel Type	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:

 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

Motivo de la discrepancia

Analizador procesa los datos como la suma de todo el tiempo de inicio de sesión de un agente

Solución

Cambiar visualización

No se deben realizar cambios en los informes estándar (recomendación de la BU), por lo que se debe crear un nuevo informe para cualquier modificación.

Crear un nuevo informe

Paso 1: Vaya a Visualization >> Standard Reports >> Historical Reports >> Agent Reports >> Agent >> Edit >> Save Visualization (Guardar como nombre de informe, Prueba11)

▲ Export - 🛛 🛛 🛛

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Paso 2: Haga clic con el botón derecho del ratón en las variables de perfil, a saber, hora de inicio de sesión inicial y hora de inicio de sesión final

Paso 3: De forma predeterminada, la hora de inicio de sesión inicial se representa en el formato EPOCH. Para cambiar el formato, haga clic con el botón derecho en "Hora de inicio de sesión" >> Formato de número >> Fecha y hora

Elija "dd//mm//aa" y los datos se presentarán en este formato.

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Paso 4: Tome "Hora de inicio de sesión inicial", haga clic con el botón derecho del ratón en Editar, aparecerá una nueva ventana donde la fórmula es "Suma de marca de hora de inicio de llamada", cámbiela a "Marca de hora mínima de inicio de llamada" y guarde el informe

Nota: {Marca de tiempo de inicio de llamada mínima reflejará la primera instancia/hora de inicio de sesión del agente para las fechas}

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Paso 5: Seleccione el tiempo de cierre de sesión final en Profile Variable (Variable de perfil), haga clic en Edit >> Select " Maximum Call End Timestamp" (Editar >> Seleccione " Maximum Call End Timestamp" (Marca de hora de finalización máxima de llamada) y Save (Guardar)

Nota: La marca de tiempo máxima de finalización de llamada reflejará la última instancia de cierre de sesión del agente para las fechas

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Paso 6: Ejecutar el informe para el resultado deseado

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Agent Name 👻	Channel Type	e 🔹 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	ı 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	6
Chandramouli vaithiyanathan	telephony	07/17/2019	4	i 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	8
Jelly Peng	telephony	07/17/2019	3	1 O	00:35:33	07/17/19 13:54:01	07/17/19 14:37:40	0.00	3	00:02:29	00:00:49	э
Joseph Whittlesey	telephony	07/17/2019	3	1 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 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	L 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	L 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	4
Mykola Danylchuk	telephony	07/17/2019	3	i 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	ı 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 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	L 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	1 O	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	1 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	8

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