Work with Genesys CX Insights Reports

Co-browse Summary Report

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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
	Total		26	6	8	23.08%	2	00:00:38	00:01:40
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		

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 **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, 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 **none**, 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 **none**, 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).