Genesys CX Insights Multicloud Projects Reference Guide

Co-browse folder

9/17/2025

Contents

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.

Metrics:
- Avg Before Co-browse Started Time
- Avg Handle Time
- Before Co-browse Started

- Time
- Entered
- Handle Time

- Interactions
- Sessions
- Write Sessions

Attributes:
- Co-browse Duration
- Co-browse End Time
- Co-browse Session ID
- Co-browse Start Time
- Handling Agent Name
- Interaction Duration
- Interaction End Time
- Interaction ID
- Interaction Start Time

- Irf Anchor
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Media Server Ixn Guid
- Mode
- Mode End Time
- Mode Key

- Mode Start Time
- Page End Time
- Page Key
- Page Start Time
- Page Title
- Page Url
- Resource Agent Key
- Start Date Time 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*.