

检查技能映射在Cisco Unified Contact Center Express的所有代理程序

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Introduction

本文描述如何每次检查技能映射超过一个代理程序在Cisco Unified Contact Center Express (UCCX)通过GUI通过Appadmin网页。

背景信息

没有在单页生成映射对所有代理程序的技能的特定报告。它是费时检查此根据每代理程序基本类型。

Skills

The screenshot shows a web-based application interface for managing skills. At the top left is a blue 'Add New' button with a white plus sign icon. To its right is a status message: 'Status' followed by '1 records found' with an information icon. Below this is a table titled 'Skill List'. The table has two columns: 'Skill Name' and an empty column represented by a small circular icon. The single record listed is 'Skill1'. At the bottom left of the table area is another 'Add New' button.

Skill Name	
Skill1	

Resource Configuration

Update Cancel Open Printable Report of this Resource Configuration

Resource Name	Agent1
Resource ID	agent1
IPCC Extension	62121
Resource Group	RG_uccx
Automatic Available*	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled
Assigned Skills	<div style="border: 1px solid #ccc; padding: 5px; height: 150px; width: 250px; overflow-y: scroll;">Skill1(5)</div>
Unassigned Skills	<div style="border: 1px solid #ccc; padding: 5px; height: 150px; width: 250px; overflow-y: scroll;"></div>
Competence Level	5 (1-Beginner, 10-Expert)
Team	Default
Agent Alias	

Update

Cancel



*- indicates required item

检查技能映射在UCCX的所有代理程序

为了检查技能映射所有代理程序，请输入此查询：

从技能s内联resourceskillmapping的rsm运行uccx SQL db_cra挑选s.skillname , rsm.competencelevel , r.resourceLoginID , r.extension , r.resourceFirstName , r.ResourceLastName , t.teamname在s.skillid = rsm.skillid内联资源r在rsm.resourceskillmapid = r.resourceskillmapid由s.skillname参加小组t在r.assignedteamid = t.teamid其中s.active = 't'和r.active = 't'顺序 , competencelevel , resourceloginid

此查询使用SQL从技能表、资源表、小组名字和资源映射加入为了生成报告。通过CLI运行此查询与使用SSH，此输出示例显示：

```
admin:run uccx sql db_cra select s.skillname, rsm.competencelevel, r.resourceLoginID, r.extension, r.resourceFirstName, r.ResourceLastName, t.teamname from skill s inner join resourceskillmapping rsm on s.skillid = rsm.skillid inner join resource r on rsm.resourceskillmapid = r.resourceskillmapid join team t on r.assignedteamid = t.teamid where s.active = 't' and r.active = 't'
```

```
order by s.skillname, competencelevel, resourceloginid
```

SKILLNAME	COMPETENCELEVEL	RESOURCELOGINID	EXTENSION	RESOURCEFIRSTNAME	RESOURCELASTNAME
TEAMNAME					

Skill1	5	agent1	62121	Agent1	Default
Skill1	5	agent2	62131	Agent2	Default
Skill1	5	arunabh	62000	CIPC	Default

Note:这帮助验证代理程序到技能映射。能使用它为了取消一种不正确技能映射对代理程序的您，当面对与在根据技能的路由的问题。