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# Genesys Customer Experience Insights Project Guide

[Co-browse Metrics](#)

5/9/2025

# Co-browse Metrics

The Co-browse folder contains numerous metrics that you can use to build Co-browse-related reports.

Note the following:

- Unless otherwise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see [Project terminology and concepts](#).

## Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

### Co-browse

- [Before Co-browse Started Time](#)
- [Entered](#)
- [Handle Time](#)
- [Interactions](#)
- [Sessions](#)
- [Write Sessions](#)

## Folder: Co-browse

### Metric name: Avg Before Co-browse Started Time

#### Folder:

Co-browse

**Description:** The average amount of time between the beginning of an interaction and the initiation of the first Co-browse session.

**Source or Calculation:** 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).

#### Used in:

- Co-browse Summary Report

**Media type:**

<b>Data type:</b> <b>Metric type:</b> Disposition		
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<b>Metric name: Avg Handle Time</b>		<b>Folder:</b> Co-browse
<b>Description:</b> The average amount of time (HH:MM:SS) that this agent spent handling Co-browse sessions.		
<b>Source or Calculation:</b> Calculated as the handle time divided by the number of Co-browse sessions (HANDLE_TIME / SESSIONS).		<b>Used in:</b> <ul style="list-style-type: none"><li>Co-browse Summary Report</li></ul>
<b>Media type:</b> <b>Data type:</b> <b>Metric type:</b> Disposition		
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<b>Metric name: Before Co-browse Started Time</b>		<b>Folder:</b> Co-browse
<b>Description:</b> Total amount of time between the beginning of an interaction and the initiation of the first Co-browse session.  For example: In a scenario where an interaction starts at 10:00 and the customer later requests help with Co-browse, and a Co-browse session is initiated at 10:07, the FIRST_WAIT_TIME is calculated as seven minutes (420 seconds).		
<b>Source or Calculation:</b> Calculated as the difference between the beginning of an interaction and the initiation of the first Co-browse session.		<b>Used in:</b>  This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> <b>Metric type:</b> Disposition		
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<b>Metric name: Entered</b>		<b>Folder:</b> Co-browse
<b>Description:</b> 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.		
<b>Source or Calculation:</b> AG2_COBROWSE_AGENT_*.ENTERED		<b>Used in:</b> <ul style="list-style-type: none"><li>Co-browse Summary Report</li></ul>
<b>Media type:</b> <b>Data type:</b> <b>Metric type:</b> Disposition		
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<b>Metric name: Handle Time</b>		<b>Folder:</b> Co-browse
<b>Description:</b> The total amount of time that this agent spent handling Co-browse sessions.		
<b>Source or Calculation:</b> AG2_COBROWSE_AGENT_*.HANDLE_TIME		<b>Used in:</b>  This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b> Disposition		
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<b>Metric name: Interactions</b>		<b>Folder:</b> Co-browse
<b>Description:</b> The total number of Voice or Chat interactions that were accepted by the agent, and that included one or more Co-browse sessions.		
<b>Source or Calculation:</b> AG2_COBROWSE_AGENT_*.INTERACTIONS		<b>Used in:</b>  • Co-browse Summary Report
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b> Disposition		
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<b>Metric name: Sessions</b>		<b>Folder:</b> Co-browse
<b>Description:</b> The total number of Co-browse sessions.		
<b>Source or Calculation:</b> AG2_COBROWSE_AGENT_*.SESSIONS		<b>Used in:</b>  • Co-browse Summary Report
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b> Disposition		
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<b>Metric name: Write Sessions</b>		<b>Folder:</b> Co-browse
<b>Description:</b> The total number of Co-browse sessions in which WRITE mode was used in any segment of the session.		
<b>Source or Calculation:</b> AG2_COBROWSE_AGENT_*.RW_SESSIONS		<b>Used in:</b>  • Co-browse Summary Report
<b>Media type:</b>		
<b>Data type:</b>		

<b>Metric type:</b> Disposition		
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