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# Developer's Guide

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# Attached Data Overview

Co-browse does not have a dedicated type of interaction. Data for reporting must be attached to the primary chat or voice interaction. Almost all data necessary is automatically attached by IWS/WDE plug-ins as described below. The only default Co-browse statistic not automatically attached to the interaction is source/web (key/value).

## Important

Please note the following about attached data:

- **CoBrowseDuration** is not used for reporting purposes.
- **CoBrowseEndTime** was removed from Reporting 8.5.0.

## Manually Attached Data

Data for custom statistics should be attached on the browser side with the creation of a primary interaction.

## Automatically Attached Data

The table below describes the Co-browse attached data keys. The section **Events that Update Co-browse Attached Data** describes how the data is updated throughout a co-browse session.

Key	Interaction	Data Type	Attached By	Used In	Value
<b>source</b>	chat	String	Browser	Reporting	Source of the interaction.  Values: web (desktop and mobile browsers) or mobile (apps)  Currently, the value is always web.
<b>referrer</b>	chat	String	Browser	Reporting	URL of the previous page (document.referrer). This value is used to detect what website the customer comes from.

Key	Interaction	Data Type	Attached By	Used In	Value
					The value might be shortened.
<b>url</b>	chat	String	Browser	Reporting	URL of the page where the chat started ( <code>document.location</code> ). The value might be shortened.
<b>pageTitle</b>	chat	String	Browser	Reporting	Title of the page where the chat started ( <code>document.title</code> ).
<b>CoBrowseAssociated</b>	co-browse on chat or voice	String	GCB plug-in for WDE	Reporting	<p>Values:</p> <ul style="list-style-type: none"> <li>• Yes—This key is appended to the primary interaction with a value of Yes when an agent joins their first Co-browse session. The value is set to Yes each time a new Co-browse session begins within the same chat.</li> <li>• No—The value is set to No when an agent exits a Co-browse session.</li> </ul>
<b>CoBrowseSessionsQuantity</b>	Co-browse on chat or voice	Integer	GCB plug-in for WDE	Reporting	Value is equal to the number of Co-browse sessions for the current interaction.

Key	Interaction	Data Type	Attached By	Used In	Value
					If there is more than one Co-browse session for the primary interaction, the value is increased by one with each new Co-browse session.
<b>CoBrowseSessionId</b>	Co-browse on chat or voice	String	GCB plug-in for WDE	Reporting	The value is the unique Co-browse session ID.
<b>CoBrowseStartTime</b>	Co-browse on chat or voice	String	GCB plug-in for WDE	Reporting	An epoch of time specified in milliseconds. It is the start of the first Co-browse session for the current primary interaction.
<b>IsCoBrowseDenied</b> (New in 8.5.003)	Co-browse on chat or voice	String	GCB plug-in for WDE	Pulse Reporting	<p>Available values are Yes or No.</p> <ul style="list-style-type: none"> <li>If the Co-browse session is <b>not</b> allowed to start, <b>IsCoBrowseDenied=Yes</b> is attached if absent or set to Yes if already attached.</li> <li>If the Co-browse session is allowed to start, <b>IsCoBrowseDenied=No</b> is set only if <b>IsCoBrowseDenied</b> is already attached. If <b>IsCoBrowseDenied</b> is absent, it</li> </ul>

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Key	Interaction	Data Type	Attached By	Used In	Value
					will remain absent.

## Events that Update Co-browse Attached Data

This section describes how the attached data is updated throughout a co-browse session.

### Agent Joins the First Co-browse Session

The WDE Co-browse plug-in appends the following Co-browse session data to the primary Chat or Voice interaction when an agent joins a session:

Attached Data	Data Type	Value
CoBrowseAssociated	String	The initial value is set to Yes.
CoBrowseSessionsQuantity	Integer	The number of Co-browse sessions for the current interaction.
CoBrowseSessionId	String	The unique session ID.
CoBrowseStartTime	String	An epoch of time specified in milliseconds. It matches the start of the first Co-browse session for the current interaction.

### Agent Exits

When an agent exits a Co-browse session, the WDE Co-browse plug-in updates the following data:

Attached Data	Data Type	Value
CoBrowseAssociated	String	Value is changed to No.
CoBrowseDuration	Integer	The duration in seconds for the Co-browse session. Summarized the duration of all Co-browse sessions for the current interaction.  This data is <b>not</b> used in Reporting.
CoBrowseEndTime	String	An epoch time specified in milliseconds. The epoch time corresponds to the end of the last Co-browse session for the current interaction.  This data is <b>not</b> used in Reporting 8.5.0.

### Agent Joins More Than One Co-browse Session

If there is more than one Co-browse session for the primary interaction, the WDE Co-browse plug-in changes the following attached data with each new Co-browse session:

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Attached Data	Data Type	Value
CoBrowseAssociated	String	Value is updated to Yes.
CoBrowseSessionsQuantity	Integer	The number of Co-browse sessions for the current interaction.
CoBrowseSessionId	String	The unique session ID.

### Co-browse Simultaneous Session Limits

Starting with Genesys Co-browse release **8.5.003.04**, you can enable one-session limitations and configure the number of simultaneous co-browsing sessions an agent can participate in with the `agentSessionsLimit` option in the `cobrowse` section of the Workspace Desktop Edition application.

- If the Co-browse session is **not** allowed to start, **IsCoBrowseDenied**=Yes is attached if absent or set to Yes if already attached.
- If the Co-browse session is allowed to start, **IsCoBrowseDenied**=No is set only if **IsCoBrowseDenied** is already attached. If **IsCoBrowseDenied** is absent, it will remain absent.