GENESYS™

Genesys Customer Experience Insights Project Guide

Co-browse folder

5/6/2025

Co-browse folder

The Co-browse folder contains numerous objects that you can use to build reports describing agent handling of contact center interactions involving Co-browse sessions. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

> ## Important
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

Co-browse folder and subfolders

This folder contains the following root folder and subfolders.

- Co-browse

Folder: Co-browse

Introduced: 9.0.011.00

Description: The root Co-browse folder. Objects in this folder enable the organization and measurement of Info Mart agent data based on high-level characteristics of Co-browse sessions.		
Metrics:		
• Avg Before Co-browse Started Time	Time	• Interactions
• Avg Handle Time	• Entered	• Sessions
• Before Co-browse Started	• Handle Time	• Write Sessions
Attributes:		
• Co-browse Duration	• Interaction ID	• Media Server Ixn Guid
• Co-browse End Time	• Interaction Start Time	• Mode
• Co-browse Session ID	• Irf Anchor	• Mode End Time
• Co-browse Start Time	• Last Queue	• Mode Key
• Handling Agent Name	• Last Queue Key	• Mode Start Time
• Interaction Duration	• Last VQueue	• Page End Time
• Interaction End Time	• Last VQueue Key	• Page Key

• Page Start Time	• Page Url	• Start Date Time Key
• Page Title	• Resource Agent Key	

Reports built primarily from the objects in the Co-browse folder and subfolders

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

For more information about Co-browse reports, see the *Genesys CX Insights 9.0 User's Guide*.