

Analyzer Visualization에서 DateTime 형식 구성

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소개

이 문서에서는 Cisco Webex Contact Center Analyzer Visualization에서 날짜 시간 형식을 구성하고 사용자 지정하는 방법에 대해 설명합니다.

사전 요구 사항

요구 사항

Cisco에서는 다음 주제에 대해 알고 있는 것이 좋습니다.

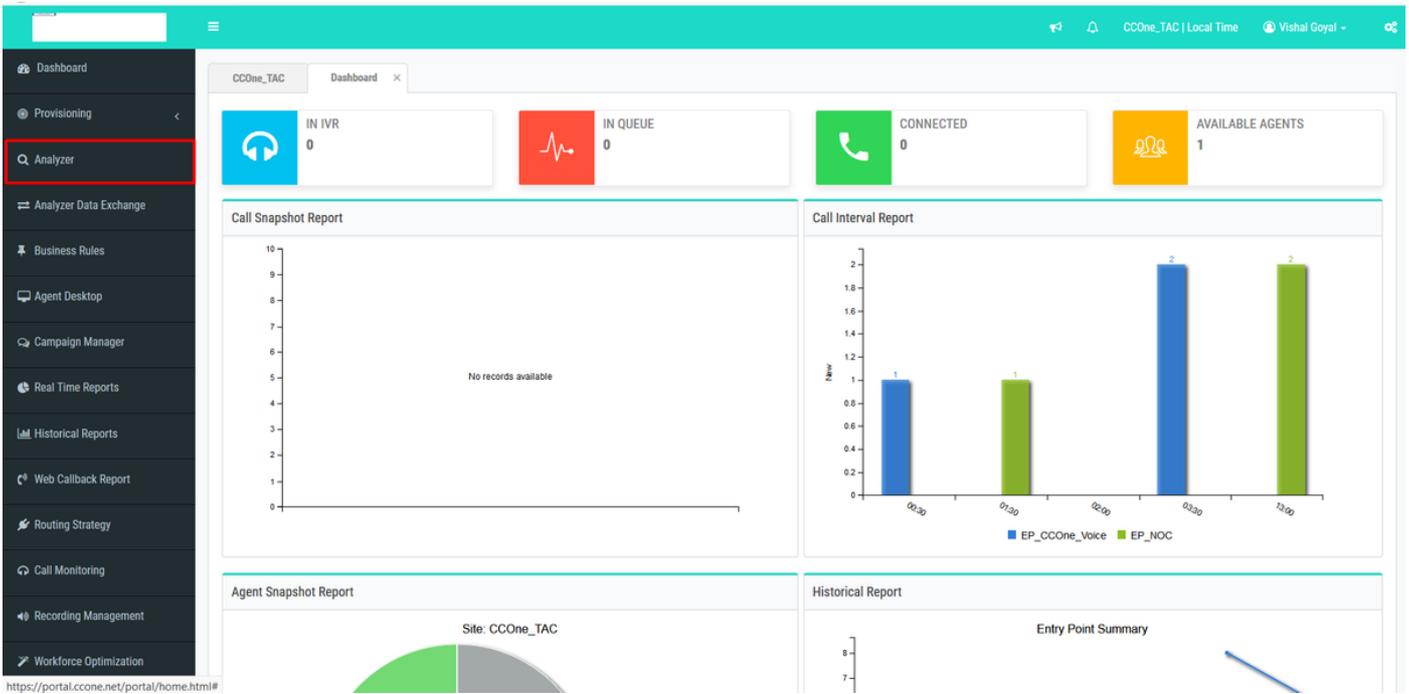
- Cisco Webex Contact Center
- 분석기

사용되는 구성 요소

- 분석기

참고: 이 문서는 Webex Contact Center를 네트워크 인프라에 구축한 고객 및 파트너를 대상으로 합니다.

1단계: <https://portal.ccone.net/>을 통해 포털에 로그인하고 "Analyzer" 탭을 클릭합니다.



2단계: Visualization >> Standard Reports >> Historical Reports >> Agent Reports >> Agent를 클릭합니다.

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.

3단계:상단원 보고서 실행(위의 통화에서 보고서 ID는 102312)

4단계:"Initial Login Time" 및 "Final Logout Time" 열 아래에 다른 항목이 반영됩니다(일반 날짜 및 시간과 다름).

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 vaithiyathan	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	00:30:28
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

5단계:선택한 날짜 및 시간 항목을 클릭합니다. >> 미세한 기호가 나타남 >> 클릭하면 "통화 시작 타임스탬프" 아래에 표시되는 항목이 거의 없습니다.

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 vaithiyathan	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	

6단계:한 항목을 사용하여 EPOCH 시간을 사람이 읽을 수 있는 데이터로 변환합니다.위의 예에서 1563467317392를 살펴보겠습니다.

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

불일치 사유

Analyzer는 상담원에 대한 모든 로그인 시간의 합계로 데이터를 처리합니다.

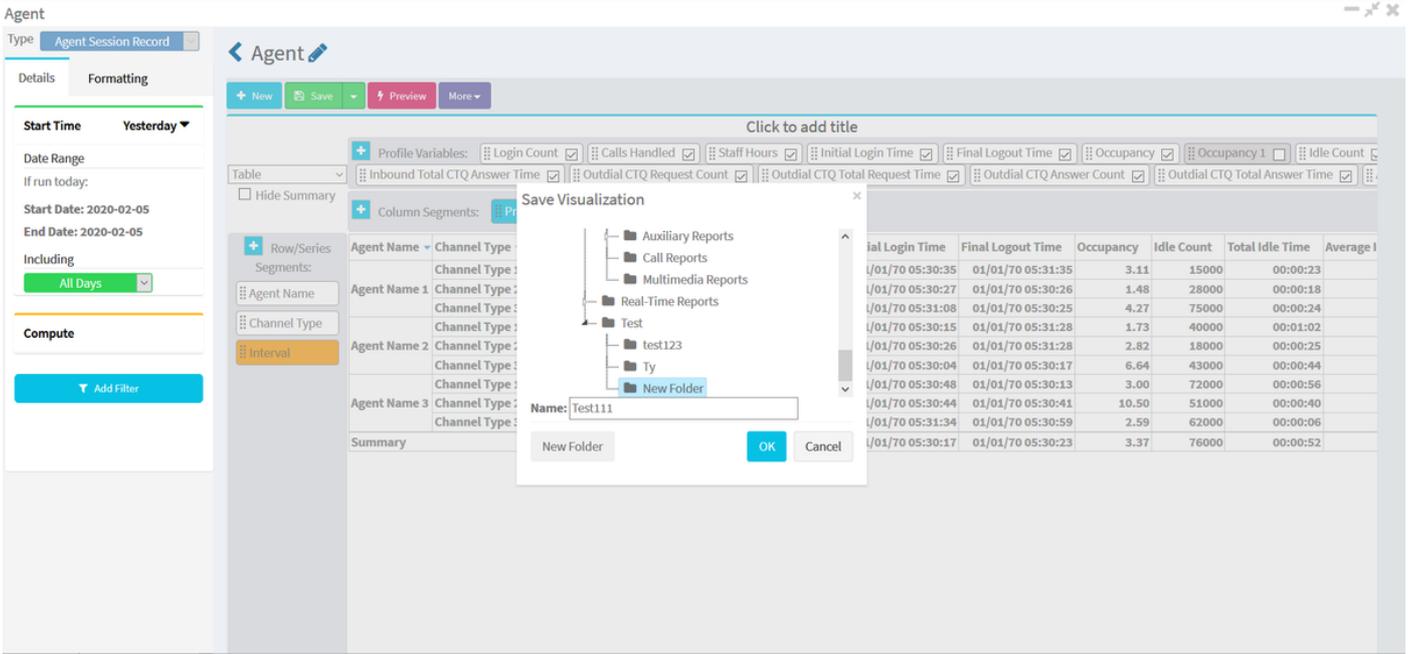
솔루션

시각화 변경

표준 보고서(BU 권장 사항)를 변경할 필요가 없으므로 수정할 새 보고서를 생성합니다.

새 보고서 만들기

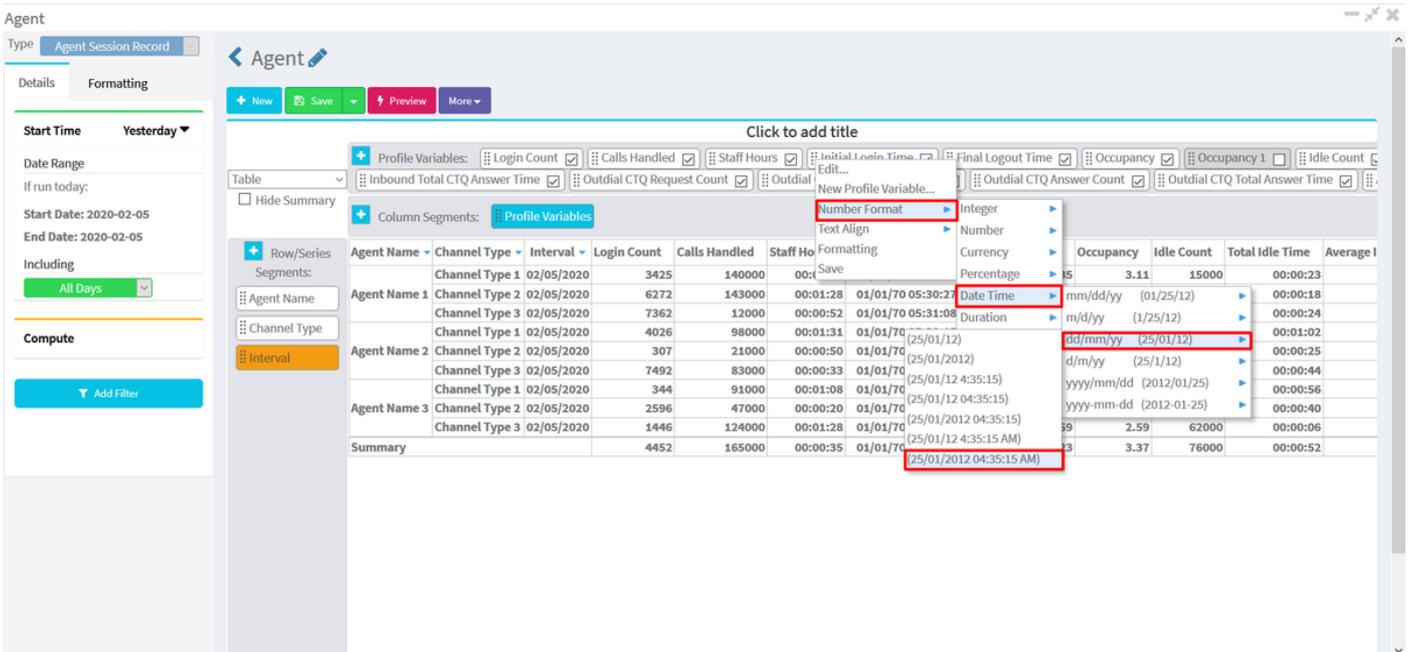
1단계: Visualization(시각화) >> Standard Reports(표준 보고서) >> Historical Reports(내역 보고서) >> Agent Reports(상담원) >> Edit(편집) >> Save Visualization(시각화 저장)(Saving as report name Test11)으로 이동합니다.



2단계:프로필 변수(예: 초기 로그인 시간 및 최종 로그인 시간)를 마우스 오른쪽 버튼으로 클릭합니다.

3단계:기본적으로 초기 로그인 시간은 EPOCH 형식으로 표시됩니다.형식을 변경하려면 "Initial Login Time" >> Number Format >> Date Time을 마우스 오른쪽 버튼으로 클릭합니다.

"dd//mm//yy"를 선택하면 데이터가 이 형식으로 표시됩니다.



4단계:"Initial Login Time", Edit(수정)를 마우스 오른쪽 버튼으로 클릭하면 수식이 "Sum of Call Start Timestamp(통화 시작 타임스탬프 합계)"인 새 창이 나타나고, "Minimum Call Start Timestamp(최소 통화 시작 타임스탬프)"로 변경하고 보고서를 저장합니다.

참고:{최소 통화 시작 타임스탬프는 날짜에 대한 에이전트 로그인 의 첫 번째 인스턴스/시간을 반영합니다.}

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

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

Edit Profile Variable: Initial Login Time

Name: Initial Login Time

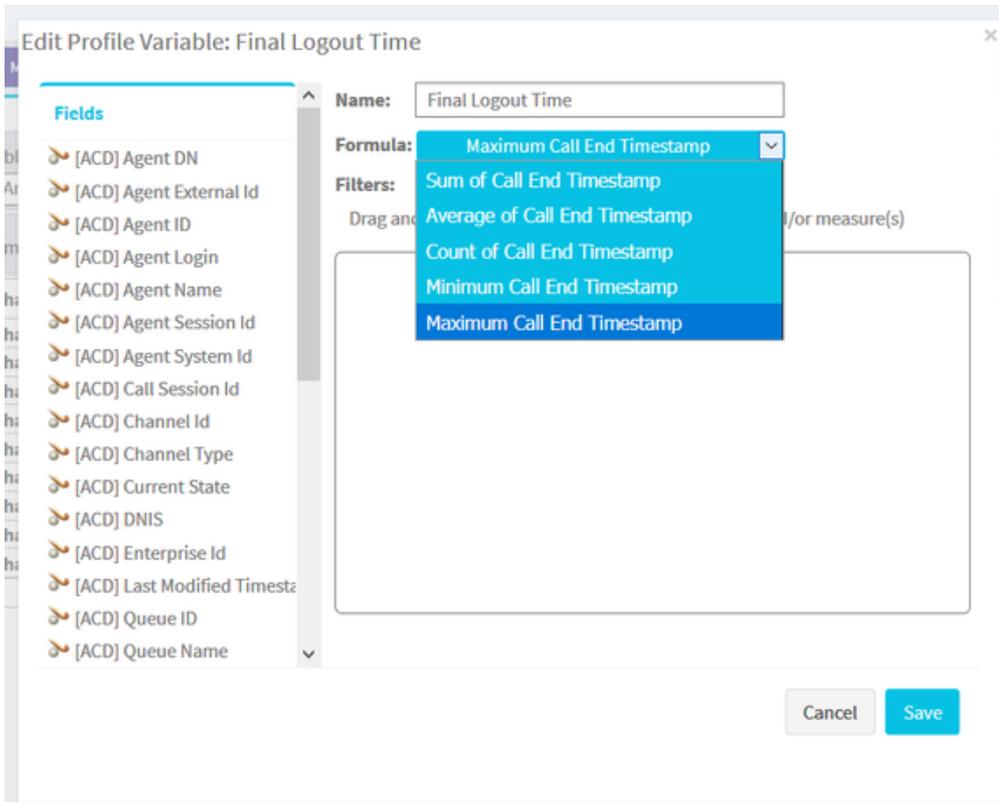
Formula: Sum of Call Start Timestamp

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

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	

5단계: Profile Variable(프로필 변수)에서 Final Logout Time(최종 로그아웃 시간)을 선택하고 Edit(편집) >> Select " Maximum Call End Timestamp(최대 통화 종료 타임스탬프)" 및 Save(저장)를 클릭합니다.

참고: 최대 통화 종료 타임스탬프는 해당 날짜에 대해 상담원 로그아웃 최종 인스턴스를 반영합니다.



6단계:원하는 결과에 대한 보고서 실행

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	

이 번역에 관하여

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