

GENESYS

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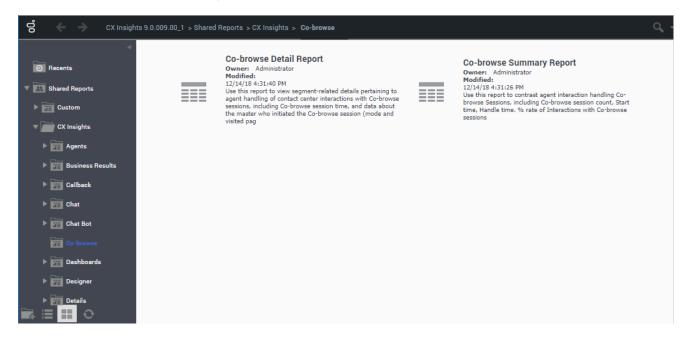
Genesys Customer Experience Insights User's Guide

Co-browse reports

Co-browse reports

This page describes reports you can use to learn more about agent handling of contact center interactions involving Co-browse sessions. Reports in the **Co-browse** folder are ready-to-use, but as always, can be modified to suit your specific business needs.

About Co-browse reports



The following reports are available in the **CX Insights** > **Cobrowse** folder:

- Co-browse Detail Report
- Co-browse Summary Report

Related Topics:

- Go back to the complete list of available reports.
- · Learn how to understand and use reports.
- · Learn how to create or customize reports.