

# 針對Webex客服中心缺陷的跟蹤客戶資料

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## 簡介

本檔案介紹如何追蹤客戶支援工程師(CSE)提供的思科缺陷和增強追蹤系統(CDETS)編號。

## 跟蹤CDETS編號

步驟1。導覽至Cisco.com > Support > Tools > Bug Search Tool，如下圖所示：

### 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:

步驟2. 搜尋CSE提供的CDETS編號。在此頁面上，您還可以看到案件狀態，如下圖所示：

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)	Support Cases: (2) 688925796 688990475
Status: Open		<a href="#">Download software for Cisco Webex Contact Center</a>	<i>Support case links are not customer visible</i>
Severity: 3 Moderate			
Product: (1) Cisco Webex Contact Center			

Customer Visible  
 Notifications  
 Save Bug  
 Open Support Case  
 View Bug in CDETS

步驟3. 您也可以建立電子郵件通知。

對於電子郵件通知，請按一下**通知**。您將看到：

The screenshot shows the Cisco Bug Search Tools & Resources interface. A modal dialog box titled "Add Notification" is open, allowing users to set up email notifications for a specific bug. The dialog box contains the following fields and options:

- Name your Notification:** CSCvu05178
- Bug Interested In:** CSCvu05178
- An Email Delivered:** Weekly (selected from a dropdown menu)
- to:** example@gmail.com
- Save** button
- Edit All Notifications** link
- Get notified about changes to bug information (Title, Description, Known Affected and Known Fixed releases, Status or Severity)**

A red arrow points to the "Notifications" button in the right sidebar of the interface.

輸入您的電子郵件地址，並從下拉選單中選擇一個選項，說明您希望以什麼樣的頻率接收通知（每週/每天/每月）。按一下「**Save**」。

現在，您已設定為通過電子郵件通知自動跟蹤票證進度。

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。