

GENESYS

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Genesys CX Insights Multicloud Projects Reference Guide

Co-browse folder

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Objects that you can use to organize and filter data related to agent handling of contact center interactions involving Co-browse sessions.

Related documentation:

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RSS:

For private edition

Co-browse folder and subfolders

Important

Use this document for Genesys CX Insights Multicloud deployments. For information relevant to Genesys CX Insights on-premises deployments, see the corresponding page in the *Genesys CX Insights on-premises Projects Reference Guide*.

The Co-browse folder contains numerous objects that you can use to build reports describing agent handling of contact center interactions involving Co-browse sessions. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

This folder contains the following root folder and subfolders.

Co-browse

Folder: Co-browse

Introduced: 9.0.011.00

Description: The root Co-browse folder. Objects in this folder enable the organization and measurement		
of Info Mart agent data based on high-level characteristics of Co-browse sessions.		

of Info Mart agent data based on high-level characteristics of Co-browse sessions.		
 Metrics: Avg Before Co-browse Started Time Avg Handle Time Before Co-browse Started 	Time • Entered • Handle Time	InteractionsSessionsWrite Sessions
Attributes: • Co-browse Duration	Irf Anchor	Mode Start Time
Co-browse End Time	Last Queue	Page End Time
Co-browse Session ID	Last Queue Key	Page Key
Co-browse Start Time	Last VQueue	Page Start Time
Handling Agent Name	Last VQueue Key	Page Title
• Interaction Duration	Media Server Ixn Guid	Page Url
Interaction End Time	• Mode	Resource Agent Key
Interaction ID	Mode End Time	Start Date Time Key
Interaction Start Time	Mode Key	

Reports built primarily from the objects in the Co-browse folder and subfolders

• Co-browse Detail Report

• Co-browse Summary Report

For more information about Co-browse reports, see the guide *Historical Reporting with Genesys CX* Insights.