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Genesys Customer Experience Insights Project Guide

Co-browse Attributes

Co-browse Attributes

The Co-browse folder contains numerous attributes that you can use to build Co-browse-related reports.

Note the following:

- When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For example, an attribute that represents the name of a customer can have only one phone number form associated with it.

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.

The following Attributes are available in this folder and are described on this page.

Co-browse

- Co-browse Duration
- Co-browse End Time
- Co-browse Session ID
- Co-browse Start Time
- Handling Agent Name
- Interaction Duration
- Interaction End Time
- Interaction ID
- Interaction Start Time
- Irf Anchor
- Last Queue
- Last Queue Key
- Last VQueue
- Last VQueue Key
- Media Server Ixn Guid
- Mode
- Mode End Time
- Mode Key
- Mode Start Time
- Page End Time
- Page Key
- Page Start Time
- Page Title
- Page Url
- Resource Agent Key
- Start Date Time Key

Folder: Co-browse

Attribute name: Co-browse Duration	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the session duration.	

Database table: COBROWSE_FACT_GI2.SESSION_END_TIME minus COBROWSE_FACT_GI2.SESSION_START_TIME	
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Attribute name: Co-browse End Time	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which the Co-browse session ended.	
Database table: COBROWSE_FACT_GI2.SESSION_END_TIME	
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Attribute name: Co-browse Session ID	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the identifier of the Co-browse session, as reported by Co-browse Server.	
Database table: COBROWSE_FACT_GI2.SESSION_TOKEN	
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Attribute name: Co-browse Start Time	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which the Co-browse session started.	
Database table: COBROWSE_FACT_GI2.SESSION_START_TIME	
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Attribute name: Handling Agent Name	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the name of the Agent who assisted the customer in the co-browse session. This attribute show all Agents regardless of Dynamic Access Restriction filters.	
Database table: RESOURCE_A.AGENT_NAME	Form(s): User Name, Last Name, First Name, Employee ID
Forms in this attribute:	
Form: Employee ID Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name Table.Column: RESOURCE_A.AGENT_FIRST_NAME Data type: Text	Description: Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name	Description: Enables data to be organized by the last name

Table.Column: RESOURCE_A.AGENT_LAST_NAME Data type: Text	of the agent who is associated with the interaction.
Form: User Name Table.Column: RESOURCE_A.RESOURCE_NAME Data type: Text	Description: Enables data to be organized by the user name of the agent who is associated with the interaction.
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Attribute name: Interaction Duration	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the duration of the interaction, which is calculated as the difference between the start and end timestamps of the interaction.	
Database table: Calculated based on INTERACTION_FACT_GI2.END_TS and INTERACTION_FACT_GI2.START_TS,	
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Attribute name: Interaction End Time	Folder: Co-browse
Description: Enables data to be organized by the calendar date and time when the interaction ended. Identical to Detail > Handling Attempt > End Timestamp.	
Database table: INTERACTION_FACT_GI2.END_TS_TIME	
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Attribute name: Interaction ID	Folder: Co-browse
Description: Enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table.	
<ul style="list-style-type: none"> For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID. 	
Database table: INTERACTION_FACT_GI2.INTERACTION_ID, INTERACTION_RESOURCE_FACT_GI2.INTERACTION_ID	
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Attribute name: Interaction Start Time	Folder: Co-browse
Description: Enables data to be organized by the moment when the interaction began. Identical to Detail > Start Timestamp.	
Database table: INTERACTION_FACT_GI2.START_TS_TIME	

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Attribute name: Irf Anchor**Folder:** Co-browse

Description: Enables data within the reporting interval to be organized based on the first resource that handled an interaction. (Or the resource in which the interaction was abandoned or stopped, if no resource handled the interaction.)

Database table:

INTERACTION_RESOURCE_FACT_GI2.IRF_ANCHOR

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Attribute name: Last Queue**Folder:** Co-browse

Description: Enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This attribute excludes virtual queues. Identical to Detail > Transfer > Source Last Queue.

Database table:RESOURCE_Q.RESOURCE_NAME (WHERE
RESOURCE_TYPE_CODE='QUEUE')
[>> Back to list](#)
Attribute name: Last Queue Key**Folder:** Co-browse

Description: Enables data to be organized by the primary key of the last queue in which the interaction traveled before it was handled. Excludes virtual queues.

Database table:INTERACTION_RESOURCE_FACT_GI2.LAST_QUEUE_RESOURCE_KEY,
INTERACTION_RES_FACT_TRNSFR_GI2.LAST_QUEUE_RESOURCE_KEY,
RESOURCE_Q.RESOURCE_KEY
[>> Back to list](#)
Attribute name: Last VQueue**Folder:** Co-browse

Description: Enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.

Database table:RESOURCE_VQ.RESOURCE_NAME
(WHERE
RESOURCE_TYPE_CODE='QUEUE')**Form(s):** Last VQueue Type**Forms in this attribute:****Form:** Last VQueue Type**Table.Column:**RESOURCE_VQ.RESOURCE_SUBTYPE
Data type: Text

Description: Enables data within the reporting interval to be organized by the type of virtual queue. Adding this detail to a report has a significant impact on performance.

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Attribute name: Last VQueue Key**Folder:** Co-browse

Description: Enables data to be organized based on the resource key of the last virtual queue that the interaction passed through prior to arriving at the IRF resource, whether the interaction was distributed directly from this virtual queue or through another mediation resource.

Database table:

INTERACTION_RESOURCE_FACT_GI2.LAST_VQUEUE_RESOURCE_KEY,
INTERACTION_RES_FACT_TRANSFR_GI2.LAST_VQUEUE_RESOURCE_KEY,
RESOURCE_VQ.RESOURCE_KEY,

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Attribute name: Media Server Ixn Guid

Folder: Co-browse

Description: Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique.

- T-Server voice interactions: the GUID is the Call UUID.
- Multimedia interactions: the GUID is the Interaction ID from Interaction Server.

Database table:

COBROWSE_FACT_GI2.MEDIA_SERVER_IXN_GUID,
COBROWSE_FACT_GI2.IMEDIA_SERVER_IXN_GUID,
SDR_SESSION_FACT.INTERACTION_ID

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Attribute name: Mode

Folder: Co-browse

Description: Enables data within the reporting interval to be organized based on the mode that is used during a given segment of the Co-browse session: POINTER, WRITE, or UNKNOWN.

- In POINTER mode, the agent observes while the customer browses the web page.
- In WRITE mode, the agent can actively click or enter data on the web page.
- In a single Co-browse session, an agent can switch between the two modes; each switch is recorded as a separate segment within a single Co-browse session.

Database table:

COBROWSE_MODE.SEGMENT_MODE

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Attribute name: Mode End Time

Folder: Co-browse

Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a mode ended.

Database table:

COBROWSE_FACT_GI2.SEGMENT_END_TIME

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Attribute name: Mode Key

Folder: Co-browse

Description: Enables data within the reporting interval to be organized based on the surrogate key that is used to join the COBROWSE_MODE dimension to the fact table, to identify modes uses in the Co-browse session.

Database table: COBROWSE_FACT_GI2.COBROWSE_MODE_KEY, COBROWSE_MODE.ID	
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Attribute name: Mode Start Time	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a mode started.	
Database table: COBROWSE_FACT_GI2.SEGMENT_START_TIME	
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Attribute name: Page End Time	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a page visit ended.	
Database table: COBROWSE_FACT_GI2.PAGE_END_TIME	
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Attribute name: Page Key	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the surrogate key that is used to join the COBROWSE_PAGE dimension to the fact table, to identify characteristics of the pages visited in the Co-browse session.	
Database table: COBROWSE_FACT_GI2.COBROWSE_PAGE_KEY, COBROWSE_PAGE.ID	
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Attribute name: Page Start Time	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the UTC-equivalent value of the date and time at which a page visit started.	
Database table: COBROWSE_FACT_GI2.PAGE_START_TIME	
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Attribute name: Page Title	Folder: Co-browse
Description: Enables data within the reporting interval to be organized based on the title of the web page shared in the Co-browse session.	
Database table: COBROWSE_PAGE.PAGE_TITLE	
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Attribute name: Page Url	Folder: Co-browse

Description: Enables data within the reporting interval to be organized based on the URL of the web page visited in the Co-browse session.

Database table:
COBROWSE_FACT_GI2.PAGE_URL

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Attribute name: Resource Agent Key

Folder: Co-browse

Description: Enables data within the reporting interval to be organized based on the ID of the agent who is associated with the interaction.

Database table:
INTERACTION_RESOURCE_FACT_GI2.RESOURE_KEY

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Attribute name: Start Date Time Key

Folder: Co-browse

Description: Enables data within the reporting interval to be organized based on the 15-minute interval in which the Co-browse session began.

Database table:
COBROWSE_FACT_GI2.START_DATE_TIME_KEY

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