GENESYS™

Genesys Customer Experience Insights User's Guide

Co-browse Detail Report

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Co-browse Detail Report

Use this report to view segment-related details pertaining to agent handling of contact center interactions that include Co-browse sessions. The report provides detailed information about Co-browse sessions, including durations, browsing modes, and pages visited.

Understanding the Co-browse Detail Report

This report provides detailed information about Co-browse sessions, on an agent-by-agent bases, including Interaction durations, Co-browse session durations, Co-browse modes, and details about the pages visited.

To get a better idea of what this report looks like, view sample output from the report:
Sample Co-browse Detail Report.pdf

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

Prompts for the Co-browse Detail Report

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

Prompt	Description
Pre-set Day Filter	Choose a day from the list of preset options. This

Prompt	Description
	prompt overrides the Start Time and End Time values.
Start Time	Choose the day and time from which to begin collecting data into the report. This prompt has no effect if **Pre-set Day Filter** is set to anything except **None**.
End Time	Choose the day and time at which to stop collecting data into the report. This prompt has no effect if **Pre-set Day Filter** is set to anything except **None**.
Agent Name	Choose an agent on which to focus the report.
Last Queue	From the list, choose a queue on which to focus the report. The report will include only interactions that traveled through the selected queue immediately before the interaction was handled.
Last VQueue	From the list, choose a virtual queue on which to focus the report. The report will include only interactions that traveled through the selected queue immediately before the interaction was handled.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE or CHAT.
Interaction ID	Optionally, select an Interaction ID on which to focus the report.

Attributes used in Co-browse Detail Report

Attribute	Description
Media Type	This attribute enables data within the reporting interval to be organized by the media type from which the Co-browse session was initiated (voice or chat).
Handling 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.
Queue	This attribute enables data within the reporting interval to be organized by the Queue from where the Co-browse interaction was routed to an agent. Co-browse is a part of the voice or chat interaction, so technically the primary interaction routed is voice or chat.
VQueue	This attribute enables data within the reporting interval to be organized by the Queue from where the Co-browse interaction was routed to an agent. Co-browse is a part of the voice or chat interaction, so technically the primary interaction routed is

Attribute	Description
	voice or chat.

Metrics used in the Co-browse Detail Report

Metric	Description	Metric source
Interaction ID	Interaction ID of the voice or chat.	INTERACTION_FACT_GI2.INTERACTION_ID
Interaction Start Time	Interaction Start Time of the voice or chat.	INTERACTION_FACT_GI2.START_TS_TIME
Interaction End Time	Interaction End Time of the voice or chat.	INTERACTION_FACT_GI2.END_TS_TIME
Interaction Duration	The duration of the interaction that started and ended.	Calculated as interaction end time minus interaction start time (END_TS - START_TS).
Co-browse Session ID	The unique identifier of the Co-browse session.	COBROWSE_FACT_GI2.SESSION_TOKEN
Co-browse Start Time	The time when the Co-browse session started. Each interaction can contain multiple Co-browse sessions.	COBROWSE_FACT_GI2.SESSION_START_TIME
Co-browse End Time	The time when the Co-browse session ended. Each interaction can contain multiple Co-Browse sessions.	COBROWSE_FACT_GI2.SESSION_END_TIME
Co-browse Duration	The duration of the co-browse session.	Calculated as Co-browse session end time minus Co-browse session start time (SESSION_END_TIME_TS - SESSION_START_TIME_TS).
Mode Start Time	The start time of the mode in the Co-browse session. A Co-browse session can contain multiple mode sessions.	COBROWSE_FACT_GI2.SEGMENT_START_TIME
Mode	The mode (POINTER or WRITE) that was used in the session. In POINTER sessions, the agent observes while the caller browses the web page, whereas in WRITE sessions, the agent can actively click or enter data on the web page.	COBROWSE_MODE.SEGMENT_MODE
Mode End Time	The end time of the mode in the Co-browse session. A Co-browse session can contain multiple mode sessions.	COBROWSE_FACT_GI2.SEGMENT_END_TIME
Page Start Time	The time when the page was	COBROWSE_FACT_GI2.PAGE_START_TIME

Metric	Description	Metric source
	loaded or reloaded during the Co-browse session.	
Page Title	The title of the Web page on which the Co-browse session happens. The report shows one entry for each page co-browsed during the session.	COBROWSE_PAGE.PAGE_TITLE
Page URL	The URL of the Web page on which the Co-browse session happens. The report shows one entry for each page co-browsed during the session.	COBROWSE_FACT_GI2.PAGE_START_TIME
Page End Time	The time when the Co-browse session moved to the next page, or ended.	COBROWSE_FACT_GI2.PAGE_END_TIME