

在Analyzer Visualization中配置DateTime格式

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简介

本文档介绍如何在Cisco Webex Contact Center Analyzer Visualization中配置和自定义日期时间格式。

先决条件

要求

思科建议您了解以下主题：

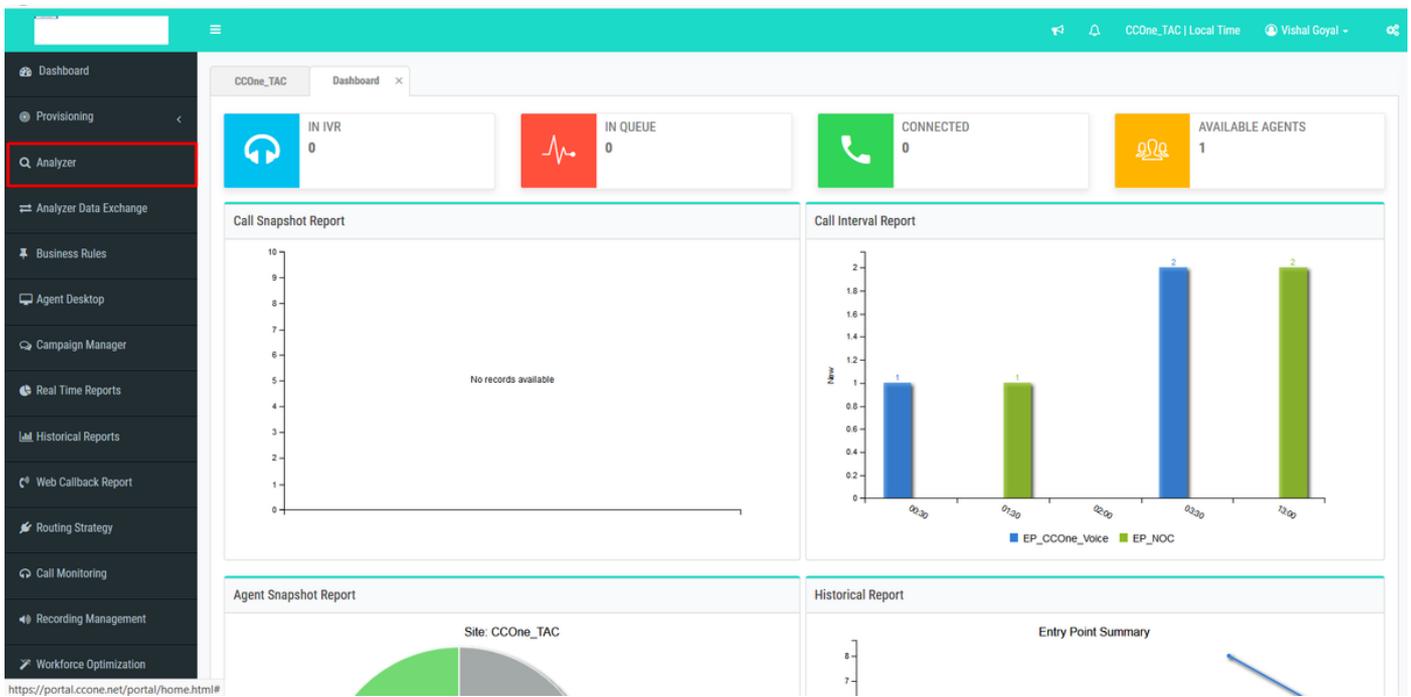
- Cisco Webex联系中心
- 分析器

使用的组件

- 分析器

注意：本文档面向已将Webex联系中心部署到其网络基础设施的客户和合作伙伴。

步骤 1：通过<https://portal.ccone.net>登录[门户](#)，点击“Analyzer”选项卡



步骤 2 : 单击“可视化”>>“标准报告”>>“历史报告”>>“代理报告”>>“代理”

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.

步骤 3 : 运行座席报告(在上述呼叫中，报告ID为 102312)

步骤 4 : 在列“初始登录时间”和“最终注销时间”下，将反映不同的条目（与正常日期和时间不同）

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

步骤 5：单击选定的日期和时间条目>>显示显微镜符号>>单击它，在“ Call Start Timestamp ”（呼叫开始时间戳）下会看到很少条目

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	

步骤 6：使用任何一个条目将EPOC时间转换为人类可读的数据。在上例中，我们以1563467317392为例

Show 10 entries Search:

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

差异原因

Analyzer以代理所有登录时间之和处理数据

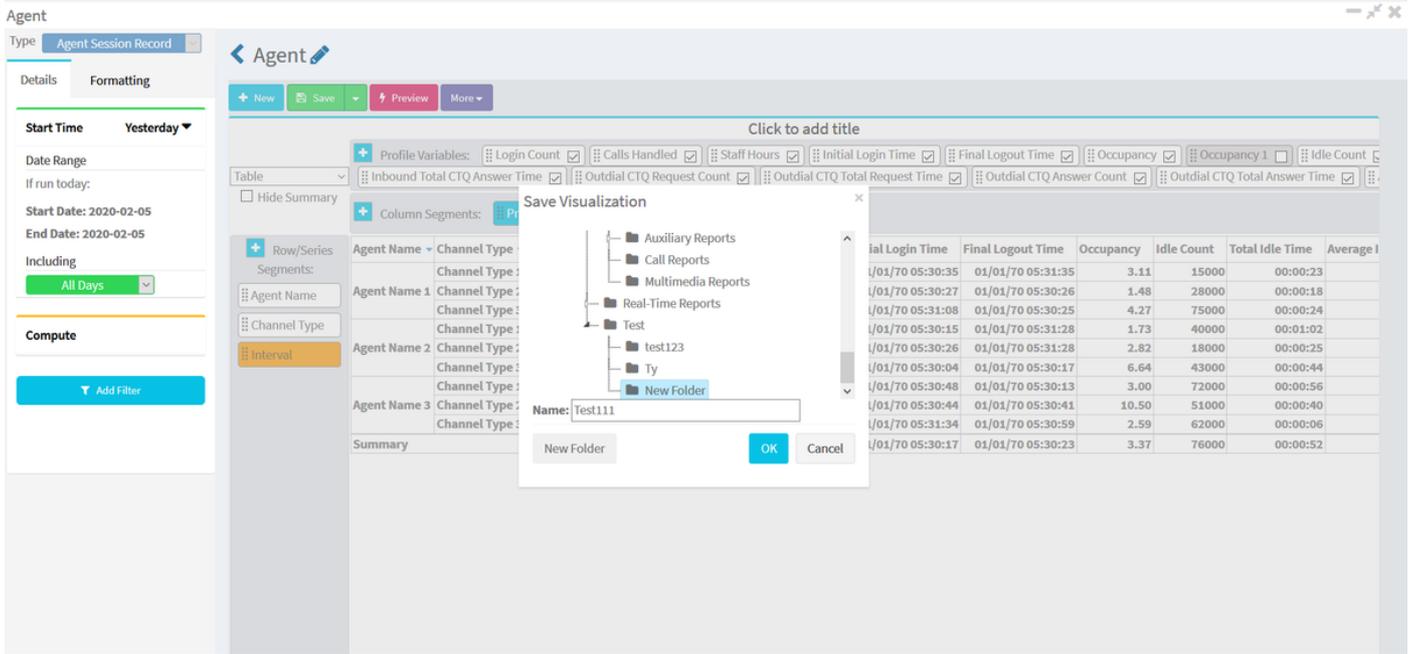
解决方案

更改可视化

不必对标准报告（BU建议）进行任何更改，因此为任何修改创建新报告。

创建新报告

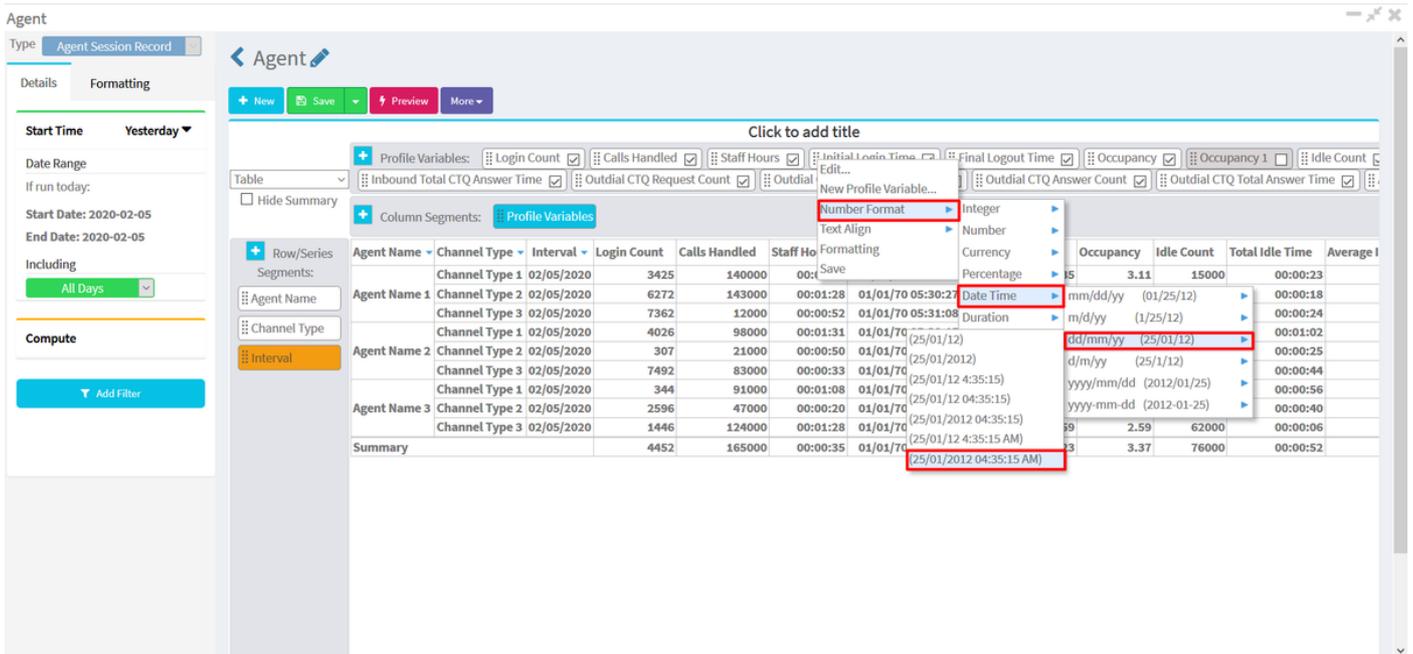
步骤 1：转至“可视化”>>“标准报告”>>“历史报告”>>“代理报告”>>“代理”>>“编辑”>>“保存可视化”（另存为报告名称Test11）



步骤 2：右键点击配置文件变量，即初始登录时间和最终登录时间

步骤 3：默认情况下，初始登录时间以EPOCH格式表示。要更改格式，请右键单击“初始登录时间”>>数字格式>>日期时间

选择“dd/mm/yy”，数据将以此格式显示。



步骤 4：选择“初始登录时间”，右键点击“编辑”，将出现一个新窗口，其中公式为“呼叫开始时间戳总和”，将其更改为“最小呼叫开始时间戳”并保存报告

注意：{最小呼叫开始时间戳将反映座席登录日期的第一个实例/时间}

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

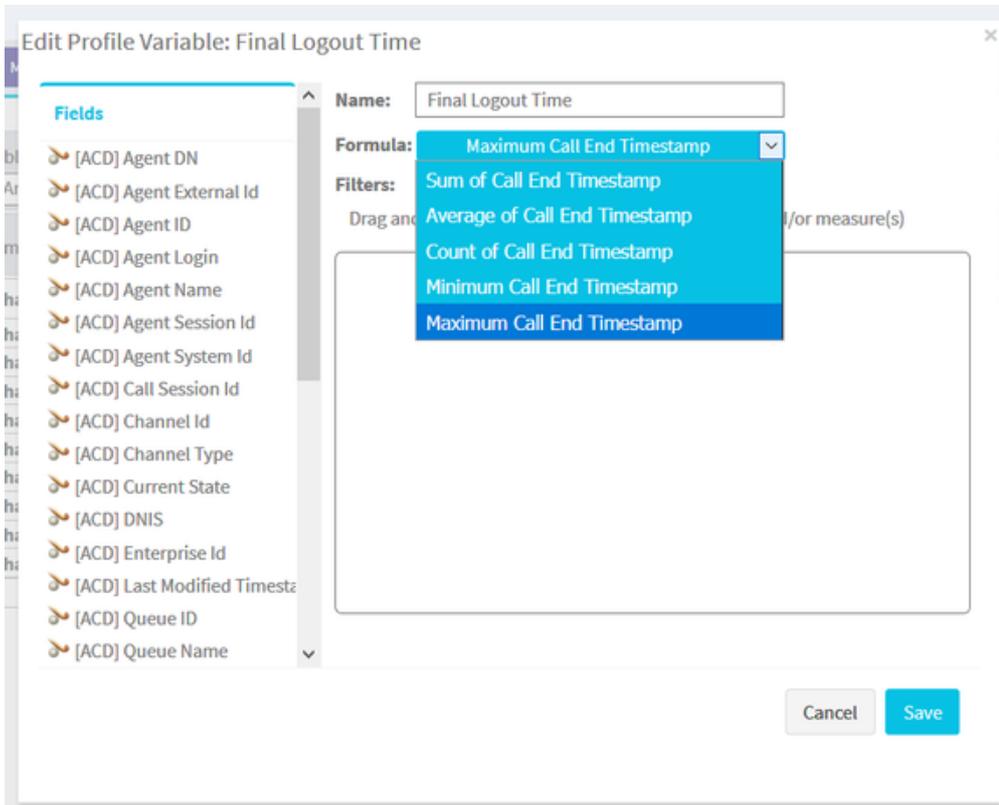
Filters: Sum of Call Start Timestamp, Average of Call Start Timestamp, Count of Call Start Timestamp, Minimum Call Start Timestamp, Maximum Call Start Timestamp

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	

步骤 5 : 在配置文件变量下选择最终注销时间，点击编辑>>选择最大呼叫结束时间戳并保存

注意：最大呼叫结束时间戳将反映座席注销日期的最终实例



步骤 6：为所需结果运行报告

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	

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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