

GENESYS

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Deployment Guide

CCPulse+ Templates Overview

CCPulse+ Templates Overview

Important

CCPulse+ and DMA Reporting Templates have been deprecated in 9.0.0 and will be discontinued in a future release.

CCPulse+ templates come in two groups, *Real-time Reporting* and *Historical Reporting*. See the tabs below for descriptions of the templates in each group. To set up and use the Co-browse CCPulse+ templates, see Setting Up Reporting Templates in CCPulse+.

Real-time Reporting

Genesys Co-browse includes the following real-time reporting templates that allow you to:

- Co-browseAgents.xtpl—see the current number of agents participating in Co-browse sessions.
- Co-browseInteractions.xtpl—see the current and daily total number of Co-browse sessions.
- Co-browseIntsDuration.xtpl—see the total number and total duration of Co-browse sessions.
- Co-browseInteractionsExt.xtpl—see the user data (Co-browse session ID, Co-browse start time, Co-browse sessions quantity) against certain Co-browse session.

CCPulse+ Templates

Important

For CCPulse+ templates to be imported correctly, you must rename each template using the Import/Export Wizard before applying the import procedure.

Co-browseAgents.xtpl

Object to apply: Tenant, Agent Group, Place Group. **Available CCPulse+ Views**:

· Create Real-Time View.

Important

For the tenant to be applied correctly, you should select the tenant object together with agent group(s) or place group(s) for the CCPulse+ Real-Time View.

<object></object>	Statistic	Values
CurrentNumber	Agents working on Chat with CB	Current number of agents working on Chat with Co-browse
	Agents working on Chat	Current number of agents working on Chat
	Agents working on inbound Voice with CB	Current number of agents working on Inbound Voice with Co-browse
	Agents working on inbound Voice	Current number of agents working on Inbound Voice
	Agents working on Voice with CB	Current number of agents working on Voice (Inbound, Internal, Consult) with Co-browse
	Agents working on Voice	Current number of agents working on Voice
	Agents working on inbound CB	Current number of agents working on Inbound Voice and Chat with Co-browse
	Agents working on CB	Current number of agents working on Voice and Chat with Co-browse

Co-browseInteractions.xtpl

Object to apply: Tenant, Agent Group, Place Group, Place, Agent. **Available CCPulse+ Views**:

- Create Real-Time View
- Create Real-Time View for Members
- Create Real-Time View V/AG Dynamic Membership.

Important

For the tenant to be applied correctly, you should select the tenant object together with any other valid object(s) (agent group, place group, place, agent) for the CCPulse+ Real-Time View.

<object></object>	Statistic	Values
Current Interactions	Chat with CB Handling	Current number of Chat with Co- browse interactions
	Chat Handling	Current number of Chat interactions
	(Chat with CB)/Chat, %	Ratio of current number of Chat with Co-browse interactions as opposed to Chat interactions
	Inbound Voice with CB Handling	Current number of Inbound Voice with Co-browse interactions
	Inbound Voice Handling	Current number of Inbound Voice interactions
	(Voice with CB)/Voice, Inbound, %	Ratio of current number of Inbound Voice with Co-browse interactions as opposed to Inbound Voice interactions
	Voice with CB Handling	Current number of Voice (Inbound, Internal, Consult) with Co-browse interactions
	Voice Handling	Current number of Voice interactions
	(Voice with CB)/Voice, %	Ratio of current number of Voice with Co-browse interactions as opposed to Voice interactions
	CB Inbound Handling	Current number of Chat and Inbound Voice with Co-browse interactions
	CB/(Chat and Voice), Inbound, %	Ratio of current number of Chat and Inbound Voice with Co- browse interactions as opposed to Chat and Inbound Voice interactions
	CB Handling	Current number of Chat and Voice with Co-browse interactions
	CB/(Chat and Voice), %	Ratio of current number of Chat and Voice with Co-browse interactions as opposed to Chat and Voice interactions
Total Interactions	Chat with CB Total	Total number of Chat with Co- browse interactions
	Chat Total	Total number of Chat interactions
	(Chat with CB)/Chat,Total, %	Ratio of Total number of Chat with Co-browse interactions as opposed to Chat interactions
	Inbound Voice with CB Total	Total number of Inbound Voice with Co-browse interactions
	Inbound Voice Total	Total number of Inbound Voice

<object></object>	Statistic	Values
		interactions
	(Voice with CB)/Voice, Inbound Total, %	Ratio of total number of Inbound Voice with Co-browse interactions as opposed to Inbound Voice interactions
	Voice with CB Total	Total number of Voice (Inbound, Internal, Consult) with Co-browse interactions
	Voice Total	Total number of Voice interactions
	(Voice with CB)/Voice,Total, %	Ratio of total number of Voice with Co-browse interactions as opposed to Voice interactions
	CB Inbound Total	Total number of Chat and Inbound Voice with Co-browse interactions
	CB/(Chat and Voice), Inbound Total, %	Ratio of total number of Chat and Inbound Voice with Co-browse interactions as opposed to Chat and Inbound Voice interactions
	CB Total	Total number of Chat and Voice with Co-browse interactions
	CB/(Chat and Voice), Total,%	Ratio of total number of Chat and Voice with Co-browse interactions as opposed to Chat and Voice interactions

Co-browseIntsDuration.xtpl

Object to apply: Agent Group, Place Group, Place, Agent. **Available CCPulse+ Views**:

- Create Real-Time View
- Create Real-Time View for Members
- Create Real-Time View V/AG Dynamic Membership.

<object></object>	Statistic	Values
Total Interactions	Chat with CB	Total number of Chat with Co- browse interactions
	Chat	Total number of Chat interactions
	(Chat with CB)/Chat, %	Ratio of Total number of Chat with Co-browse interactions as opposed to Chat interactions
	Inbound Voice with CB	Total number of Inbound Voice with Co-browse interactions
	Inbound Voice	Total number of Inbound Voice

<object></object>	Statistic	Values
		interactions
	(Voice with CB)/Voice, Inbound, %	Ratio of total number of Inbound Voice with Co-browse interactions as opposed to Inbound Voice interactions
	Voice with CB	Total number of Voice (Inbound, Internal, Consult) with Co-browse interactions
	Voice	Total number of Voice interactions
	(Voice with CB)/Voice, %	Ratio of total number of Voice with Co-browse interactions as opposed to Voice interactions
	CB Inbound	Total number of Chat and Inbound Voice with Co-browse interactions
	CB/(Chat and Voice), Inbound, %	Ratio of total number of Chat and Inbound Voice with Co-browse interactions as opposed to Chat and Inbound Voice interactions
	СВ	Total number of Chat and Voice with Co-browse interactions
	CB/(Chat and Voice), %	Ratio of total number of Chat and Voice with Co-browse interactions as opposed to Chat and Voice interactions
Total Duration	CB Duration in Chat, hh:mm:ss	Total duration of Co-browse sessions in Chat interactions
	Chat Duration, hh:mm:ss	Total duration of Chat interactions
	CB Duration in Chat/Chat Duration, %	Ratio of total duration of Co- browse sessions in Chat as opposed to Chat interactions duration
	CB Duration in Voice, hh:mm:ss	Total duration of Co-browse sessions in Voice interactions
	Voice Duration, hh:mm:ss	Total duration of Voice interactions
	CB Duration in Voice/Voice Duration, %	Ratio of total duration of Co- browse sessions in Voice as opposed to Voice interactions duration

${\it Co-browseInteractionsExt.xtpl}$

Object to apply: Agent Group, Place Group, Place, Agent.

Available CCPulse+ Views:

- Create Real-Time View
- Create Real-Time View for Members (Agent Group)
- Create Real-Time View V/AG Dynamic Membership (Agent Group)

	CoBrowseStartTime	CoBrowseSessionId	CoBrowseSessionsQuantity
<agent name=""></agent>	Co-browse session start time	Co-browse session ID	Co-browse sessions quantity

<agent></agent>	Statistic	Values
Current Interactions	CoBrowseStartTime	Co-browse session start time
	CoBrowseSessionId	Co-browse session ID
	CoBrowseSessionsQuantity	Co-browse sessions quantity

Historical Reporting

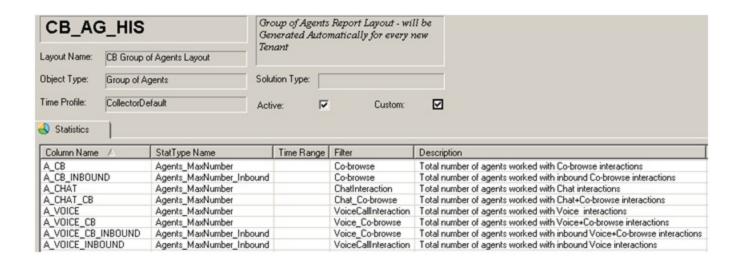
Genesys Co-browse includes the following historical reporting templates that allow you to:

- CB_AG_HIS.xml create and activate historical Report layout to collect Co-browse statistics against
 Agent Group(s) in the reporting databases for the CCPulse+ views using Co-browseAgentsHist.xtpl.
- CB_INT_HIS.xml create and activate historical Report layout to collect Co-browse statistics against Agent(s) in the reporting databases for the CCPulse+ views using Co-browseInteractionsHist.xtpl.
- CB_INT_AG.xml create and activate historical Report layout to collect Co-browse statistics against Agent Group(s) in the reporting databases for the CCPulse+ views using CobrowseInteractionsHist.xtpl.
- CB_INT_PG.xml create and activate historical Report layout to collect Co-browse statistics against Place Group(s) in the reporting databases for the CCPulse+ views using CobrowseInteractionsHist.xtpl.
- CB_INT_PL.xml create and activate historical Report layout to collect Co-browse statistics against Place(s) in the reporting databases for the CCPulse+ views using Co-browseInteractionsHist.xtpl.
- Co-browseAgentsHist.xtpl see the total number of agents participated in Co-browse sessions.
- Co-browseInteractionsHist.xtpl see the total number and total duration of Co-browse sessions.

Data Modeling Assistant Templates

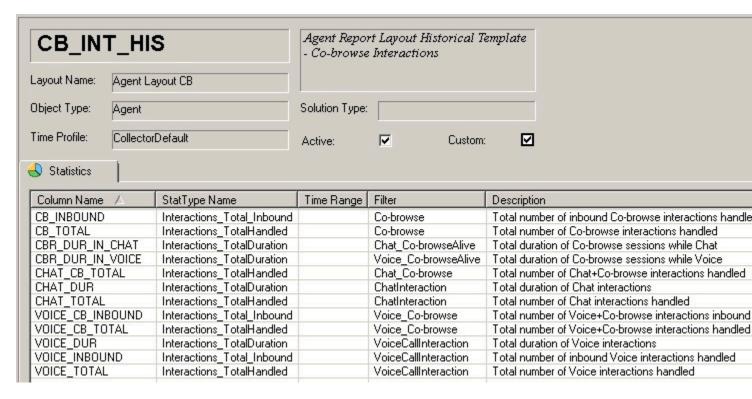
CB AG HIS.xml

Object to apply: Agent Group.



CB INT HIS.xml

Object to apply: Agent.



CB INT AG.xml

Object to apply: Agent Group.

The Statistics and Time Profile are the same as in CB INT HIS.xml.

CB INT PG.xml

Object to apply: Place Group.

The Statistics and Time Profile are the same as in CB INT HIS.xml.

CB INT PL.xml

Object to apply: Place.

The Statistics and Time Profile are the same as in CB_INT_HIS.xml.

CCPulse+ Templates

Important

For CCPulse+ templates to be imported correctly, you must rename each template using the Import/Export Wizard before applying the import procedure.

Co-browseAgentsHist.xtpl

Object to apply: Agent Group.
Available CCPulse+ Views:

• Create Historical View.

<object></object>	Statistic	Values
TotalNumber	Agents worked on Chat with CB	Total number of agents worked on Chat with Co-browse
	Agents worked on Chat	Total number of agents worked on Chat
	Agents worked on inbound Voice with CB	Total number of agents worked on Inbound Voice with Co-browse
	Agents worked on inbound Voice	Total number of agents worked on Inbound Voice
	Agents worked on Voice with CB	Total number of agents worked on Voice (Inbound, Internal, Consult) with Co-browse
	Agents worked on Voice	Total number of agents worked on Voice
	Agents worked on inbound CB	Total number of agents worked on Inbound Voice and Chat with Co-browse
	Agents worked on CB	Total number of agents worked on Voice and Chat with Co- browse

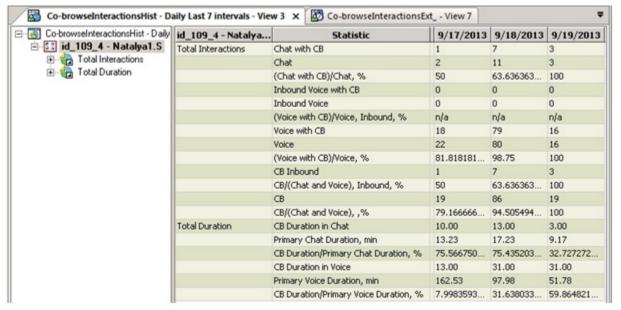
Co-browseInteractionsHist.xtpl

Object to apply: Agent Group, Place Group, Place, Agent. **Available CCPulse+ Views**:

- Create Historical View
- Create Historical View for Members (Agent Group).

<object></object>	Statistic	Values
Total Interactions	Chat with CB	Total number of Chat with Co- browse interactions
	Chat	Total number of Chat interactions
	(Chat with CB)/Chat, %	Ratio of Total number of Chat with Co-browse interactions as opposed to Chat interactions
	Inbound Voice with CB	Total number of Inbound Voice with Co-browse interactions
	Inbound Voice	Total number of Inbound Voice interactions
	(Voice with CB)/Voice, Inbound, %	Ratio of total number of Inbound Voice with Co-browse interactions as opposed to Inbound Voice interactions
	Voice with CB	Total number of Voice (Inbound, Internal, Consult) with Co-browse interactions
	Voice	Total number of Voice interactions
	(Voice with CB)/Voice, %	Ratio of total number of Voice with Co-browse interactions as opposed to Voice interactions
	CB Inbound	Total number of Chat and Inbound Voice with Co-browse interactions
	CB/(Chat and Voice), Inbound, %	Ratio of total number of Chat and Inbound Voice with Co-browse interactions as opposed to Chat and Inbound Voice interactions
	СВ	Total number of Chat and Voice with Co-browse interactions
	CB/(Chat and Voice), %	Ratio of total number of Chat and Voice with Co-browse interactions as opposed to Chat and Voice interactions
Total Duration	CB Duration in Chat, hh:mm:ss	Total duration of Co-browse sessions in Chat interactions
	Chat Duration, hh:mm:ss	Total duration of Chat interactions

<object></object>	Statistic	Values
	CB Duration in Chat/Chat Duration, %	Ratio of total duration of Co- browse sessions in Chat as opposed to Chat interactions duration
	CB Duration in Voice, hh:mm:ss	Total duration of Co-browse sessions in Voice interactions
	Voice Duration, hh:mm:ss	Total duration of Voice interactions
	CB Duration in Voice/Voice Duration, %	Ratio of total duration of Co- browse sessions in Voice as opposed to Voice interactions duration



Example of Co-browseInteractionsHist View.