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## Work with Genesys CX Insights Reports

[Co-browse reports](#)

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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

The screenshot shows the CX Insights 9.0.009.00\_1 interface. The left sidebar has a navigation tree with 'Recents', 'Shared Reports' (expanded), 'Custom', and 'CX Insights' (expanded). Under 'CX Insights', there are sub-folders: 'Agents', 'Business Results', 'Callback', 'Chat', 'Chat Bot', 'Co-browse' (highlighted in blue), 'Dashboards', 'Designer', and 'Details'. The main content area shows two reports: 'Co-browse Detail Report' and 'Co-browse Summary Report'. The 'Co-browse Detail Report' is described as a report to view segment-related details pertaining to agent handling of contact center interactions with Co-browse sessions. The 'Co-browse Summary Report' is described as a 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*.