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

Table COBROWSE_MODE

5/8/2025

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Description

Introduced: 8.5.011.14
Modified: 8.5.014.34 (in Microsoft SQL Server, data type for the SEGMENT_MODE column modified in single-language databases)

In partitioned databases, this table is not partitioned.

This dimension table allows Co-browse facts to be described based on the modes that are used in a Co-browse session.

> **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
ID	int	X	X		
SEGMENT_MODE	nvarchar(10)		X		Unknown
CREATE_AUDIT_KEY	numeric(19)		X	X	

ID

The primary key of this table. This ID is referenced from other tables as COBROWSE_MODE_KEY.

SEGMENT_MODE

Modified: 8.5.014.34 (in Microsoft SQL Server, data type changed from `varchar` to `nvarchar` in single-language databases)
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.

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.

Index List

CODE	U	C	Description
I_COBROWSE_MODE	X		Ensures that the combinations of values that are stored in the dimension table are unique.

Index I_COBROWSE_MODE

Field	Sort	Comment
SEGMENT_MODE	Ascending	

Subject Areas

No subject area information available.