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Genesys CX Insights Multicloud Projects Reference Guide

[Co-browse Metrics](#)

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Contents

- 1 Folder: Co-browse

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

Related documentation:

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RSS:

- [For private edition](#)

The Co-browse folder contains numerous metrics that you can use to build Co-browse-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

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.

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 following Metrics are available in this folder and are described on this page.

Co-browse

- | | | |
|-------------------------------------|---------------------------------|----------------|
| • Avg Before Co-browse Started Time | • Avg Handle Time | • Entered |
| | • Before Co-browse Started Time | • Handle Time |
| | | • Interactions |

- Sessions

- Write Sessions

Folder: Co-browse

Metric name: Avg Before Co-browse Started Time		Folder: Co-browse
Description: The average amount of time between the beginning of an interaction and the initiation of the first Co-browse session.		
Calculation: Calculated as the Co-browse first wait time (first Co-browse session start time minus the interaction start time), divided by the number of Co-browse sessions (FIRST_WAIT_TIME / SESSIONS).		Used in: <ul style="list-style-type: none">• Co-browse Summary Report
Media type:		
Data type: Metric type: Disposition		
Metric name: Avg Handle Time		Folder: Co-browse
Description: The average amount of time (HH:MM:SS) that this agent spent handling Co-browse sessions.		
Calculation: Calculated as the handle time divided by the number of Co-browse sessions (HANDLE_TIME / SESSIONS).		Used in: <ul style="list-style-type: none">• Co-browse Summary Report
Media type:		
Data type: Metric type: Disposition		
Metric name: Before Co-browse Started Time		Folder: Co-browse
Description: Total amount of time between the beginning of an interaction and the initiation of the first Co-browse session. For example: In a scenario where an interaction starts at 10:00 and the customer later requests help with Co-browse, and a Co-browse session is initiated at 10:07, the FIRST_WAIT_TIME is calculated as seven minutes (420 seconds).		
Calculation: Calculated as the difference between the beginning of an interaction and the initiation of the first Co-browse session.		Used in: This metric is not used in any reports.
Media type:		

Data type: Metric type: Disposition		
Metric name: Entered	Folder: Co-browse	
Description: The total number of Voice or Chat interactions that were accepted by the agent, regardless of whether Co-browse sessions were part of the interaction.		
Calculation:	Used in: <ul style="list-style-type: none"> Co-browse Summary Report 	
Media type: Data type: Metric type: Disposition		
Metric name: Handle Time	Folder: Co-browse	
Description: The total amount of time that this agent spent handling Co-browse sessions.		
Calculation:	Used in: <p>This metric is not used in any reports.</p>	
Media type: Data type: Metric type: Disposition		
Metric name: Interactions	Folder: Co-browse	
Description: The total number of Voice or Chat interactions that were accepted by the agent, and that included one or more Co-browse sessions.		
Calculation:	Used in: <ul style="list-style-type: none"> Co-browse Summary Report 	
Media type: Data type: Metric type: Disposition		
Metric name: Sessions	Folder: Co-browse	
Description: The total number of Co-browse sessions.		
Calculation:	Used in: <ul style="list-style-type: none"> Co-browse Summary Report 	
Media type: Data type:		

Metric type: Disposition		
Metric name: Write Sessions		Folder: Co-browse
Description: The total number of Co-browse sessions in which WRITE mode was used in any segment of the session.		
Calculation:		Used in: <ul style="list-style-type: none">• Co-browse Summary Report
Media type:		
Data type: Metric type: Disposition		
