

Cobrowse Dashboard & Reports

Introduction

A complete tool that provides in-depth analysis and insights into cobrowsing activities within your platform is the Cobrowse Reporting. The solution plays an important part in enhancing cobrowsing operations and promoting business expansion by offering adjustable reporting possibilities.

Objective

The main goal of the Cobrowse Reporting is to give administrators useful information about cobrowsing activities so they can decide how best to improve customer satisfaction and operational efficiency

Key Features

- **Comprehensive Reporting:**
Provide detailed information on cobrowsing activity, such as session lengths, agent efficiency, and license usage.
- **Customizable Timeframes:**
To look at cobrowsing patterns over various time periods, view data on a day-by-day, month-by-month, or custom date basis.
- **Agent Performance Metrics:**
Keep track of specific agent performance indicators, including session length, client interactions, and session results.
- **License Utilization Summary:**
Learn about patterns in license utilization so that administrators can efficiently allocate licensing resources.
- **Data Visualization Options:**
To facilitate analysis and interpretation, display cobrowsing data using tables, bar charts, and line charts.

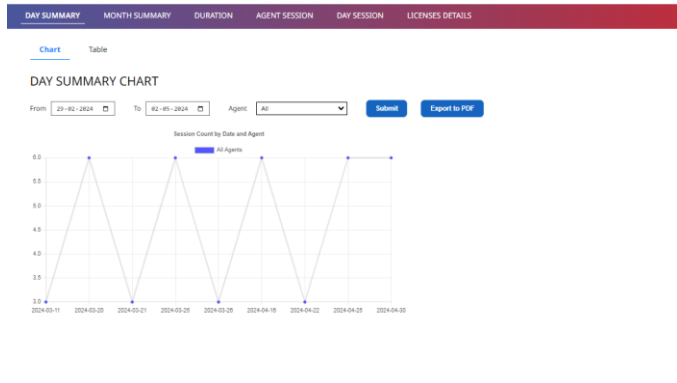
Benefits

- Enhanced Visibility
- Optimized Resource Allocation
- Flexible Reporting Options

Technological Backbone

- Co-Browsing Technology
- Cross-Domain Navigation
- Cobrowse SDK
- React Js
- ChartJs Library

Example of Cobrowse Reports:



DAY SUMMARY MONTH SUMMARY DURATION AGENT SESSION DAY SESSION LICENSES DETAILS

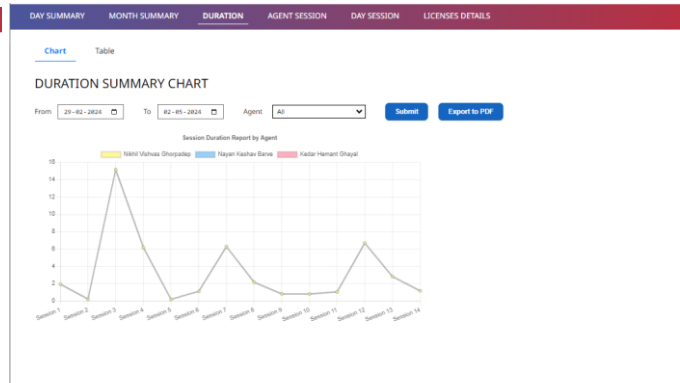
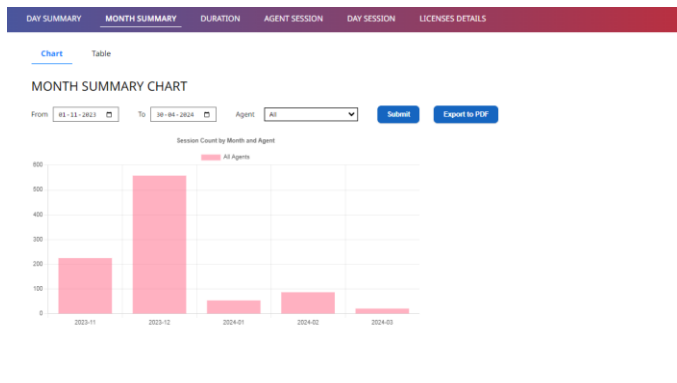
Chart Table

DAY SUMMARY TABLE

From: 20-02-2024 To: 02-05-2024 Agent: All Submit Export to PDF

| # | Date | Count | Action |
|---|------------|-------|--------|
| 1 | 2024-03-11 | 3 | 📄 |
| 2 | 2024-03-20 | 6 | 📄 |
| 3 | 2024-03-29 | 3 | 📄 |
| 4 | 2024-03-25 | 6 | 📄 |
| 5 | 2024-03-26 | 3 | 📄 |

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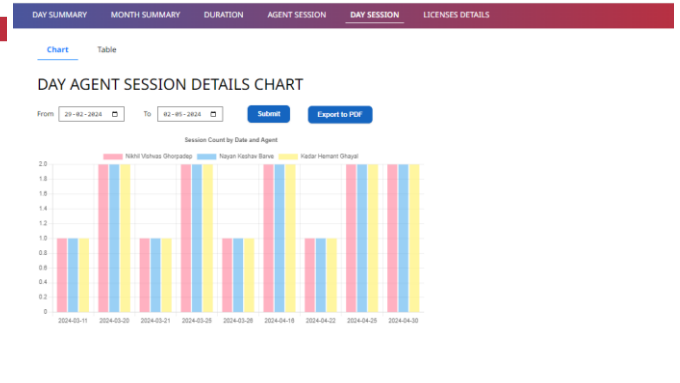
DAY SUMMARY MONTH SUMMARY DURATION AGENT SESSION DAY SESSION LICENSES DETAILS

Chart Table

AGENT SESSIONS DETAILS TABLE

From: 01-11-2023 To: 30-04-2024 Submit Export to PDF

| # | Agent Name | 2023-11 | 2023-12 | 2024-01 | 2024-02 | 2024-03 | 2024-04 |
|---|--------------------------|---------|---------|---------|---------|---------|---------|
| 1 | Nikhil Vishvas Ghorpatel | 75 | 100 | 10 | 29 | 7 | 5 |
| 2 | Hajjan Kashay Barve | 75 | 100 | 10 | 29 | 7 | 5 |
| 3 | Kadar Hemant Ohayal | 75 | 100 | 10 | 29 | 7 | 5 |



Conclusion

A complete tool for tracking and evaluating cobrowsing activity is the CoBrowse Reporting. The solution is an effective tool for enhancing cobrowsing activities and promoting corporate success because of its easily customizable reporting options and user-friendly graphics.