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# Deployment Guide

Real-time Reporting

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# Real-time Reporting

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Genesys Co-browse includes the following real-time reporting templates that allow you to:

- `Co-browseAgents.xtpl` — see the current number of agents participating in Co-browse sessions.
- `Co-browseInteractions.xtpl` — see the current and daily total number of Co-browse sessions.
- `Co-browseInteractionsExt.xtpl` — see the user data (Co-browse session ID, Co-browse start time, Co-browse end time, Co-browse sessions quantity) against certain Co-browse session.

## CCPulse+ Templates

### Important

For CCPulse+ templates to be imported correctly, you must rename each template using the Import/Export Wizard before applying the import procedure.

### Co-browseAgents.xtpl

**Object to apply:** Tenant, Agent Group, Place Group.

**Available CCPulse+ Views:**

- Create Real-Time View.

### Important

For the tenant to be applied correctly, you should select the tenant object together with agent group(s) or place group(s) for the CCPulse+ Real-Time View.

<Object>	Statistic	Values
CurrentNumber	Agents working on Chat with CB	<i>Current number of agents working on Chat with Co-browse</i>
	Agents working on Chat	<i>Current number of agents working on Chat</i>
	Agents working on inbound Voice with CB	<i>Current number of agents working on Inbound Voice with Co-browse</i>
	Agents working on inbound Voice	<i>Current number of agents working on Inbound Voice</i>
	Agents working on Voice with CB	<i>Current number of agents working on Voice (Inbound, Internal, Consult) with Co-browse</i>
	Agents working on Voice	<i>Current number of agents</i>

<Object>	Statistic	Values
		<i>working on Voice</i>
	Agents working on inbound CB	<i>Current number of agents working on Inbound Voice and Chat with Co-browse</i>
	Agents working on CB	<i>Current number of agents working on Voice and Chat with Co-browse</i>

## Co-browseInteractions.xtpl

**Object to apply:** Tenant, Agent Group, Place Group, Place, Agent.

**Available CCPulse+ Views:**

- Create Real-Time View
- Create Real-Time View for Members
- Create Real-Time View V/AG Dynamic Membership.

### Important

For the tenant to be applied correctly, you should select the tenant object together with any other valid object(s) (agent group, place group, place, agent) for the CCPulse+ Real-Time View.

<Object>	Statistic	Values
Current Interactions	Chat with CB Handling	<i>Current number of Chat with Co-browse interactions</i>
	Chat Handling	<i>Current number of Chat interactions</i>
	(Chat with CB)/Chat, %	<i>Ratio of current number of Chat with Co-browse interactions as opposed to Chat interactions</i>
	Inbound Voice with CB Handling	<i>Current number of Inbound Voice with Co-browse interactions</i>
	Inbound Voice Handling	<i>Current number of Inbound Voice interactions</i>
	(Voice with CB)/Voice, Inbound, %	<i>Ratio of current number of Inbound Voice with Co-browse interactions as opposed to Inbound Voice interactions</i>
	Voice with CB Handling	<i>Current number of Voice (Inbound, Internal, Consult) with Co-browse interactions</i>
	Voice Handling	<i>Current number of Voice interactions</i>

<Object>	Statistic	Values
	(Voice with CB)/Voice, %	Ratio of current number of Voice with Co-browse interactions as opposed to Voice interactions
	CB Inbound Handling	Current number of Chat and Inbound Voice with Co-browse interactions
	CB/(Chat and Voice), Inbound, %	Ratio of current number of Chat and Inbound Voice with Co-browse interactions as opposed to Chat and Inbound Voice interactions
	CB Handling	Current number of Chat and Voice with Co-browse interactions
	CB/(Chat and Voice), %	Ratio of current number of Chat and Voice with Co-browse interactions as opposed to Chat and Voice interactions
Total Interactions	Chat with CB Total	Total number of Chat with Co-browse interactions
	Chat Total	Total number of Chat interactions
	(Chat with CB)/Chat,Total, %	Ratio of Total number of Chat with Co-browse interactions as opposed to Chat interactions
	Inbound Voice with CB Total	Total number of Inbound Voice with Co-browse interactions
	Inbound Voice Total	Total number of Inbound Voice interactions
	(Voice with CB)/Voice, Inbound Total, %	Ratio of total number of Inbound Voice with Co-browse interactions as opposed to Inbound Voice interactions
	Voice with CB Total	Total number of Voice (Inbound, Internal, Consult) with Co-browse interactions
	Voice Total	Total number of Voice interactions
	(Voice with CB)/Voice,Total, %	Ratio of total number of Voice with Co-browse interactions as opposed to Voice interactions
	CB Inbound Total	Total number of Chat and Inbound Voice with Co-browse interactions
	CB/(Chat and Voice), Inbound Total, %	Ratio of total number of Chat and Inbound Voice with Co-browse interactions as opposed to Chat and Inbound Voice interactions
	CB Total	Total number of Chat and Voice

<Object>	Statistic	Values
		<i>with Co-browse interactions</i>
	CB/(Chat and Voice), Total, %	<i>Ratio of total number of Chat and Voice with Co-browse interactions as opposed to Chat and Voice interactions</i>

## Co-browseInteractionsExt.xtpl

**Object to apply:** Agent Group, Place Group, Place, Agent.

**Available CCPulse+ Views:**

- Create Real-Time View
- Create Real-Time View for Members
- Create Real-Time View V/AG Dynamic Membership.

	CoBrowseStartTime	CoBrowseSessionId	CoBrowseEndTime	CoBrowseSessionsQuantity
<Agent name>	<i>Co-browse session start time</i>	<i>Co-browse session ID</i>	<i>Co-browse session end time</i>	<i>Co-browse sessions quantity</i>
...	...	...	...	...

<Agent>	Statistic	Values
Current Interactions	CoBrowseStartTime	<i>Co-browse session start time</i>
	CoBrowseSessionId	<i>Co-browse session ID</i>
	CoBrowseEndTime	<i>Co-browse session end time</i>
	CoBrowseSessionsQuantity	<i>Co-browse sessions quantity</i>