Dashboard

- Agents Time Metrics and Usage Statistics
- Get Agents Availability Overview
- Get Total Number of Agents Currently in Call

Agents Time Metrics and Usage Statistics

API: agentTimeUsage

Description

This endpoint retrieves detailed time usage statistics for each agent, showing how much time was spent in different states such as talking, paused, available, and more. It also includes general usage averages across all agents.

URL

https://**DOMAIN**.croco-dial.net/goAPIv2/goDashboard/goAPI.php

> **Note:** Replace `DOMAIN` with the specific domain you want to query.

Required Parameters

Parameter	Value	Description
goAction	agentTimeUsage	Action to perform.
goUser	MyUser	API authorized user.
goPass	MyPass	Authorized user's password.

Parameter	Value	Description
responsetype	json/xml	Format of the response (`json` recommended).

Note: This endpoint uses body parameters for authentication instead of tokens or headers.

Request Examples:

GET :

```
curl -X GET "https://DOMAIN.croco-dial.net/goAPIv2/goDashboard/goAPI.php?goAction=agentTimeUsage&goUser=MyUser&goPass=MyPass&responsetype=json"
```

POST (Form Data):

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goDashboard/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=agentTimeUsage" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json"
```

Example Response


```
{
  "result": "success",
  "data": {
    "breakdown": [
      {
        "user": "john.doe",
        "first_login": 0,
        "last_logoff": 0,
        "login_time": 14.0,
        "after_call": 0,
```

```
      "break": 12.0,
      "pausa": 0,
      "avalible": 30.0,
      "talk": 37.14,
      "wrapup": 0,
      "cust_leave": 0,
      "total_calls": 25,
      "pause": 15.0,
      "ready": 25.0
    },
    {
      "user": "jane.smith",
      "first_login": 0,
      "last_logoff": 0,
      "login_time": 140,
      "after_call": 0,
      "break": 18.0,
      "pausa": 0,
      "avalible": 42.0,
      "talk": 57.54,
      "wrapup": 0,
      "cust_leave": 2,
      "total_calls": 30,
      "pause": 12.5,
      "ready": 30.5
    },
    ...
  ],
  "general": {
    "pause": 13.75,
    "ready": 27.75,
    "talk": 38.0
  }
 }
}
```

Get Agents Availability Overview

API: getAgentStatus

Description

This endpoint retrieves the current status of agents in the system, including how many are connected, paused, ready, in a call, or offline.

□□ URL

https://**DOMAIN**.croco-dial.net/goAPIv2/goDashboard/goAPI.php

> **Note:** Replace `DOMAIN` with the specific domain you want to query.

□□ Body Parameters

Parameter	Value	Description
goAction	getAgentStatus	Action to perform. This parameter specifies the exact operation the API should execute.
goUser	MyUser	API authorized user.

Parameter	Value	Description
goPass	MyPass	Authorized user's password.
responsetype	json/xml	Format of the response (`json` recommended).

Note: This endpoint uses body parameters for authentication instead of tokens or headers.

Request Examples:

GET:

```
curl -X GET "https://DOMAIN.croco-dial.net/goAPIv2/goDashboard/goAPI.php?goAction=getAgentStatus&goUser=MyUser&goPass=MyPass&responsetype=json"
```

POST (Form Data):

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goDashboard/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=getAgentStatus" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json"
```

Example Response


```
{
  "result": "success",
  "data": {
    "total_live_agents": 61,
    "paused_agents": 9,
    "ready_agents": 24,
    "incall_agents": 28,
    "offline_agents": 42,
```

```
    "total_active_agents": 102
  }
}
```

Get Total Number of Agents Currently in Call

API: goGetTotalAgentsCall

Description

This endpoint retrieves the **total number of agents currently handling calls**. It specifically looks for agents that are in the following states: InCall, Queue, 3-Way and Park. Is perfect for **real-time monitoring** of agent activity. It allows you to quickly know how many agents are currently in action.

URL

https://**DOMAIN**.croco-dial.net/goAPIv2/goDashboard/goAPI.php

> **Note:** Replace `DOMAIN` with the specific domain you want to query.

Required Parameters

Parameter	Value	Description
goAction	goGetTotalAgentsCall	Action to perform.
goUser	MyUser	API authorized user.

Parameter	Value	Description
goPass	MyPass	Authorized user's password.
responsetype	json/xml	Format of the response (`json` recommended).

Note: This endpoint uses body parameters for authentication instead of tokens or headers.

Request Examples:

GET :

```
curl -X GET "https://DOMAIN.croco-dial.net/goAPIv2/goDashboard/goAPI.php?goAction=goGetTotalAgentsCall&goUser=MyUser&goPass=MyPass&responsetype=json"
```

POST (Form Data):

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goDashboard/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=goGetTotalAgentsCall" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json"
```

Example Response

```
{
  "result": "success",
  "data": 23
}
```

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