GENESYS™

Genesys CX Insights Multicloud Projects Reference Guide

Co-browse Attributes

5/26/2026

Contents

Attributes that you can use to build co-browse-related reports.

Related documentation:
-
-
-
-

RSS:
- For private edition

> **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 attributes that you can use to build Co-browse-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

> **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.

The following Attributes are available in this folder and are described on this page.

Co-browse		
	• Co-browse Duration	• Co-browse Session ID
	• Co-browse End Time	• 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

Folder: Co-browse

Attribute name: Co-browse Duration	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the session duration.	

Attribute name: Co-browse End Time	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which the Co-browse session ended.	

Attribute name: Co-browse Session ID	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the identifier of the Co-browse session, as reported by Co-browse Server.	

Attribute name: Co-browse Start Time	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which the Co-browse session started.	

Attribute name: Handling Agent Name	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the name of the Agent	

who assisted the customer in the co-browse session. This attribute show all Agents regardless of Dynamic Access Restriction filters.

Form(s): User Name, Last Name, First Name, Employee ID	
Forms in this attribute:	
Form: Employee ID **Table.Column:** RESOURCE_A.EMPLOYEE_ID **Data type:** Text	**Description:** Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name **Table.Column:** RESOURCE_A.AGENT_FIRST_NAME **Data type:** Text	**Description:** Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name **Table.Column:** RESOURCE_A.AGENT_LAST_NAME **Data type:** Text	**Description:** Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name **Table.Column:** RESOURCE_A.RESOURCE_NAME **Data type:** Text	**Description:** Enables data to be organized by the user name of the agent who is associated with the interaction.

Attribute name: Interaction Duration	**Folder:** Co-browse
Description: Enables data within the reporting interval to be organized based on the duration of the interaction, which is calculated as the difference between the start and end timestamps of the interaction.	

Attribute name: Interaction End Time	**Folder:** Co-browse
Description: Enables data to be organized by the calendar date and time when the interaction ended. Identical to Detail > Handling Attempt > End Timestamp.	

Attribute name: Interaction ID	**Folder:** Co-browse
Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_ FACT table. • For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. • For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.	

Attribute name: Interaction Start Time	Folder: Co-browse
Description: Enables data to be organized by the moment when the interaction began. Identical to Detail > Start Timestamp.	

Attribute name: Irf Anchor	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the first resource that handled an interaction. (Or the resource in which the interaction was abandoned or stopped, if no resource handled the interaction.)	

Attribute name: Last Queue	Folder: Co-browse
Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Transfer > Source Last Queue.	

Attribute name: Last Queue Key	Folder: Co-browse
Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. Excludes virtual queues.	

Attribute name: Last VQueue	Folder: Co-browse
Description: Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.	
Form(s): Last VQueue Type	
Forms in this attribute:	
Form: Last VQueue Type **Table.Column:** RESOURCE_VQ.RESOURCE_SUBTYPE **Data type:** Text	**Description:** Enables data within the reporting interval to be organized by the type of virtual queue. Adding this detail to a report has a significant impact on performance.

Attribute name: Last VQueue Key	Folder: Co-browse
Description: Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.	

Attribute name: Media Server Ixn	Folder: Co-browse

Guid	
Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. • T-Server voice interactions: the GUID is the Call UUID. • Multimedia interactions: the GUID is the Interaction ID from Interaction Server.	

Attribute name: Mode	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the mode that is used during a given segment of the Co-browse session: POINTER, WRITE, or UNKNOWN. • In POINTER mode, the agent observes while the customer browses the web page. • In WRITE mode, the agent can actively click or enter data on the web page. • In a single Co-browse session, an agent can switch between the two modes; each switch is recorded as a separate segment within a single Co-browse session.	

Attribute name: Mode End Time	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a mode ended.	

Attribute name: Mode Key	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the surrogate key that is used to join the COBROWSE_MODE dimension to the fact table, to identify modes uses in the Co-browse session.	

Attribute name: Mode Start Time	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a mode started.	

Attribute name: Page End Time	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a page visit ended.	

Attribute name: Page Key	Folder: Co-browse

Description: Enables data within the reporting interval to be organized based on the surrogate key that is used to join the COBROWSE_PAGE dimension to the fact table, to identify characteristics of the pages visited in the Co-browse session.

Attribute name: Page Start Time	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a page visit started.

Attribute name: Page Title	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the title of the web page shared in the Co-browse session.

Attribute name: Page Url	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the URL of the web page visited in the Co-browse session.

Attribute name: Resource Agent Key	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the ID of the agent who is associated with the interaction.

Attribute name: Start Date Time Key	**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the 15-minute interval in which the Co-browse session began.