GENESYS™

Deployment Guide

Pulse Templates Overview

12/15/2025

Contents

Pulse Templates Overview

Pulse templates come in two groups:

- *Current Statistics*—collected for interactions currently kept by agents. These templates are located in the `/Pulse/current` folder.
- *Total Statistics*—collected for interactions ended in the configured time interval (not more than 24 hours). These templates are located in the `/Pulse/total` folder.

To set up and use the Co-browse Pulse templates, see Setting Up Reporting Templates in Pulse.

<tabber> Current Statistics=

Current Co-browse Agents Number

This option is available starting in 8.5.003+.

File: `/Pulse/current/CurrentCo-browseAgentsNumber.txt`
Description: Number of agents working on Co-browse interactions
Allowed Object Types: Agent Group, Place Group

Template Statistics:

Pulse Statistic	Description
CB Agents Number	Number of agents working with Co-browse
Agents with CB denial	Number of agents working on Chat/Voice with CB session denial
Agents that have allowed CB after denial	Number of agents working on Chat/Voice with allowed CB after denial
Current Group State	Hidden Auxiliary statistic needed for user data retrieval

Current Chat Interactions

File: `/Pulse/current/CurrentChatInteractions.txt`
Description: Number of chat interactions currently handled by agents
Allowed Object Types: Agent, Place, Agent Group, Place Group

Template Statistics:

Pulse Statistic	Description
Chat	Number of chat interactions currently handled by agents
CB in Chat	Number of chat with Co-browse interactions currently handled by agents
(CB in Chat)/Chat, %	Ratio of current number of chat with Co-browse interactions and total number of chat interactions
Web Chat	Number of web chat interactions currently handled by agents
CB in Web Chat	Number of web chat with Co-browse interactions currently handled by agents
(CB in Web Chat)/Web Chat, %	Ratio of current number of web chat with Co-browse interactions and total number of web chat interactions

Current Various Voice Interactions

This option is available starting in 9.0.000.08.

File: /Pulse/current/CurrentVariousVoiceInteractions.txt
Description: Number of various voice interactions currently handled by agents
Allowed Object Types: Agent, Place, Agent Group, Place Group

Template Statistics:

Pulse Statistic	Description
Voice calls	Number of various voice interactions currently handled by agents
CB in Voice	Number of various voice with Co-browse interactions currently handled by agents
(CB on InbVoice)/InbVoice, %	Ratio of current voice with Co-browse interactions and total number of voice interactions

Current Inbound Voice Interactions

> ### Important
> Updated in 9.0.000.08

File: /Pulse/current/CurrentVoiceInteractions.txt
Description: Number of inbound voice interactions currently handled by agents
Allowed Object Types: Agent, Place, Agent Group, Place Group

Template Statistics:

Pulse Statistic	Description
Inbound Voice	Number of inbound voice interactions currently handled by agents
CB in Inbound Voice	Number of inbound voice with Co-browse interactions currently handled by agents
(CB on InbVoice)/InbVoice, %	Ratio of current inbound voice with Co-browse interactions and total number of inbound voice interactions

Current Co-browse Denials

This option is available starting in 8.5.003+.

File: /Pulse/current/CurrentCo-browseDenials.txt
Description: Number of chat/voice interactions currently handled by agents with allowed co-browse after denial
Allowed Object Types: Agent, Place, Agent Group, Place Group

Template Statistics:

Pulse Statistic	Description
Allowed CB after denial	Number of chat/voice interactions currently handled by agents with allowed co-browse after denial
CB denial in Voice	Number of voice interactions currently handled by agents with co-browse session denial
CB denial in Web Chat	Number of web chat interactions currently handled by agents with co-browse session denial
CB denial in Chat	Number of chat interactions currently handled by agents with co-browse session denial

Co-browse Sessions State

> ### Important
> Updated in **8.5.003**

File: `/Pulse/current/Co-browseSessionsState.txt`
Description: Current Co-browse Session State:

- Agent State

- Co-browse State

- Start Time

- ID

- Quantity

Allowed Object Types: Agent

Template Statistics:

Pulse Statistic	Description
Current Agent State	Hidden auxiliary statistic needed for user data retrieval
CB Session State	Co-browse session state. Possible values: • alive • finished • denied (added in 8.5.003)
Co-browse Session Start Time	Session start time
Co-browse Session ID	Session ID
Co-browse Session Quantity	Session quantity

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Total Chat Interactions

File: `/Pulse/total/TotalChatInteractions.txt`
Description: Total number and total duration of chat interactions handled by agents
Allowed Object Types: Agent, Place, Agent Group, Place Group
Template Statistics:

Pulse Statistic	Description
Chat	Total number of chat interactions handled by agents
CB in Chat	Total number of chat with Co-browse interactions handled by agents
(CB in Chat)/Chat, %	Ratio of total number of chat with Co-browse interactions and chat interactions
Chat Duration	Duration of chat interactions handled by agents

Pulse Statistic	Description
CB in Chat Duration	Duration of chat with Co-browse interactions handled by agents
(CB in Chat)/Chat, % Duration	Ratio of total duration of chat with Co-browse interactions and chat interactions

Total Web Chat Interactions

File: `/Pulse/total/TotalWebChatInteractions.txt`
Description: Total number and total duration of web chat interactions handled by agents
Allowed Object Types: Agent, Place, Agent Group, Place Group
Template Statistics:

Pulse Statistic	Description
Web Chat	Total number of web chat interactions handled by agents
CB in Web Chat	Total number of web chat with Co-browse interactions handled by agents
(CB in Web Chat)/Web Chat, %	Ratio of total number of web chat with Co-browse interactions and Web Chat interactions
Web Chat Duration	Duration of web chat interactions handled by agents
CB in Web Chat Duration	Duration of web chat with Co-browse interactions handled by agents
(CB in Web Chat)/Web Chat, % Duration	Ratio of total duration of web chat with Co-browse interactions and web chat interactions

Total Voice Interactions

File: `/Pulse/total/TotalVoiceInteractions.txt`
Description: Total number and total duration of voice interactions handled by agents
Allowed Object Types: Agent, Place, Agent Group, Place Group
Template Statistics:

Pulse Statistic	Description
Inbound Voice	Total number of inbound voice interactions handled by agents
CB in Inbound Voice	Total number of inbound voice with Co-browse interactions handled by agents
(CB in inVoice)/inboundVoice, %	Ratio of total number of inbound voice with Co-

Pulse Statistic	Description
	browse interactions and inbound voice interactions
Inbound Voice Duration	Duration of inbound voice interactions handled by agents
CB in Inb Voice Duration	Duration of inbound voice with Co-browse interactions handled by agents
(CB in InbVoice)/InbVoice, % Duration	Ratio of total duration of inbound voice with Co-browse interactions and inbound voice interactions

Total Co-browse Denials

This option is available starting in 8.5.003+.

File: `/Pulse/total/TotalCo-browseDenials.txt`
Description: Total amount of chat/voice interactions handled by agents with allowed co-browse after denial
Allowed Object Types: Agent, Place, Agent Group, Place Group
Template Statistics:

Pulse Statistic	Description
CB denial in Chat	Total number of chat interactions handled by agents with co-browse session denial
CB denial in Web Chat	Total number of web chat interactions handled by agents with co-browse session denial
CB denial in Voice	Total number of voice interactions handled by agents with co-browse session denial
Allowed CB after denial	Total number of chat/voice interactions handled by agents with allowed co-browse after denial