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# Work with Genesys CX Insights Reports

Co-browse Summary Report

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- Administrator
- Supervisor

Analyze each agent's handling of interactions that involve Co-browse sessions.

**Related documentation:**

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**RSS:**

- [For private edition](#)

Use the (**Co-browse** folder) Co-browse Summary Report to learn how each agent handles interactions involving Co-browse sessions, by contrasting Co-browse session counts, session durations, and the percentage of interactions that include Co-browse.

**Important**

This report is available on request; talk to your Genesys representative about making it available for you to use.

## Understanding the Co-browse Summary Report

| Co-browse Summary Report |                         |            |                   |                             |                    |                     |                          |   |                       |
|--------------------------|-------------------------|------------|-------------------|-----------------------------|--------------------|---------------------|--------------------------|---|-----------------------|
| Media Type               | Agent Name              | Day        | Interaction Count | Interactions with Co-browse | Co-browse Sessions | % Rate of Co-browse | Co-browse Write Sessions | Avg Before Co-browse Started Time (Fmt) | Avg Handle Time (Fmt) |
| Chat                     | , Agent1 (Agent1)       | 2018-09-17 | 1                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          | , Agent2 (Agent2)       | 2018-09-10 | 2                 | 2                           | 2                  | 100.00%             | 1                        | 00:00:18                                | 00:00:27              |
|                          |                         | 2018-09-11 | 3                 | 1                           | 1                  | 33.33%              | 1                        | 00:00:59                                | 00:01:34              |
|                          |                         | 2018-09-13 | 1                 | 1                           | 3                  | 100.00%             | 0                        | 00:00:53                                | 00:03:29              |
|                          |                         | 2018-09-15 | 3                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2018-09-17 | 16                | 2                           | 2                  | 12.50%              | 0                        | 00:00:40                                | 00:00:14              |
|                          | <b>Total</b>            |            | <b>26</b>         | <b>6</b>                    | <b>8</b>           | <b>23.08%</b>       | <b>2</b>                 | <b>00:00:38</b>                         | <b>00:01:40</b>       |
| Voice                    | , A6001_sip (A6001_sip) | 2011-04-11 | 9                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2011-04-13 | 2                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2011-11-10 | 3                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          | , Agent1 (Agent1)       | 2011-01-14 | 35                | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2011-01-24 | 44                | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2011-04-13 | 1                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2011-04-14 | 2                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2011-04-25 | 4                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2011-11-10 | 1                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2017-12-04 | 6                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2017-12-05 | 1                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2017-12-06 | 3                 | 0                           | 0                  | 0.00%               | 0                        |   |                       |
|                          |                         | 2017-12-15 | 17                | 0                           | 0                  | 0.00%               | 0                        |   |                       |

This report provides a summary view of Co-browse session volumes, by agent, including interaction volumes, the number and percentage of interactions that included Co-browse sessions, handle times, and other key metrics.

To get a better idea of what this report looks like, view sample output from the report:

[Sample Co-browse Summary Report.pdf](#)

The following tables explain the prompts you can select when you generate the report, and the attributes and metrics represented in the report:

## Prompts for the Co-browse Summary Report

All prompts in this report are optional; run them with no value to return all available data.

| Prompt              | Description   |
|---------------------|---|
| Pre-set Date Filter | From the list, choose a time period on which to report, and move it to the <b>Selected</b> list. Default: Current month. If this prompt is set to anything other than <b>none</b> , the Date prompts are ignored.               |
| Start Date          | Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except <b>none</b> , this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data. |

| Prompt     | Description  |
|------------|--|
| End Date   | Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except <b>none</b> , this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data. |
| Agent      | Optionally, select an agent on which to focus the report.  |
| Media Type | Optionally, select the type of media to include in the report—for example, VOICE or CHAT.  |

## Attributes used in the Co-browse Summary Report

| Attribute  | Description  |
|------------|--|
| Media Type | This attribute enables data within the reporting interval to be organized by the media type where Co-browse was provided (voice or chat).  |
| Agent Name | This attribute enables data within the reporting interval to be organized by the name of the agent who assisted the customer in the Co-browse session.   |
| Day        | This attribute enables data within the reporting interval to be organized by the day on which the Co-browse session was initiated. You can drill on this attribute to Hour, 30 Min, or 15 Min. |

## Metrics used in the Co-browse Summary Report

| Metric                      | Description   | Metric source  |
|-----------------------------|---|--|
| Interaction Count           | 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). | AG2_COBROWSE_AGENT.ENTERED   |
| Interactions with Co-browse | The total number of voice or chat interactions that were accepted by the agent, and which included one or more Co-browse sessions.                      | AG2_COBROWSE_AGENT.INTERACTIONS  |
| Co-browse Sessions          | The total number of Co-browse sessions. One interaction with Co-browse can be counted as many Co-browse sessions.                                       | AG2_COBROWSE_AGENT.SESSIONS  |
| % Rate of Co-browse         | The percentage of interactions with Co-browse, compared to the total number of interactions.  | Calculated as the total number of Co-browse interactions divided by the total number of accepted |

| Metric                                  | Description  | Metric source  |
|---|--|--|
|   | Note that the total number of Co-browse interactions is a count of interactions, not sessions.   | interactions (INTERACTIONS / ENTERED).   |
| Co-browse Write Sessions                | The total number of Co-browse sessions with WRITE mode. Sessions are in either POINTER or WRITE mode. In POINTER sessions, the agent observes while the caller browses the web page, whereas in WRITE sessions, the agent can actively click the web page or enter data. | AG2_COBROWSE_AGENT.RW_SESSIONS   |
| Avg Before Co-browse Started Time (Fmt) | The average amount of time between the beginning of an interaction, and the initiation of the first Co-browse session.   | 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). |
| Avg Handle Time (Fmt)                   | The average amount of time (HH:MM:SS) that this agent spent handling Co-browse sessions..  | Calculated as the handle time divided by the number of Co-browse sessions (HANDLE_TIME / SESSIONS).  |