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Work with Genesys CX Insights Reports

[Co-browse reports](#)

Contents

- 1 About Co-browse reports
- 2 Related topics

- 
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- Administrator
- Supervisor

Learn more about agent handling of contact center interactions that involve Co-browse sessions.

Related documentation:

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RSS:

- [For private edition](#)

Reports in the **Co-browse** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

Important

The reports in this folder are available on request; talk to your Genesys representative about making them available for you to use.

The following reports are available in the **CX Insights > Co-browse** folder:

About Co-browse reports

Co-browse Detail Report
Owner: Administrator
Modified: 12/14/18 4:31:40 PM
Use this report to view segment-related details pertaining to agent handling of contact center interactions with Co-browse sessions, including Co-browse session time, and data about the master who initiated the Co-browse session (mode and visited pag

Co-browse Summary Report
Owner: Administrator
Modified: 12/14/18 4:31:26 PM
Use this report to contrast agent interaction handling Co-browse Sessions, including Co-browse session count, Start time, Handle time, % rate of Interactions with Co-browse sessions

- Co-browse Detail Report
- Co-browse Summary Report

Related topics

- Go back to the complete list of available reports.
- Learn how to generate historical reports.
- Learn how to read and understand reports.
- Learn how to create or customize reports.

To view more detailed information about the metrics and attributes used in the reports, and about other metrics and attributes that you can use to customize reports, see the *Genesys CX Insights Multicloud Projects Reference Guide*.