Reports

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Outbound Call Detail Records

API: outbound_cdr

Description

Fetch detailed records of outbound calls made through the last 24 hours or a specific time given. Results include per-call information like timestamp, caller, agent, disposition, campaign, and wait time. Also includes a summary of total and handled calls by campaign.

□□ URL

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

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

□□ Required Parameters

Parameter	Value	Description

goAction	outbound_cdr	Action to perform
goUser	MyUser	API authorized user.
goPass	MyPass	Authorized user's password.
responsetype	json/xml	Format of the response (`json` recommended).

Optional Parameters

Parameter	Value	Description
tenant	['AAA', 'BBB']	A list of tenants to filter the results. (Three characters only)
profile	['LOANS', 'COLLECTIONS']	A list of profiles to filter the results.
fromDate	`YYYY-MM-DD`	The start date for the report. If no date range is provided, the endpoint defaults to returning records from the last 24 hours.
toDate	`YYYY-MM-DD`	The end date for the report.

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/goReports/goAPI.php?goAction=outbound_cdr&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/goReports/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
```

```
--data-urlencode "goAction=outbound_cdr" \
--data-urlencode "goUser=MyUSer" \
--data-urlencode "goPass=MyPass" \
--data-urlencode "responsetype=json"
```

Example Response


```
{
  "result": "success",
  "data": {
    "rows": [
      {
        "call_date": "2025-05-02 06:58:53",
        "src": "8888888888",
        "dst": "3333333333",
        "agent": "Agent.Example",
        "campaign": "CAMPAIGN-1",
        "call_type": "Dialer",
        "disposition": "Voicemail",
        "carrier_disposition": "Answer",
        "term_reason": "AGENT",
        "queue_time": "0",
        "portfolio": "AAA",
        "vendor_lead_code": "11111111-22222222...",
        "lead_id": "11111111",
        "list_id": "222222222222222",
        "entry_date": "2025-05-02 06:55:08"
      },
      {
        "call_date": "2025-05-02 06:58:54",
        "src": "2222222222",
        "dst": "4444444444",
        "agent": "Agent.Example",
        "campaign": "CAMPAIGN-2",
        "call_type": "Dialer",
        "disposition": "Voicemail",
        "carrier_disposition": "Answer",
        "term_reason": "AGENT",
```

```
        "queue_time": "37",
        "portfolio": "BBB",
        "vendor_lead_code": "22222222-33333333...",
        "lead_id": "222222222",
        "list_id": "33333333333333",
        "entry_date": "2025-05-02 06:55:08"
    },
  ...
],
 "headers": [
  ...
 ],
 "summary_headers": [
  ...
 ],
 "summary_rows": [
    {
        "campaign_name": "CAMPAIGN-1",
        "total_leads": 296,
        "dialable": 296,
        "pending": 0,
        "total_calls": 651,
        "dialer": 526,
        "dialed": 651,
        "manual_calls": 125,
        "handled_calls": 285,
        "total_removed": 0,
        "removed": 127,
        "remove_all_period": 127
    },
    {
        "campaign_name": "CAMPAIGN-2",
        "total_leads": 3031,
        "dialable": 3031,
        "pending": 2018,
        "total_calls": 1013,
        "dialer": 1010,
        "dialed": 1013,
        "manual_calls": 3,
        "handled_calls": 661,
        "total_removed": 0,
```

```
            "removed": 11,
            "remove_all_period": 11
          },
          ...
        ]
    }
}
```

Inbound Call Detail Records

API: inbound_cdr

Description

This API provides detailed information about inbound calls handled by crocodial. It includes timestamps, caller and destination numbers, queue and campaign metadata, agent assignments, and call outcomes. This API is useful for analyzing call flow, queue behavior, and agent performance in inbound call operations.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	inbound_cdr	API's name. 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).

Optional Parameters

Parameter	Value	Description
tenant	['AAA', 'BBB']	A list of tenants to filter the results. (Three characters only)
profile	['LOANS', 'COLLECTIONS']	A list of profiles to filter the results.
fromDate	`YYYY-MM-DD`	The start date for the report. If no date range is provided, the endpoint defaults to returning records from the last 24 hours.
toDate	`YYYY-MM-DD`	The end date for the report.

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/goReports/goAPI.php?goAction=inbound_cdr&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/goReports/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=inbound_cdr" \
  --data-urlencode "goUser=MyUSer" \
```

```
--data-urlencode "goPass=MyPass" \
--data-urlencode "responsetype=json" \
--data-urlencode "tenant[]=CCC" \
--data-urlencode "profile[]=COLLECTIONS" \
```

Example Response


```
{
  "result": "success",
  "data": {
    "rows": [
      {
        "call_date": "2025-05-29 22:23:05",
        "enter_on_queue": "2025-05-29 22:23:33",
        "src": "5551234567",
        "dst": "5559876543",
        "carrier": "SIP/EXAMPLE1-00000001",
        "uniq1": "1234567890.000001",
        "queue": "EXAMPLE_QUEUE_1",
        "agent": "Agent001",
        "campaign": "EXAMPLE_CAMPAIGN_A",
        "disposition": "Live Disconnect",
        "term_reason": "CALLER",
        "queue_time": "0",
        "call_duration": "34",
        "queue_position": "1",
        "portfolio": "PORTFOLIO_A",
        "lead_id": "10000001",
        "list_id": "Example List",
        "vendor_lead_code": "John Doe"
      },
      {
        "call_date": "2025-05-29 20:07:06",
        "enter_on_queue": "2025-05-29 20:07:15",
        "src": "5557654321",
        "dst": "5552468135",
        "carrier": "SIP/EXAMPLE2-00000002",
        "uniq1": "1234567890.000002",
```

```
            "queue": "EXAMPLE_QUEUE_2",
            "agent": "Agent002",
            "campaign": "EXAMPLE_CAMPAIGN_B",
            "disposition": "Denied",
            "term_reason": "CALLER",
            "queue_time": "0",
            "call_duration": "140",
            "queue_position": "1",
            "portfolio": "PORTFOLIO_B",
            "lead_id": "10000002",
            "list_id": "Example List",
            "vendor_lead_code": "Jane Smith"
         }
      ],
      "headers": [
         ...
      ]
   }
}
```


Response Fields

Field Name	Description
`call_date`	Date and time when the call started.
`enter_on_queue`	Timestamp when the caller entered the queue.
`src`	Caller’s phone number.
`dst`	Destination phone number (usually the DID or agent extension).
`carrier`	The SIP carrier or trunk that handled the call.
`uniq1`	Unique call identifier. Often used for logging and tracking.
`queue`	Queue name where the call was routed.
`agent`	Agent who handled the call.
`campaign`	Campaign associated with the call.
`disposition`	Final status of the call (e.g., Answered, Denied, Live Disconnect).

Field Name	Description
`term_reason`	Call termination reason (e.g., AGENT, CALLER, QUEUE_TIMEOUT).
`queue_time`	Time in seconds the caller spent in queue.
`call_duration`	Total duration of the call in seconds.
`queue_position`	Position of the caller in the queue at entry.
`portfolio`	Portfolio or business unit associated with the call.
`lead_id`	Identifier of the lead/contact associated with the call.
`list_id`	Name or ID of the list from which the lead came.
`vendor_lead_code`	Lead code from the vendor (usually the customer's name or tag).

Agent Activity Report

API: exportAgentReport

Description

This API provides detailed reporting data for agents over a specified date range. It returns various statistics such as activity times, call durations, and sales for individual users, as well as aggregated summaries for specific parameters.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	exportAgentReport	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).

Optional Parameters

Parameter	Value	Description
fromDate	`YYYY-MM-DD`	The start date for the report.
toDate	`YYYY-MM-DD`	The end date for the report.
user	['example.user1', 'example.user2']	A list of specific users to include in the report.

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/goReports/goAPI.php?goAction=exportAgentReport&goUser=MyUser&goPass=MyPass&responsetype=json&fromDate=2025-05-01&toDate=2025-05-14&user=example.user1
```

POST (Form Data)

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goReports/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=exportAgentReport" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json" \
  --data-urlencode "fromDate=2025-05-09" \
```

```
--data-urlencode "toDate=2025-05-10" \
--data-urlencode "user[]=Example.User1" \
--data-urlencode "user[]=Example.User2"
```

Example Response


```
{
  "result": "success",
  "data": {
    "headers": [
      {
        "title": "User",
        "field": "user",
        "frozen": true
      },
      {
        "title": "First Activity",
        "field": "first_activity",
        "minWidth": 125
      },
      ...
    ],
    "rows": [
      {
        "user": "Example.User1",
        "portfolio": "CSC",
        "first_activity": "2025-05-05 10:39:25",
        "last_activity": "2025-05-05 20:00:41",
        "avalible": "6708",
        "avail_between_calls": "10",
        "talk": "21066",
        "avg_talk": "30",
        "talk_+_avail": "27774",
        "wp_sec": null,
        "aftercall": "2203",
        "total_calls": "684",
        "break": "3699",
        "pause": "6",
```

```
        "login_time": "33685",
        "sales": "3",
        "denied": "0",
        "lip": "0",
        "vrf": "0",
        "profile": "Servers"
    },
    {
        "user": "Example.User1",
        "portfolio": "GAL",
        "first_activity": "2025-05-05 12:06:13",
        "last_activity": "2025-05-05 20:57:27",
        "avalible": "5542",
        "avail_between_calls": "19",
        "talk": "15440",
        "avg_talk": "42",
        "talk_+_avail": "20982",
        "wp_sec": null,
        "aftercall": "3263",
        "total_calls": "299",
        "break": "6394",
        "pause": "125",
        "login_time": "30926",
        "sales": "4",
        "denied": "0",
        "lip": "0",
        "vrf": "0",
        "profile": "Mul Portfo"
    }
],
"summary_headers": [
    {
        "title": "Type",
        "field": "type",
        "frozen": true
    },
    {
        "title": "Login Time",
        "field": "login_time"
    },
   ...
```

```
],
"summary_rows": [
    {
        "type": "Summary",
        "user": 0,
        "portfolio": 0,
        "first_activity": 4050,
        "last_activity": 4050,
        "avalible": 12250,
        "avail_between_calls": 29,
        "talk": 36506,
        "avg_talk": 72,
        "talk_+_avail": 48756,
        "wp_sec": 0,
        "aftercall": 5466,
        "total_calls": 983,
        "break": 10093,
        "pause": 131,
        "login_time": 64611,
        "sales": 7,
        "denied": 0,
        "lip": 0,
        "vrf": 0,
        "profile": 0
    },
    {
        "type": "Average",
        "user": 0,
        "portfolio": 0,
        "first_activity": 2025,
        "last_activity": 2025,
        "avalible": 6125,
        "avail_between_calls": 14.5,
        "talk": 18253,
        "avg_talk": 36,
        "talk_+_avail": 24378,
        "wp_sec": 0,
        "aftercall": 2733,
        "total_calls": 491.5,
        "break": 5046.5,
        "pause": 65.5,
```

```
    "login_time": 32305.5,
    "sales": 3.5,
    "denied": 0,
    "lip": 0,
    "vrf": 0,
    "profile": 0
},
{
    "type": "Max",
    "user": 0,
    "portfolio": 0,
    "first_activity": 2025,
    "last_activity": 2025,
    "avalible": 5542,
    "avail_between_calls": 19,
    "talk": 15440,
    "avg_talk": 42,
    "talk_+_avail": 20982,
    "wp_sec": 0,
    "aftercall": 3263,
    "total_calls": 299,
    "break": 6394,
    "pause": 125,
    "login_time": 30926,
    "sales": 4,
    "denied": 0,
    "lip": 0,
    "vrf": 0,
    "profile": 0
},
{
    "type": "Min",
    "user": 0,
    "portfolio": 0,
    "first_activity": 2025,
    "last_activity": 2025,
    "avalible": 5542,
    "avail_between_calls": 10,
    "talk": 15440,
    "avg_talk": 30,
    "talk_+_avail": 20982,
```

```
            "wp_sec": 0,
            "aftercall": 2203,
            "total_calls": 299,
            "break": 3699,
            "pause": 6,
            "login_time": 30926,
            "sales": 3,
            "denied": 0,
            "lip": 0,
            "vrf": 0,
            "profile": 0
        }
    ]
  }
}
```

Agent Call Detail Records

API: agent_cdr

Description

This endpoint allows you to retrieve detailed call records of agents, providing comprehensive information such as user details, call times, dispositions, phone numbers, call types, and more. You can specify the agents and the date range to include in the report. This API is ideal for generating detailed call logs, monitoring agent activity, and analyzing call performance across different campaigns and portfolios.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	**agent_cdr**	Action to perform

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

Optional Parameters

Parameter	Value	Description
user	['example.user1', 'example.user2']	A list of specific users to include in the report.
tenant	['AAA', 'BBB']	A list of tenants to filter the results. (Three characters only)
profile	['SERVERS', 'COLLECTIONS']	A list of profiles to filter the results.
fromDate	`YYYY-MM-DD`	The start date for the report. If no date range is provided, the endpoint defaults to returning records from the last 24 hours.
toDate	`YYYY-MM-DD`	The end date for the report.

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/goReports/goAPI.php?goAction=agent_cdr&goUser=MyUser&goPass=MyPass&responsetype=json&profile[]=COLLECTIONS&tenant[]=CSC&fromDate=2025-05-13&toDate=2025-05-13"
```

POST (Form Data)

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goReports/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=agent_cdr" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json" \
  --data-urlencode "profile[]=COLLECTIONS" \
  --data-urlencode "tenant[]=CSC" \
  --data-urlencode "fromDate=2025-05-13" \
  --data-urlencode "toDate=2025-05-13"
```

Example Response


```
{
   "result": "success",
   "data": {
      "rows": [
         {
            "user": "Example.User1",
            "answer_time": "2025-05-13 20:59:08",
            "disposition": "VM / NML",
            "phone_number": "1234567890",
            "loan_number": "1111111-222222-...",
            "call_type": "MANUAL",
            "call_duration": "00:00:47",
            "lead_id": 3333333,
            "term_reason": "CALLER",
            "portfolio": "GAL",
            "campaign_name": "GALSERVERS"
         },
         {
            "user": "Example.User2",
            "answer_time": "2025-05-13 20:56:45",
            "disposition": "VM / NML",
            "phone_number": "9876543210",
            "loan_number": "33333333-444444...",
            "call_type": "DIALER",
            "call_duration": "00:00:20",
```

```
            "lead_id": 3344444,
            "term_reason": "CALLER",
            "portfolio": "GAL",
            "campaign_name": "GALFRESHLEADS"
          },
         ...
              ],
        "headers": [
          {
            "title": "USER",
            "field": "user",
            "formatter": "html"
          },
          {
            "title": "ANSWER TIME",
            "field": "answer_time",
            "formatter": "html"
          },
         ...
        ]
    }
}
```


Response Fields

Field	Description
user	Agent's username.
answer_time	Timestamp when the call was answered.
disposition	Call result or status (e.g., VM / NML).
phone_number	Contact phone number.
loan_number	Unique Identifier for the loan record.
call_type	Type of call (e.g., MANUAL, DIALER).
call_duration	Total duration of the call.
lead_id	Unique identifier of the lead.
term_reason	Reason for call termination.
portfolio	Portfolio associated with the call.

Field	Description
campaign_name	Name of the campaign associated with the call.

Agent Calls Summary Report

API: agent_calls_report

Description

This endpoint provides detailed information of agent. Shows a breakdown of call metrics for each agent, including average talk time, total calls, and call types (manual, inbound, dialer).

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	**agent_calls_report**	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).

Optional Parameters

Parameter	Value	Description
user	['example.user1', 'example.user2']	A list of specific users to include in the report.
tenant	['AAA', 'BBB']	A list of tenants to filter the results. (Three characters only)
profile	['SERVERS', 'COLLECTIONS']	A list of profiles to filter the results.
fromDate	`YYYY-MM-DD`	The start date for the report. If no date range is provided, the endpoint defaults to returning records from the last 24 hours.
toDate	`YYYY-MM-DD`	The end date for the report.

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/goReports/goAPI.php?goAction=agent_calls_report&goUser=MyUser&goPass=MyPass&responsetype=json&profile[]=SERVERS&tenant[]=GAL&fromDate=2025-05-12&toDate=2025-05-14"
```

POST (Form Data)

If you prefer to send the data as form parameters:

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

```
--data-urlencode "goPass=MyPass" \
--data-urlencode "responsetype=json" \
--data-urlencode "profile[]=SERVERS" \
--data-urlencode "tenant[]=GAL" \
--data-urlencode "fromDate=2025-05-12" \
--data-urlencode "toDate=2025-05-14"
```

Example Response


```
{
  "result": "success",
  "data": {
    "agent_report": {
      "headers": [
        ...
      ],
      "rows": [
        {
          "user": "User.Example1",
          "profile": "Collections",
          "portfolio": "GAL",
          "avg_talk": "43",
          "total_calls": "577",
          "manual": "9",
          "inbound": "12",
          "dialer": "0"
        },
        {
          "user": "User.Example2",
          "profile": "Servers",
          "portfolio": "CSC",
          "avg_talk": "67",
          "total_calls": "245",
          "manual": "24",
          "inbound": "22",
          "dialer": "0"
        },
        {
```

```
                "user": "User.Example3",
                "profile": "VIP",
                "portfolio": "ADMIN",
                "avg_talk": "46",
                "total_calls": "887",
                "manual": "235",
                "inbound": "41",
                "dialer": "0"
            },
            ...
        ]
    },
    "frequency_report": {
        "headers": [],
        "rows": []
    }
  }
}
```


Response Fields

Field	Description
user	Username of the agent.
profile	Profile assigned to the agent (e.g., Servers, Loan, VIP).
portfolio	The portfolio associated with the agent (e.g., CSC, GAL).
avg_talk	Average handle time of the agent in seconds.
total_calls	Total number of calls handled.
manual	Number of manual calls made.
inbound	Number of inbound calls received.
dialer	Number of dialer calls made.

Export Agents Pause Report

API: exportPauseReport

Description

This endpoint provides a detailed breakdown of agent activity across billable and non-billable categories during login sessions. It returns metrics such as talk time, after-call work, breaks, and total login duration per agent in seconds, allowing for precise time tracking and performance analysis. This report is essential for understanding how agents allocate their working hours.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	**agent_cdr**	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).
fromDate	`YYYY-MM-DD`	The start date for the report.
toDate	`YYYY-MM-DD`	The end date for the report.

Optional Parameters

Parameter	Value	Description
user	['example.user1', 'example.user2']	A list of specific users to include in the report.

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/goReports/goAPI.php?goAction=exportPauseReport&goUser=MyUser&goPass=MyPass&responsetype=json&fromDate=2025-05-25&toDate=2025-05-27"
```

POST (Form Data)

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goReports/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=exportPauseReport" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json" \
  --data-urlencode "user[]=Example.User1" \
```

```
--data-urlencode "user[]=Example.User2" \
--data-urlencode "fromDate=2025-05-13" \
--data-urlencode "toDate=2025-05-13"
```

Example Response


```
{
  "result": "success",
  "data": {
    "headers": [
      ...
    ],
    "rows": [
      {
        "user": "Example.User1",
        "logged_days": 1,
        "pause_sec": 6571,
        "wait_sec": 16789,
        "talk_sec": 973,
        "wp_sec": 3314,
        "dispo_sec": 1899,
        "dead_sec": 157,
        "manual_talk": 6757,
        "pause": 58,
        "dialne": 643,
        "manual": 1001,
        "priv": 2232,
        "virtua": 2460,
        "data": 0,
        "meetin": 0,
        "train": 0,
        "wc": 0,
        "lunch": 0,
        "lagged": 0,
        "login": 0,
        "andial": 0,
        "billable_time": 29879,
        "no_billable_time": 2290,
```

```
            "total_time": 32169
         },
         {
            "user": "Example.User2",
            "logged_days": 1,
            "pause_sec": 9567,
            "wait_sec": 12565,
            "talk_sec": 4679,
            "wp_sec": 0,
            "dispo_sec": 484,
            "dead_sec": 14,
            "manual_talk": 1365,
            "pause": 956,
            "dialne": 49,
            "login": 11,
            "lunch": 1870,
            "manual": 37,
            "priv": 1387,
            "virtua": 1753,
            "wc": 635,
            "data": 0,
            "meetin": 0,
            "train": 0,
            "lagged": 0,
            "andial": 0,
            "billable_time": 20883,
            "no_billable_time": 4859,
            "total_time": 25742
         }
      ]
   }
}
```


Response Fields

Field Name	Description
`user`	Username of the agent.

Field Name	Description
logged_days	Number of days the agent has logged in.
dispo_sec	Seconds spent in after-call disposition (aftercall).
wait_sec	Seconds spent available, waiting for calls (available).
talk_sec	Seconds spent talking on calls.
manual_talk	Seconds spent talking on manually dialed calls.
manual	Time spent in manual dial mode (excluding talk time).
data	Time spent handling data-related tasks.
virtua	Time categorized as "Virtua" (custom category).
billable_time	Total time that is considered billable.
lunch	Time spent on lunch breaks.
wc	Time marked for bathroom breaks.
priv	Time spent on personal/private breaks.
train	Time spent in training sessions.
meetin	Time spent in meetings.
pause	Time paused without a specific reason.
lagged	Time marked as lagged (connectivity/system delays).
login	Time spent during login stage.
no_billable_time	Total non-billable time.
total_time	Total login session time (billable + non-billable).

Inbound Call Summary Statistics

API: inbound_summary_stats

Description

This endpoint provides a summarized report of inbound call activity for a given date range, optionally filtered by tenant. It returns daily metrics including total calls, queued calls, abandoned calls (split by those that waited more than 20 seconds), handled calls, and average hold and handle times.

URL

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

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

Required Parameters

Parameter	Value	Description

goAction	**inbound_summary_stats**	Action to perform. Name of endpoint
goUser	MyUser	API authorized user.
goPass	MyPass	Authorized user's password.
responsetype	json/xml	Format of the response (`json` recommended).

Optional Parameters

Parameter	Value	Description
fromDate	`YYYY-MM-DD`	The start date for the report.
toDate	`YYYY-MM-DD`	The end date for the report.
tenant	["AAA", "BBB"]	Array of tenant identifiers to restrict data.

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/goReports/goAPI.php?goAction=inbound_summary_stats&goUser=MyUser&goPass=MyPass&responsetype=json&fromDate=2025-05-25&toDate=2025-05-30"
```

POST (Form Data)

If you prefer to send the data as form parameters:

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

```
--data-urlencode "tenant[]=TTY" \
--data-urlencode "fromDate=2025-05-20" \
--data-urlencode "toDate=2025-05-30"
```

Example Response


```
{
  "result": "success",
  "data": {
    "rows": [
      {
        "calldate": "2025-05-28",
        "total_calls": "693",
        "queued_calls": "424",
        "abandon1": "38",
        "abandon2": "61",
        "handled_calls": "372",
        "avg_hold_time": "67.78",
        "avg_handle_time": "469.33"
      },
      {
        "calldate": "2025-05-29",
        "total_calls": "716",
        "queued_calls": "507",
        "abandon1": "42",
        "abandon2": "57",
        "handled_calls": "448",
        "avg_hold_time": "38.84",
        "avg_handle_time": "544.30"
      },
      {
        "calldate": "2025-05-30",
        "total_calls": "308",
        "queued_calls": "204",
        "abandon1": "54",
        "abandon2": "24",
        "handled_calls": "130",
        "avg_hold_time": "147.03",
```

```
            "avg_handle_time": "423.23"
          },
        ],
        "headers": [
          ...
        ]
    }
}
```


Response Fields

Field	Description
`calldate`	The date of the call activity (`YYYY-MM-DD`).
`total_calls`	Total inbound calls received.
`queued_calls`	Calls that entered the queue.
`abandon1`	Calls abandoned *after* waiting more than 20 seconds.
`abandon2`	All abandoned calls, including those under 20 seconds.
`handled_calls`	Calls successfully answered by an agent.
`avg_hold_time`	Average hold time (in seconds).
`avg_handle_time`	Average handle time (in seconds).

Agent Summary Statistics

API: agent_summary_stats

Description

This endpoint retrieves a summary of agent activity and performance statistics over the last day. It is useful for supervisors and managers to monitor agent productivity, call handling metrics, and time distribution across various call and pause states. This returns detailed data per agent, including call counts (manual, inbound, dialer), time spent in login, pause, talk, and break statuses, as well as call outcomes and user profile information.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	agent_summary_stats	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/goReports/goAPI.php?goAction=agent_summary_stats&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/goReports/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=agent_summary_stats" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json"
```

Example Response


```
{
  "result": "success",
  "data": {
    "dates": "'2025-05-06' AND '2025-05-06 23:59:59'",
    "headers": [...],
    "rows": [
          {
             "USER": "user.example",
             "calls_handled": "8",
```

```
        "manual_calls": "0",
        "inbound_calls": "8",
        "dialer_calls": "0",
        "xfer_out": "0",
        "xfer_in": "0",
        "voicemail": "0",
        "denied": "0",
        "noa": "0",
        "sales": "0",
        "WIT": "0",
        "login_time": "18455",
        "pause": "8",
        "break": "853",
        "talk": "1847",
        "most_dispo": null,
        "portfolio": "AAA",
        "profile": "CUSTSERVICE"
    },
    {
        "USER": "user.example2",
        "calls_handled": "71",
        "manual_calls": "68",
        "inbound_calls": "3",
        "dialer_calls": "68",
        "xfer_out": "0",
        "xfer_in": "0",
        "voicemail": "0",
        "denied": "0",
        "noa": "0",
        "sales": "0",
        "WIT": "0",
        "login_time": "18709",
        "pause": "298",
        "break": "1877",
        "talk": "1640",
        "most_dispo": null,
        "portfolio": "BBB",
        "profile": "COLLECTIONS"
    },
  ...
]
```

```
  }
}
```

Data Fields per Agent

Field	Description