

Users

- Get User Information and Performance Statistics
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- Get All Users

Get User Information and Performance Statistics

API: getUserInfo

Description

This action retrieves detailed information and performance statistics for a specific user. It includes user credentials, profile settings, permissions, and real-time productivity metrics such as login time, talk time, break duration, and total calls.

URL

<https://DOMAIN.croco-dial.net/goAPIv2/goUsers/goAPI.php>

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

Required Parameters

| Parameter | Value | Description |
|-----------|-------------|---|
| goAction | getUserInfo | Action to retrieve detailed information and performance statistics for a specific user. |

| Parameter | Value | Description |
|--------------|--------------|---|
| goUser | MyUser | API authorized user. |
| goPass | MyPass | Password for the API authorized user. |
| user | example.user | Username of the user whose data is being requested. |
| 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/goUsers/goAPI.php?goAction=getUserInfo&goUser=MyUser&goPass=MyPass&user=example.user&responsetype=json"
```

POST (Form Data):

If you prefer to send the data as form parameters:

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

Example Response

```
{  
  "result": "success",
```

```
"data": {
  "user_info": {
    "user_id": 1234,
    "user": "example.user",
    "pass": "examplePass",
    "pass_hash": "ABC123xyzHashValue",
    "email": "example.user@example.com",
    "voicemail_id": "",
    "phone_login": "1234567890",
    "phone_pass": "phonePass123",
    "full_name": "Example User",
    "user_level": 1,
    "territory": "",
    "tenant": "EXAMPLE_TENANT",
    "user_code": "1234",
    "hotkeys_active": "1",
    "agent_chooseingroups": "0",
    "scheduled_callbacks": "1",
    "agentonly_callbacks": "1",
    "agentcall_manual": "1",
    "dialer_recording": "1",
    "dialer_transfers": "1",
    "closer_default_blended": "0",
    "user_group": "EXAMPLE_GROUP",
    "dialer_recording_override": "DISABLED",
    "alter_custphone_override": "NOT_ACTIVE",
    "alert_enabled": "0",
    "agent_shift_enforcement_override": "DISABLED",
    "shift_override_flag": "0",
    "allow_alerts": "0",
    "closer_campaigns": " CAMPAIGN1 CAMPAIGN2 CAMPAIGN3 -",
    "agent_choose_territories": "0",
    "custom_one": "",
    "custom_two": "",
    "custom_three": "",
    "custom_four": "",
    "custom_five": "",
    "agent_call_log_view_override": "DISABLED",
    "agent_choose_blended": "1",
    "agent_lead_search_override": "NOT_ACTIVE",
    "preset_contact_search": "NOT_ACTIVE",
```

```
"voicemail_pass": "voicePass123"
},
"user_stats": {
  "first_activity": "09:00:00",
  "last_activity": "17:00:00",
  "login_time": "08:00:00",
  "after_call": "00:10:00",
  "break": "00:30:00",
  "pause": "00:05:00",
  "avalible": "01:00:00",
  "avg_wait": "00:00:20",
  "talk": "06:00:00",
  "talk_avalible": "07:00:00",
  "total_calls": 100,
  "denied": 2,
  "lip": 1,
  "vrf": 3,
  "sales": 5,
  "sla_productivity": "87%"
}
}
}
```

Get Real-Time Agent Status

API: **getLiveAgentInfo**

Description

Retrieves real-time status information for a specific agent. This includes the agent's current activity (e.g., READY, IN CALL,, DISPOSITION, PAUSE - BREAK or LUNCH BREAK,), call details, and campaign context if the agent is handling a live call.

URL

[https://**DOMAIN**.croco-dial.net/goAPIv2/goUsers/goAPI.php](https://DOMAIN.croco-dial.net/goAPIv2/goUsers/goAPI.php)

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

Required Parameters

| Parameter | Value | Description |
|-----------|------------------|---|
| goAction | getLiveAgentInfo | Action to retrieve live status and call info for a specific user. |
| goUser | MyUser | API authorized user. |
| goPass | MyPass | Password for the API authorized user. |

| Parameter | Value | Description |
|--------------|--------------|--|
| user | example.user | The username of the agent to check live info for. |
| responsetype | json/xml | Format of the response (<code>json</code> 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/goUsers/goAPI.php?goAction=getLiveAgentInfo&goUser=MyUser&goPass=MyPass&user=example.user&responsetype=json"
```

POST:

If you prefer to send the data as form parameters:

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

Example Response Agent READY

```
{  
  "result": "success",  
  "data": {  
    "status": "READY",  
    "color": "primary",
```

```
"in_call_with": "",
"campaign_id": "",
"campaign_name": "",
"call_type": "",
"caller_id": "",
"conf_exten": "8600118",
"server_ip": "127.0.0.1",
"vendor_lead_code": "",
"lead_id": 0
}
}
```

Example Response Agent IN CALL

```
{
  "result": "success",
  "data": {
    "status": "IN CALL",
    "color": "green",
    "in_call_with": "1234567890",
    "campaign_id": "CAMP001",
    "campaign_name": "EXAMPLE_CAMPAIGN",
    "call_type": "DIALER",
    "caller_id": "9876543210",
    "conf_exten": "8600118",
    "server_ip": "127.0.0.1",
    "vendor_lead_code": "abc123-xyz456",
    "lead_id": 7890123
  }
}
```

Get All Portfolios

API: **getAllPortfolios**

Description

This endpoint retrieves a list of all available portfolios and their corresponding names. Portfolios represent different business segments or client groups in the call center system. Each portfolio is associated with a unique code and a descriptive name.

URL

[https://**DOMAIN**.croco-dial.net/goAPIv2/goUsers/goAPI.php](https://DOMAIN.croco-dial.net/goAPIv2/goUsers/goAPI.php)

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

Required Parameters

| Parameter | Value | Description |
|-----------|-------------------------|---------------------------------------|
| goAction | getAllPortfolios | Action to perform. |
| goUser | MyUser | API authorized user. |
| goPass | MyPass | Password for the API authorized user. |

| 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/goUsers/goAPI.php?goAction=getAllPortfolios&goUser=MyUser&goPass=MyPass&responsetype=json"
```

POST:

If you prefer to send the data as form parameters:

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

Example Response

```
{  
  "result": "success",  
  "data": [  
    {  
      "portfolio": "ABC",  
      "portfolio_name": "Alpha Business Corp"  
    },  
    {
```

```
"portfolio": "XYZ",
"portfolio_name": "Xylon Technologies"
},
{
"portfolio": "MNO",
"portfolio_name": "Monolith Solutions"
},
{
"portfolio": "PQR",
"portfolio_name": "Pioneer Realty Group"
}
]
}
```

Get All Profiles

API: getAllProfiles

Description

This endpoint retrieves a list of all available profiles configured in the system. Each profile is represented with its unique identifier (`profile_id`) and its display name (`profile_name`). This endpoint also provides additional data for profiles, such as disposition sets and the option to edit each profile.

URL

<https://DOMAIN.croco-dial.net/goAPIv2/goUsers/goAPI.php>

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

Required Parameters

| Parameter | Value | Description |
|-----------|-----------------------------|---------------------------------------|
| goAction | <code>getAllProfiles</code> | Action to perform. |
| goUser | MyUser | API authorized user. |
| goPass | MyPass | Password for the API authorized user. |

| 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/goUsers/goAPI.php?goAction=getAllProfiles&goUser=MyUser&goPass=MyPass&responsetype=json"
```

POST:

If you prefer to send the data as form parameters:

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

Example Response

```
{  
  "result": "success",  
  "data": [  
    {  
      "profile_id": "COLLECTIONS",  
      "profile_name": "COLLECTIONS"  
    },  
    {
```

```
"profile_id": "CUSTOMER_SERVICE",
"profile_name": "CUSTOMER_SERVICE"
},
{
"profile_id": "SALES_SUPPORT",
"profile_name": "SALES_SUPPORT"
}
],
"use_profile": 1,
"profiles": {
"headers": [ ... ],
"rows": [
{
"id": 1,
"profile_id": "COLLECTIONS",
"profile_name": "COLLECTIONS",
"disposition_set": "PAYMENT FOLLOW-UP",
"action": "<button class=\"btn btn-success btn-normal edit_profile\" profile=\"COLLECTIONS_TEAM\"
profile_type=\"profile\" profile_id=\"1\" title=\"Edit\"><i class=\"fa fa-pencil\"></i></button>"
},
{
"id": 2,
"profile_id": "CUSTOMER_SERVICE",
"profile_name": "CUSTOMER_SERVICE",
"disposition_set": "GENERAL INQUIRIES",
"action": "<button class=\"btn btn-success btn-normal edit_profile\" profile=\"CUSTOMER_SERVICE\"
profile_type=\"profile\" profile_id=\"2\" title=\"Edit\"><i class=\"fa fa-pencil\"></i></button>"
},
{
"id": 3,
"profile_id": "SALES_SUPPORT",
"profile_name": "SALES_SUPPORT",
"disposition_set": "NEW LEADS",
"action": "<button class=\"btn btn-success btn-normal edit_profile\" profile=\"SALES_SUPPORT\"
profile_type=\"profile\" profile_id=\"3\" title=\"Edit\"><i class=\"fa fa-pencil\"></i></button>"
}
]
}
}
```


Get All Users

API: goGetAllUsers

Description

This API endpoint fetches a complete list of all user accounts in the system along with their associated details such as name, extension, campaigns, profile level, allowed companies, and specific permissions like inbound, dialer, and manual dial capabilities. It also returns the list of all available campaigns, preview campaigns and the total of users.

URL

<https://DOMAIN.croco-dial.net/goAPIv2/goUsers/goAPI.php>

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

Required Parameters

| Parameter | Value | Description |
|-----------|---------------|--|
| goAction | goGetAllUsers | Action to retrieve all users in the system (Active and inactive ones). |
| goUser | MyUser | API authorized user. |

| Parameter | Value | Description |
|----------------|----------|--|
| goPass | MyPass | Password for the API authorized user. |
| only_inactives | 0 | 0 to show Active Users, or 1 to show Inactive Users. |
| responsetype | json/xml | Format of the response (<code>json</code> recommended). |

Optional Parameters

| Parameter | Value | Description |
|----------------|--------|--|
| only_inactives | 0 or 1 | Use the value 0 to show Active Users, or 1 to show Inactive Users. |

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

Example Response

```
{
  "result": "success",
  "data": {
    "user_list": [
      {
        "user_id": 2222,
        "user": "Jhon.Exp",
        "name": "Jhon Example",
        "exten": 2222,
        "level": 1,
        "active": "Y",
        "campaign_id": "4460708090",
        "campaign_name": "...",
        "rank": 0,
        "profile_id": 22,
        "allowed_companys": ["AMI", "IST", "PTR"],
        "inbound": 1,
        "dialer": 1,
        "xfer": 1,
        "manual_dial_only": 0,
        "closer_campaigns": " AGENTDIRECT ",
        "agentcall_manual": "1"
      },
      ...
    ],
    "all_campaigns": [
      "SERVERS", "CUSTSERVICE", "COLLECTIONS", "NEWLOANS",
      ...
    ],
    "all_preview_campaigns": [
      {
        "campaign_id": "12345678",
        "campaign_name": "PAYMENTS"
      },
      {
        "campaign_id": "234567891",
        "campaign_name": "GENERAL"
      }
    ]
  }
}
```

```

],
  "total_users": 165,
  "total_active_users": 165,
  "total_inactive_users": 0
}
}

```

? Response Fields

| Field | Description |
|------------------|---|
| user_id | Unique identifier for the user. |
| user | Username. |
| name | Full name of the user. |
| exten | User extension number. |
| level | Access level of the user. |
| active | Whether the user is active ("Y" or "N"). |
| campaign_id | ID of the primary campaign assigned. |
| campaign_name | Name of the primary campaign. |
| rank | User rank (for prioritization). |
| profile_id | ID of the assigned user profile. |
| allowed_companys | List of companies the user has access to. |
| inbound | Inbound call permission (1 = Yes, 0 = No). |
| dialer | Dialer permission (1 = Yes, 0 = No). |
| xfer | Transfer permission (1 = Yes, 0 = No). |
| manual_dial_only | Whether the user is restricted to manual dialing only. |
| closer_campaigns | String of campaigns available for call transfers. |
| agentcall_manual | Indicates if manual agent calling is enabled (usually "1"). |