



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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

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

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

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

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

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>	<i>Co-browse session start time</i>	<i>Co-browse session ID</i>	<i>Co-browse sessions quantity</i>
...

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

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 Co-browseInteractionsHist.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 Co-browseInteractionsHist.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_AG_HIS

Group of Agents Report Layout - will be Generated Automatically for every new Tenant

Layout Name:

Object Type:
Solution Type:

Time Profile:
Active: ☒
Custom: ☒

Statistics

Column Name	StatType Name	Time Range	Filter	Description
A_CB	Agents_MaxNumber		Co-browse	Total number of agents worked with Co-browse interactions
A_CB_INBOUND	Agents_MaxNumber_Inbound		Co-browse	Total number of agents worked with inbound Co-browse interactions
A_CHAT	Agents_MaxNumber		ChatInteraction	Total number of agents worked with Chat interactions
A_CHAT_CB	Agents_MaxNumber		Chat_Co-browse	Total number of agents worked with Chat+Co-browse interactions
A_VOICE	Agents_MaxNumber		VoiceCallInteraction	Total number of agents worked with Voice interactions
A_VOICE_CB	Agents_MaxNumber		Voice_Co-browse	Total number of agents worked with Voice+Co-browse interactions
A_VOICE_CB_INBOUND	Agents_MaxNumber_Inbound		Voice_Co-browse	Total number of agents worked with inbound Voice+Co-browse interactions
A_VOICE_INBOUND	Agents_MaxNumber_Inbound		VoiceCallInteraction	Total number of agents worked with inbound Voice interactions

CB_INT_HIS.xml

Object to apply: Agent.

CB_INT_HIS

Agent Report Layout Historical Template - Co-browse Interactions

Layout Name:

Object Type:
Solution Type:

Time Profile:
Active: ☒
Custom: ☒

Statistics

Column Name	StatType Name	Time Range	Filter	Description
CB_INBOUND	Interactions_Total_Inbound		Co-browse	Total number of inbound Co-browse interactions handled
CB_TOTAL	Interactions_TotalHandled		Co-browse	Total number of Co-browse interactions handled
CBR_DUR_IN_CHAT	Interactions_TotalDuration		Chat_Co-browseAlive	Total duration of Co-browse sessions while Chat
CBR_DUR_IN_VOICE	Interactions_TotalDuration		Voice_Co-browseAlive	Total duration of Co-browse sessions while Voice
CHAT_CB_TOTAL	Interactions_TotalHandled		Chat_Co-browse	Total number of Chat+Co-browse interactions handled
CHAT_DUR	Interactions_TotalDuration		ChatInteraction	Total duration of Chat interactions
CHAT_TOTAL	Interactions_TotalHandled		ChatInteraction	Total number of Chat interactions handled
VOICE_CB_INBOUND	Interactions_Total_Inbound		Voice_Co-browse	Total number of Voice+Co-browse interactions inbound
VOICE_CB_TOTAL	Interactions_TotalHandled		Voice_Co-browse	Total number of Voice+Co-browse interactions handled
VOICE_DUR	Interactions_TotalDuration		VoiceCallInteraction	Total duration of Voice interactions
VOICE_INBOUND	Interactions_Total_Inbound		VoiceCallInteraction	Total number of inbound Voice interactions handled
VOICE_TOTAL	Interactions_TotalHandled		VoiceCallInteraction	Total number of Voice interactions handled

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

id_109_4 - Natalya...		9/17/2013	9/18/2013	9/19/2013
Total Interactions	Chat with CB	1	7	3
	Chat	2	11	3
	(Chat with CB)/Chat, %	50	63.636363...	100
	Inbound Voice with CB	0	0	0
	Inbound Voice	0	0	0
	(Voice with CB)/Voice, Inbound, %	n/a	n/a	n/a
	Voice with CB	18	79	16
	Voice	22	80	16
	(Voice with CB)/Voice, %	81.818181...	98.75	100
	CB Inbound	1	7	3
	CB/(Chat and Voice), Inbound, %	50	63.636363...	100
	CB	19	86	19
	CB/(Chat and Voice), , %	79.166666...	94.505494...	100
Total Duration	CB Duration in Chat	10.00	13.00	3.00
	Primary Chat Duration, min	13.23	17.23	9.17
	CB Duration/Primary Chat Duration, %	75.566750...	75.435203...	32.727272...
	CB Duration in Voice	13.00	31.00	31.00
	Primary Voice Duration, min	162.53	97.98	51.78
	CB Duration/Primary Voice Duration, %	7.9983593...	31.638033...	59.864821...

Example of Co-browseInteractionsHist View.