Configurar o formato de Data e Hora no Visualização do Analisador

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Introduction

Este documento descreve como configurar e personalizar o formato de Data e Hora no Cisco Webex Contact Center Analyzer Visualization.

Prerequisites

Requirements

A Cisco recomenda que você conheça os seguintes tópicos:

- Cisco Webex Contact Center
- Analisador

Componentes Utilizados

Analisador

Note: Este documento destina-se a clientes e parceiros que implantaram o Webex Contact Center em sua infraestrutura de rede.

Passo 1: Faça login no Portal via https://portal.ccone.net/ e clique na guia "Analisador"

	=	τ⊂1
🖚 Dashboard	CCOne_TAC Dashboard ×	
Provisioning <		CONNECTED AVAILABLE AGENTS
Q Analyzer		
≓ Analyzer Data Exchange	Call Snapshot Report	Call Interval Report
Business Rules	10	2
🖵 Agent Desktop	8-	18-
😋 Campaign Manager	7- 6-	14-
🔥 Real Time Reports	5 - No records available 4 -	
Lue Historical Reports	3-	06-
C ⁰ Web Callback Report	1-	
🖋 Routing Strategy	0	α ₁₃₀ α ₁₃₀ α ₂₀₀ α ₂₃₀ ¹² α ₀ ■ EP_CCOne_Voice ■ EP_NOC
Call Monitoring	Agent Snapshot Report	Historical Report
Recording Management	Site: CCOne_TAC	Entry Point Summary
Workforce Optimization https://portal.ccone.net/portal/home.html		8- 7-

Passo 2: Clique em Visualização >> Relatórios padrão >> Relatórios de histórico >> Relatórios de agentes >> Agente

cisco CEA « 🖶 Ho	ome 🌐 Visualization 🚯 Dashboard	The Variables		vishagoy@cis	co.com 🗸	
└── /			+ Create Ne	w Visualization Show:	Everything	~
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Avinash	312 III Agent	Visualiz	ation 01/30/2020 01:16:49			
- Chandra 1023	B13 III Agent - A	AR Visualiz	ation 01/30/2020 01:16:49			
ChandraMouli 1023	814 III Agent-C	nart Visualiz	ation 01/30/2020 01:16:49			
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— 🖿 Joe W	315 E Site	Visualiz	ation 01/30/2020 01:16:49			
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— 🖿 Senthil						
Standard Reports						
Historical Reports						
Agent Trace Report						
- 🖿 Auxiliary Reports						
— 🖿 Call Reports						
— 🖿 Multimedia Report						
 Real-Time Reports 						
i → Test						
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Passo 3: Executar o relatório do agente (Na chamada acima, a ID do relatório é 102312)

Passo 4: Nas colunas - "Hora de início de sessão" e "Hora final de encerramento de sessão", entradas diferentes são refletidas (diferente da data e hora normais)

cisco CEA	» ¢;	Settings	📥 Export -								
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

Passo 5: Clique na entrada de data e hora selecionada >> Um símbolo microscópico é exibido >> clique nele e algumas entradas serão vistas em " Carimbo de data e hora de início da chamada "

cisco CEA	» 08:	Settings	🛓 Export 🗸					
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)

Passo 6: Use qualquer entrada para converter o tempo de EPOCH em dados legíveis por humanos. No exemplo acima, vamos ver 1563467317392

Drill Dov

rill Down							📥 Ехрог	nt• 🕑		
Fields	Show 10	Show 10 v entries Se								
Measures	ID 🗦	Agent Name	-11	Channel Type	Call Star	rt Timestamp		11		
	1	Chandramouli vaithiyanathan		telephony	1563467	317392				
	2	Chandramouli vaithiyanathan		telephony	1563390	558031				
	3	Chandramouli vaithiyanathan		telephony	1563387	197039				
	4	Chandramouli vaithiyanathan		telephony	1563392	398800				
	5	Chandramouli vaithiyanathan		telephony	1563423	957776				
	Showing 1 to 5 o	f 5 entries				p	revious 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:

: Thursday, 18 July 2019 16:28:37.392 GMT Your time zone : Thursday, 18 July 2019 21:58:37.392 GMT+05:30 Relative : 8 hours ago

Motivo da discrepância

O analisador processa os dados como a soma de todo o tempo de logon de um agente

Solução

Alterar visualização

Não deve ser feita nenhuma alteração nos Relatórios Padrão (Recomendação de BU), portanto, crie um novo relatório para qualquer modificação.

Criar um novo relatório

Passo 1: Vá para Visualização >> Relatórios Padrão >> Relatórios Históricos >> Relatórios de Agentes >> Agente >> Editar >> Salvar Visualização (Salvando como nome de relatório Teste11)

Agent											— " ² 3
Type Agent Session Record	< Agent 🖋										
Details Formatting	🕂 New 🖺 Save	→ Preview More →									
Start Time Yesterday ▼				Click to	add title						
Date Range If run today:	Table ~	Profile Variables: I Logir	Count 🔽 🔛 Ca	Ils Handled 💟 🔛 Staff Hours 🖵] [] Initial L dial CTQ Tota	ogin Time ☑) [‼ al Request Time ☑	Final Logout Time 🛛) []] Occupanc wer Count 📝	y ☑ 🗍 🗄 Occu	pancy 1 🔲 🧮 Idl Q Total Answer Tin	e Count 🕞 ne 🔽 🔡
Start Date: 2020-02-05		Column Segments:	Save visualiza	tion							
End Date: 2020-02-05	• Row/Series	Agent Name 👻 Channel Type		- 🖿 Auxiliary Reports - 🖿 Call Reports	^	ial Login Time	Final Logout Time	Occupancy	Idle Count	Total Idle Time	Average I
All Days	Segments:	Agent Name 1 Channel Type 2 Channel Type 2		 Multimedia Reports Real-Time Reports 		L/01/70 05:30:35 L/01/70 05:30:27 L/01/70 05:31:08	01/01/70 05:31:35 01/01/70 05:30:26 01/01/70 05:30:25	3.11 1.48 4.27	15000 28000 75000	00:00:23	
Compute	Channel Type	Agent Name 2 Channel Type 2 Channel Type 2	<u>ا ب</u>	Test test123	1	L/01/70 05:30:15 L/01/70 05:30:26	01/01/70 05:31:28	1.73	40000	00:01:02	
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		Summary	New Folder	ок	Cancel	l/01/70 05:31:34	01/01/70 05:30:59	3.37	76000	00:00:06	

Passo 2: Clique com o botão direito do mouse em Variáveis de perfil, ou seja, Hora inicial de login e Hora final de login

Passo 3: Por padrão, o Tempo de logon inicial é representado no formato EPOCH. Para alterar o formato, clique com o botão direito do mouse em "Hora inicial de login" >> Formato do número >> Data e hora

Escolha "dd/mm/aa" e os dados serão apresentados neste formato.

pe Agent Session Record	< Agent 🖋														
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Start Time Yesterday 🔻						Cli	ck to add tit	le							
Date Range		Profile Va	riables: 🔡 Login	Count 🔽	Calls Handled	I 🔽 🔛 Staff Hou	Irs 🔽 🗄 Loiti: Edit.	al Lorin Time 🗔 📑	Final Logout Ti	me [Occupar	ncy 🔽 🔢 Oc	cupancy	1 🗌 🗄 Id	le Count
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Start Date: 2020-02-05	Hide Summary	Column S	egments: Pro	ofile Variables			Num	ber Format	Integer	•					
End Date: 2020-02-05	Pow/Series	Agent Name	Channel Type	Interval -	Login Count	Calls Handled	Staff Ho Form	atting	Currency		Occupancy	Idle Count	Total	Idle Time	Average
ncluding	Segments:	ABent Hume	Channel Type 1	02/05/2020	3425	140000	00:(Save	0	Percentage		15 3.1	11 1500	00	00:00:23	Arciago
All Days 🖌	II Agent Name	Agent Name 1	Channel Type 2	02/05/2020	6272	143000	00:01:28	01/01/70 05:30:2	7 Date Time	•	mm/dd/yy	(01/25/12)	•	00:00:18	
omputo	E Channel Type		Channel Type 3 Channel Type 1	02/05/2020	4026	12000 98000	00:00:52	01/01/70 05:31:0	⁸ Duration	•	m/d/yy (:	1/25/12)	•	00:00:24	
ompute	II Interval	Agent Name 2	Channel Type 2	02/05/2020	307	21000	00:00:50	01/01/70 (25/01/2	2)		d/m/w ((25/01/12)		00:00:25	
			Channel Type 3	02/05/2020	7492	83000	00:00:33	01/01/70 (25/01/1	2 4:35:15)		vvvv/mm/dd	(2012/01/25)		00:00:44	
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		Agent name 5	Channel Type 3	02/05/2020	1446	124000	00:01:28	01/01/70 (25/01/2	012 04:35:15)		9 2.5	59 6200	00	00:00:06	
		Summary			4452	165000	00:00:35	01/01/70 (25/01/1	2 4:35:15 AM)	0	3 3.3	37 7600	00	00:00:52	
								(25/01/2	012 04.55.15 AM	9					

Passo 4: Tome o "Tempo de logon inicial", clique com o botão direito do mouse em Editar, uma nova janela será exibida, onde a Fórmula é " Soma do carimbo de data e hora de início da chamada", altere-a para "Carimbo de data e hora de início da chamada mínima" e Salve o relatório

Note: {Timestamp de início mínimo de chamada refletirá a primeira instância/hora de logon do agente para a(s) data(s)}

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All Days	Segments:		Channel Type 1 02/05/202	0 3425	140000	00:0			01/01/70 05:31:35	3.11	15000	00:00:23	
	# Agent Name	Agent Nam	Channel Type 2 02/05/202 Channel Type 3 02/05/202	0 6272	143000	00:0	0.52	01/01/70 05:30:27	01/01/70 05:30:26	1.48	28000	00:00:18	
	E Channel Type		Channel Type 1 02/05/202	0 4026	98000	00:0	01:31	01/01/70 05:30:15	01/01/70 05:31:28	1.73	40000	00:01:02	
te	E set sent	Agent Nam	e 2 Channel Type 2 02/05/202	0 307	21000	00:0	00:50	01/01/70 05:30:26	01/01/70 05:31:28	2.82	18000	00:00:25	
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			Channel Type 3 02/05/202	0 1446	124000	00:0	01:28	01/01/70 05:31:34	01/01/70 05:30:59	2.59	62000	00:00:06	
		Summary		4452	165000	00:0	00:35	01/01/70 05:30:17	01/01/70 05:30:23	3.37	76000	00:00:52	
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Passo 5: Selecione Hora final de logoff em Variável de perfil, clique em Editar >> Selecione "Carimbo de data/hora máximo de término da chamada" e Salvar

Note: O carimbo de data/hora máxima de término da chamada refletirá a instância final de logoff do agente para a(s) data(s)

Fields		Name:	Final Logout Time	
March Agent DN		Formula:	Maximum Call End Timestamp	\sim
ACD Agent External Id		Filters:	Sum of Call End Timestamp	
[ACD] Agent ID		Drag and	Average of Call End Timestamp	I/or measure(s)
[ACD] Agent Login			Count of Call End Timestamp	
[ACD] Agent Name			Minimum Call End Timestamp	
[ACD] Agent Session Id			Maximum Call End Timestamp	
[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 Timesta				
[ACD] Queue ID				
ACD] Queue Name	~			
				Cancel Save

Passo 6: Executar o relatório para o resultado desejado

cisco CEA	» (Settings	📥 Export -									
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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