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# Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

Table COBROWSE\_FACT

# 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

Table COBROWSE\_FACT

| Column                  | Data Type                  | P | M | F | DV |
|-------------------------|----------------------------|---|---|---|----|
| SESSION_ID              | varchar(50)/nvarchar(50)   |   | X |   |    |
| SESSION_TOKEN           | varchar(20)/nvarchar(20)   |   | X |   |    |
| FIRST_SESSION           | int                        |   | X |   |    |
| MEDIA_SERVER_INDEX      | varchar(50)                |   | X |   |    |
| SESSION_START_TIME_TS   | int                        |   | X |   |    |
| START_DATE_TIME_KEY     | int                        | X | X | X |    |
| SESSION_RW_FLAG         | int                        |   | X |   |    |
| SESSION_END_TIME_TS     | int                        |   | X |   |    |
| SEGMENT_ID              | varchar(50)/nvarchar(50)   |   | X |   |    |
| SEGMENT_INDEX           | int                        |   | X |   |    |
| SEGMENT_START_TIME_TS   | int                        |   | X |   |    |
| SEGMENT_END_TIME_TS     | int                        |   | X |   |    |
| PAGE_ID                 | varchar(50)/nvarchar(50)   | X | X |   |    |
| PAGE_INDEX              | int                        |   | X |   |    |
| PAGE_URL                | varchar(512)/nvarchar(512) |   | X |   |    |
| PAGE_QUERY              | varchar(255)/nvarchar(255) |   |   |   |    |
| PAGE_START_TIME_TS      | int                        |   | X |   |    |
| PAGE_END_TIME_TS        | int                        |   | X |   |    |
| COBROWSE_USER_AGENT_KEY | int                        |   | X |   | -2 |
| COBROWSE_END_REASON_KEY | int                        |   | X | X | -2 |
| COBROWSE_MODE_KEY       | int                        |   | X | X | -2 |
| COBROWSE_PAGE_KEY       | int                        |   | X | X | -2 |
| CREATE_AUDIT_KEY        | numeric(19)                |   | X | X |    |
| UPDATE_AUDIT_KEY        | numeric(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.

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### 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 |         |

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Table COBROWSE\_FACT

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## Subject Areas

No subject area information available.