Genesys Info Mart Physical Data Model for an Oracle Database

Table COBROWSE_FACT

5/11/2025

Table COBROWSE_FACT

Description

Introduced: 8.5.011.14

In partitioned databases, this table is partitioned.

Each row in this table describes a web page visit shared by an agent and a customer during a Co-browse session. The facts are based on data sent in reporting events from Co-browse Server to Genesys Kafka instance when a Co-browse session ends. Genesys Info Mart inserts a new row when it retrieves related data from Kafka instance; rows in this table are not updated. There is one row per web page viewed in a Co-browse session.

The MEDIA_SERVER_IXN_GUID links the COBROWSE_FACT record with the INTERACTION_FACT (IF) record for the Voice or Chat interaction that is associated with the Co-browse session. In this way, Genesys Info Mart enables you to generate reports that provide details about Genesys Co-browse activity in conjunction with the underlying interaction activity.

Tip
To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
SESSION_ID	VARCHAR2(50 CHAR)		X		
SESSION_TOKEN	VARCHAR2(20 CHAR)		X		
FIRST_SESSION	NUMBER(10)		X		
MEDIA_SERVER_IXN_GUID	VARCHAR2(50 CHAR)		X		
SESSION_START_TIME_TS	NUMBER(10)		X		
START_DATE_TIME_KEY	NUMBER(10)	X	X	X	
SESSION_RW_FLAG	NUMBER(10)		X		
SESSION_END_TIME_TS	NUMBER(10)		X		
SEGMENT_ID	VARCHAR2(50 CHAR)		X		
SEGMENT_INDEX	NUMBER(10)		X		
SEGMENT_START_TIME_TS	NUMBER(10)		X		
SEGMENT_END_TIME_TS	NUMBER(10)		X		
PAGE_ID	VARCHAR2(50 CHAR)	X	X		
PAGE_INDEX	NUMBER(10)		X		
PAGE_URL	VARCHAR2(512 CHAR)		X		
PAGE_QUERY	VARCHAR2(255 CHAR)				
PAGE_START_TIME_TS	NUMBER(10)		X		
PAGE_END_TIME_TS	NUMBER(10)		X		
COBROWSE_USER_MODE_KEY	NUMBER(10)		X		-2
COBROWSE_END_REASON_KEY	NUMBER(10)		X	X	-2
COBROWSE_MODE_KEY	NUMBER(10)		X	X	-2
COBROWSE_PAGE_KEY	NUMBER(10)		X	X	-2
CREATE_AUDIT_KEY	NUMBER(19)		X	X	
UPDATE_AUDIT_KEY	NUMBER(19)			X	

SESSION_ID

The identifier of the Co-browse session, as reported by Co-browse Server.

SESSION_TOKEN

The token assigned to the Co-browse session by Co-browse Server.

FIRST_SESSION

Indicates whether this is the first Co-browse session initiated within a given Voice or Chat interaction. The value is 1 for the first Co-browse session associated with the interaction; the value is 0 otherwise.

MEDIA_SERVER_IXN_GUID

The interaction GUID, as reported by Interaction Server for the Voice or Chat interaction associated with the Co-browse session.

SESSION_START_TIME_TS

The UTC-equivalent value of the date and time at which the Co-browse session started.

START_DATE_TIME_KEY

Identifies the start of a 15-minute interval in which the Co-browse session began. Use this value as a key to join the fact tables to any configured DATE_TIME dimension, in order to group the facts that are related to the same interval and/or convert the timestamp from the reporting object to an appropriate time zone.

In combination with PAGE_ID, START_DATE_TIME_KEY forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

SESSION_RW_FLAG

Identifies whether WRITE mode was used in any segment of the Co-browse session.

SESSION_END_TIME_TS

The UTC-equivalent value of the date and time at which the Co-browse session ended.

SEGMENT_ID

The identifier of the segment within the Co-browse session, as reported by Co-browse Server.

SEGMENT_INDEX

The ordinal number of the segment within the Co-browse session. The value of 0 indicates the first segment.

SEGMENT_START_TIME_TS

The UTC-equivalent value of the date and time at which a given segment of the Co-browse session started.

SEGMENT_END_TIME_TS

The UTC-equivalent value of the date and time at which a given segment of the Co-browse session ended.

PAGE_ID

The identifier of the page visited in a Co-browse session, as reported by Co-browse Server.

In combination with START_DATE_TIME_KEY, PAGE_ID forms the value of the composite primary key for this table in nonpartitioned as well as partitioned databases.

PAGE_INDEX

The ordinal number of the page visited during the Co-browse session. The value of 0 indicates the first page. The numbering is sequential throughout all segments within the same session.

PAGE_URL

The URL of the page visited during the Co-browse session.

PAGE_QUERY

Modified: 8.5.012.15 (No longer a mandatory field)
The part of the page URL following the question mark ("?") sign (the *query string*). The field might be empty.

PAGE_START_TIME_TS

The UTC-equivalent value of the date and time at which a page visit started.

PAGE_END_TIME_TS

The UTC-equivalent value of the date and time at which a page visit ended.

COBROWSE_USER_AGENT_KEY

The surrogate key that is used to join the COBROWSE_USER_AGENT dimension to the fact table, to identify typical characteristics of the Co-browse session.

COBROWSE_END_REASON_KEY

The surrogate key that is used to join the COBROWSE_END_REASON dimension to the fact table, to identify the reason for the Co-browse session to finish.

COBROWSE_MODE_KEY

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.

COBROWSE_PAGE_KEY

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.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools—that is, applications that need to identify recently modified data.

Index List

CODE	U	C	Description
I_COBROWSE_FACT_SDT			Improves access time, based on the Start Date Time key.

Index I_COBROWSE_FACT_SDT

Field	Sort	Comment
START_DATE_TIME_KEY	Ascending	

Subject Areas

No subject area information available.