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Reports

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 (<code>json</code> 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	<code>YYYY-MM-DD</code>	The start date for the report. <i>If no date range is provided, the endpoint defaults to returning records from the last 24 hours.</i>
toDate	<code>YYYY-MM-DD</code>	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": "88888888888",  
        "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": "22222222222222",  
        "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": "22222222",
    "list_id": "333333333333333",
    "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.crocodial.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.

Parameter	Value	Description
goUser	MyUser	API authorized user.
goPass	MyPass	Authorized user's password.
responsetype	json/xml	Format of the response (<code>json</code> 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	<code>YYYY-MM-DD</code>	The start date for the report. <i>If no date range is provided, the endpoint defaults to returning records from the last 24 hours.</i>
toDate	<code>YYYY-MM-DD</code>	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
<code>call_date</code>	Date and time when the call started.
<code>enter_on_queue</code>	Timestamp when the caller entered the queue.
<code>src</code>	Caller's phone number.
<code>dst</code>	Destination phone number (usually the DID or agent extension).
<code>carrier</code>	The SIP carrier or trunk that handled the call.
<code>uniq1</code>	Unique call identifier. Often used for logging and tracking.
<code>queue</code>	Queue name where the call was routed.
<code>agent</code>	Agent who handled the call.
<code>campaign</code>	Campaign associated with the call.

Field Name	Description
disposition	Final status of the call (e.g., Answered, Denied, Live Disconnect).
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

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

Optional Parameters

Parameter	Value	Description
fromDate	<code>YYYY-MM-DD</code>	The start date for the report.
toDate	<code>YYYY-MM-DD</code>	The end date for the report.
user	<code>['example.user1', 'example.user2']</code>	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
goUser	MyUser	API authorized user.
goPass	MyPass	Authorized user's password.
responsetype	json/xml	Format of the response (<code>json</code> 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	<code>YYYY-MM-DD</code>	The start date for the report. <i>If no date range is provided, the endpoint defaults to returning records from the last 24 hours.</i>
toDate	<code>YYYY-MM-DD</code>	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.

Parameter	Value	Description
goPass	MyPass	Authorized user's password.
responsetype	json/xml	Format of the response (<code>json</code> 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	<code>YYYY-MM-DD</code>	The start date for the report. If no date range is provided, the endpoint defaults to returning records from the last 24 hours.
toDate	<code>YYYY-MM-DD</code>	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.

Field	Description
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.crocodial.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 (<code>json</code> recommended).
fromDate	<code>YYYY-MM-DD</code>	The start date for the report.
toDate	<code>YYYY-MM-DD</code>	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.
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.crocodial.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
<code>calldate</code>	The date of the call activity (<code>YYYY-MM-DD</code>).
<code>total_calls</code>	Total inbound calls received.
<code>queued_calls</code>	Calls that entered the queue.
<code>abandon1</code>	Calls abandoned <i>after</i> waiting more than 20 seconds.
<code>abandon2</code>	All abandoned calls, including those under 20 seconds.
<code>handled_calls</code>	Calls successfully answered by an agent.
<code>avg_hold_time</code>	Average hold time (in seconds).
<code>avg_handle_time</code>	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.crocodial.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
portfolio	Associated portfolio name

Dashboard

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.crocodial.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.

Parameter	Value	Description
goPass	MyPass	Authorized user's password.
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/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.

Parameter	Value	Description
goUser	MyUser	API authorized user.
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.

Parameter	Value	Description
goUser	MyUser	API authorized user.
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
}
```

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](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.
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 (<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=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_choose_ingroups": "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>

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.

Parameter	Value	Description
goPass	MyPass	Password for the API authorized user.
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>

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.

Parameter	Value	Description
goPass	MyPass	Password for the API authorized user.
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=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.

Parameter	Value	Description
goPass	MyPass	Password for the API authorized user.
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=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).

Parameter	Value	Description
goUser	MyUser	API authorized user.
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").

Call Times

Get All Predefined Call Time Settings

API: goGetAllCalltimes

Description

This endpoint retrieves all predefined call time configurations in the system. Each configuration defines allowed call time ranges for each day of the week, typically used for campaign scheduling or restrictions.

URL

<https://DOMAIN.crocodial.net/goAPIv2/goCalltimes/goAPI.php>

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

Required Parameters

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

Example Response

```
{  
  "result": "success",  
  "call_time_id": [  
    "24hrs",  
    "7am6pm",  
    "CLOSED",  
    "7am6pmMF",  
    "7am8pmMF",  
  ]  
}
```

```
"24hours"  
],  
"call_time_name": [  
  "24 Hours",  
  "7am6pm",  
  "CLOSED",  
  "7am6pm M to F",  
  "7am8pmMF",  
  "24 Hours"  
],  
"ct_default_start": [  
  0,  
  700,  
  2400,  
  700,  
  700,  
  0  
],  
"ct_default_stop": [  
  2400,  
  1800,  
  2400,  
  1800,  
  2000,  
  2400  
],  
"ct_sunday_start": [  
  0,  
  0,  
  0,  
  0,  
  900,  
  0  
],  
"ct_sunday_stop": [  
  0,  
  0,  
  0,  
  0,  
  1700,  
  0
```

```
],
"ct_monday_start": [
  0,
  700,
  0,
  700,
  700,
  0
],
"ct_monday_stop": [
  0,
  1800,
  0,
  1800,
  2000,
  0
],
"ct_tuesday_start": [
  0,
  700,
  0,
  700,
  700,
  0
],
"ct_tuesday_stop": [
  0,
  1800,
  0,
  1800,
  2000,
  0
],
"ct_wednesday_start": [
  0,
  700,
  0,
  700,
  700,
  0
],
```

"ct_wednesday_stop": [

0,
1800,
0,
1800,
2000,
0

],

"ct_thursday_start": [

0,
700,
0,
700,
700,
0

],

"ct_thursday_stop": [

0,
1800,
0,
1800,
2000,
0

],

"ct_friday_start": [

0,
700,
0,
700,
700,
0

],

"ct_friday_stop": [

0,
1800,
0,
1800,
2000,
0

],

"ct_saturday_start": [

```
    0,  
    700,  
    0,  
    0,  
    700,  
    0  
  ],  
  "ct_saturday_stop": [  
    0,  
    1600,  
    0,  
    0,  
    1600,  
    0  
  ],  
  "user_group": [  
    "---ALL---",  
    "---ALL---",  
    "---ALL---",  
    "---ALL---",  
    "---ALL---",  
    "---ALL---"  
  ]  
}
```

Get Specific Call Time Configuration

API: goGetCalltimeInfo

Description

This endpoint retrieves detailed information about a specific call time configurations. This includes the default call time ranges for each day of the week, any custom after-hours configurations, and comments associated with the call time settings. It is useful for understanding the permitted call windows and any specific rules applied to different days.

URL

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

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

Required Parameters

Parameter	Value	Description
-----------	-------	-------------

goAction	goGetAllCalltimes	Action to perform
goUser	MyUser	API authorized user.
goPass	MyPass	Authorized user's password.
call_time_id	"weekdays-example"	The ID of the call time configuration you want to retrieve.
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/goCalltimes/goAPI.php?goAction=goGetCalltimeInfo&goUser=MyUser&goPass=MyPass&responsetype=json&call_time_id=weekdays-example"
```

POST (Form Data):

If you prefer to send the data as form parameters:

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

```

Example Response

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

```
"id": 14,
"call_time_id": "weekdays-example",
"call_time_name": "weekdays-example",
"call_time_comments": "weekdays-example_7am6pm_7am4pm-Saturday",
"ct_default_start": 700,
"ct_default_stop": 1800,
"ct_sunday_start": 0,
"ct_sunday_stop": 0,
"ct_monday_start": 700,
"ct_monday_stop": 1800,
"ct_tuesday_start": 700,
"ct_tuesday_stop": 1800,
"ct_wednesday_start": 700,
"ct_wednesday_stop": 1800,
"ct_thursday_start": 700,
"ct_thursday_stop": 1800,
"ct_friday_start": 700,
"ct_friday_stop": 1800,
"ct_saturday_start": 700,
"ct_saturday_stop": 1600,
"ct_state_call_times": "",
"default_afterhours_filename_override": "",
"sunday_afterhours_filename_override": "",
"monday_afterhours_filename_override": "",
"tuesday_afterhours_filename_override": "",
"wednesday_afterhours_filename_override": "",
"thursday_afterhours_filename_override": "",
"friday_afterhours_filename_override": "",
"saturday_afterhours_filename_override": "",
"user_group": "---ALL---",
"ct_holidays": ""
}
```

Response Fields

Field	Description
id	The unique identifier for the call time entry.

Field	Description
call_time_id	The ID of the call time configuration.
call_time_name	The name of the call time configuration.
call_time_comments	Additional comments or description for the call time configuration.
ct_default_start	Default start time in military format (HHMM).
ct_default_stop	Default stop time in military format (HHMM).
ct_sunday_start	Call start time for Sunday (HHMM). The value 0 to use the default settings.
ct_sunday_stop	Call stop time for Sunday (HHMM). The value 0 to use the default settings.
ct_state_call_times	Custom state-specific call times, if any.
default_afterhours_filename_override	Custom audio file for after-hours calls (default).
sunday_afterhours_filename_override	Custom audio file for after-hours calls on Sunday.
user_group	The user group associated with this call time configuration.
ct_holidays	Configured holidays for the call time setting.

Campaigns

Get Specific Campaign Details

API: getCampaignInfo

Description

Retrieves detailed information about a specific campaign, including its settings, dial statuses, configurations, and associated transfer groups.

URL

<https://DOMAIN.crocodial.net/goAPIv2/goCampaigns/goAPI.php>

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

Required Parameters

Parameter	Value	Description
goAction	getCampaignInfo	Action to retrieve campaign details and settings.

Parameter	Value	Description
goUser	MyUser	API authorized user.
goPass	MyPass	Password for the API authorized user.
campaign_id	MyCampaignID	The ID of the campaign you want to retrieve information 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/goCampaigns/goAPI.php?goAction=getCampaignInfo&goUser=MyUser&goPass=MyPass&campaign_id=MyCampaignID&responsetype=json"
```

POST (Form Data):

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goCampaigns/goAPI.php" \  
-H "Content-Type: application/x-www-form-urlencoded" \  
--data-urlencode "goAction=getCampaignInfo" \  
--data-urlencode "goUser=MyUser" \  
--data-urlencode "goPass=MyPass" \  
--data-urlencode "responsetype=json" \  
--data-urlencode "campaign_id=11111111"
```

Example Response

```
{
  "result": "success",
  "data": {
    "campaign_id": "1234567",
    "campaign_name": "CUTSERVICE",
    "active": "Y",
    "dial_status_a": null,
    "dial_status_b": "",
    "lead_order": "DOWN_LAST_CALL_TIME",
    "hopper_level": 1000,
    "auto_dial_level": "3",
    "next_agent_call": "longest_wait_time",
    "local_call_time": "24hrs",
    "dial_timeout": 30,
    "dial_prefix": "903",
    "campaign_cid": "123456789",
    "campaign_script": "SCRIPT001",
    "campaign_recording": "ALLFORCE",
    "closer_campaigns": "AGENTDIRECT, CUTSERVICE",
    "drop_call_seconds": 1,
    "drop_action": "IN_GROUP",
    "wrapup_seconds": 0,
    "manual_dial_list_id": 999999999,
    "queue_priority": 50,
    "default_xfer_group": "AGENTDIRECT",
    "survey_method": "AGENT_XFER",
    "survey_dtmf_digits": "1238",
    "survey_xfer_exten": "8300",
    "use_internal_dnc": "Y",
    "manual_dial_timeout": "30",
    "three_way_call_cid": "CAMPAIGN",
    "three_way_dial_prefix": "903",
    "callback_days_limit": 0,
    "campaign_description": null,
    "campaign_calldate": "2025-05-07 11:51:49"
  },
  "campaign_type": "OUTBOUND",
  "custom_fields_launch": "ONCALL"
}
```

Response Structure

Field	Type	Description
<code>data</code>	<code>object</code>	Contains all the campaign details.
└─ <code>campaign_id</code>	<code>string</code>	Unique ID of the campaign.
└─ <code>campaign_name</code>	<code>string</code>	The name of the campaign.
└─ <code>active</code>	<code>string</code>	Whether the campaign is active (<code>Y</code>) or not (<code>N</code>).
└─ <code>dial_status_a</code> to <code>dial_status_e</code>	<code>string</code>	The dial statuses associated with the campaign.
└─ <code>lead_order</code>	<code>string</code>	Specifies the order of leads in the hopper.
└─ <code>hopper_level</code>	<code>number</code>	Number of leads loaded into the hopper.
└─ <code>auto_dial_level</code>	<code>string</code>	The auto-dial level for the campaign.
└─ <code>next_agent_call</code>	<code>string</code>	Specifies the method for the next agent call assignment.
└─ <code>local_call_time</code>	<code>string</code>	Time restrictions for dialing.
└─ <code>dial_timeout</code>	<code>number</code>	Time in seconds before the call times out.
└─ <code>dial_prefix</code>	<code>string</code>	The prefix added to dialed numbers.
└─ <code>campaign_cid</code>	<code>string</code>	Caller ID for the campaign.
└─ <code>campaign_script</code>	<code>string</code>	The script associated with the campaign.
└─ <code>campaign_recording</code>	<code>string</code>	Indicates the call recording policy.
└─ <code>closer_campaigns</code>	<code>string</code>	List of related closer campaigns.
└─ <code>drop_call_seconds</code>	<code>number</code>	Seconds before considering the call as "dropped".
└─ <code>drop_action</code>	<code>string</code>	Action to take when a call is dropped.
└─ <code>wrapup_seconds</code>	<code>number</code>	Time for agents to wrap up after a call.
└─ <code>wrapup_message</code>	<code>string</code>	Message displayed during the wrap-up.
└─ <code>manual_dial_list_id</code>	<code>number</code>	List ID for manual dialing.
└─ <code>queue_priority</code>	<code>number</code>	Priority of this campaign in the call queue.

Field	Type	Description
default_xfer_group	string	Default transfer group for calls.
survey_method	string	Method for handling survey calls (e.g., AGENT_XFER).
survey_dtmf_digits	string	DTMF digits used for survey responses.
survey_xfer_exten	string	Extension for survey transfers.
use_internal_dnc	string	Whether the campaign uses the internal Do Not Call list (Y/N).
manual_dial_timeout	string	Timeout for manual dial attempts.
three_way_call_cid	string	Caller ID for three-way calls.
three_way_dial_prefix	string	Dial prefix for three-way calls.
callback_days_limit	number	Maximum days allowed for scheduled callbacks.
campaign_description	string	Optional description of the campaign.
campaign_calldate	string	The last call date for this campaign.
campaign_type	string	Specifies if the campaign is INBOUND, OUTBOUND, or BLENDED.
custom_fields_launch	string	Indicates if custom fields are launched during the call (ONCALL).

Fetch All Campaigns Information

API: goGetAllCampaigns

Description

This endpoint provides a detailed list of all campaigns configured in the system, along with their properties and current status. The response includes essential information about each campaign, such as the name, dialing method, auto-dial level, and its activation status.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	goGetAllCampaigns	Action to retrieve all campaigns.

Parameter	Value	Description
goUser	MyUser	API authorized user.
goPass	MyPass	Password for the API authorized user.
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/goCampaigns/goAPI.php?goAction=goGetAllCampaigns&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/goCampaigns/goAPI.php" \  
-H "Content-Type: application/x-www-form-urlencoded" \  
--data-urlencode "goAction=goGetAllCampaigns" \  
--data-urlencode "goUser=MyUser" \  
--data-urlencode "goPass=MyPass" \  
--data-urlencode "responsetype=json"
```

Example Response

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

```
"rows": [  
  {  
    "id": "99999999",  
    "campaign_name": "SERVERS",  
    "dialer": "Y",  
    "campaign_vdad_exten": "Y",  
    "list_order_mix": "Y",  
    "dial_method": "POWER DIAL",  
    "auto_dial_level": "3",  
    "active": "Y"  
  },  
  {  
    "id": "88888888",  
    "campaign_name": "DEFAULT",  
    "dialer": "N",  
    "campaign_vdad_exten": "Y",  
    "list_order_mix": "Y",  
    "dial_method": "POWER DIAL",  
    "auto_dial_level": "0",  
    "active": "Y"  
  },  
  {  
    "id": "77777777",  
    "campaign_name": "COLLECTIONS",  
    "dialer": "Y",  
    "campaign_vdad_exten": "Y",  
    "list_order_mix": "Y",  
    "dial_method": "POWER DIAL",  
    "auto_dial_level": "2",  
    "active": "Y"  
  },  
  ...  
]  
}
```

Response Fields

Field	Description
id	Unique identifier of the campaign.
campaign_name	Name of the campaign.
dialer	Indicates if the campaign is configured for auto-dial (Y) or not (N).
campaign_vdad_exten	Defines if the campaign uses Answering Machine Detection (AMD).
list_order_mix	Indicates if the leads are mixed during the dialing process.
dial_method	The dialing method used: "POWER DIAL", "PREDICTIVE", or "PREVIEW".
auto_dial_level	Auto-dial level (number of channels per agent).
active	Specifies if the campaign is active (Y) or inactive (N).

Get Current Leads on Hopper by Campaign

API: getLeadsOnHopper

Description

This endpoint retrieves all leads currently in the hopper for a specific campaign. The hopper is a queue of leads that are ready to be dialed. The response includes detailed lead information such as loan ID, phone number, call disposition, source, list name, and an HTML button to delete the lead.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	getLeadsOnHopper	Action to get the leads for a specific campaign.

Parameter	Value	Description
goUser	MyUser	API authorized user.
goPass	MyPass	Password for the API authorized user.
campaign_id	ID-Campaign (number)	Campaign identifier to search hopper.
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/goCampaigns/goAPI.php?goAction=getLeadsOnHopper&goUser=MyUser&goPass=MyPass&responsetype=json&campaign_id=123456"
```

POST (Form Data):

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goCampaigns/goAPI.php" \  
-H "Content-Type: application/x-www-form-urlencoded" \  
--data-urlencode "goAction=getLeadsOnHopper" \  
--data-urlencode "goUser=MyUser" \  
--data-urlencode "goPass=MyPass" \  
--data-urlencode "campaign_id=123456" \  
--data-urlencode "responsetype=json"
```

Example Response

```
{
  "result": "success",
  "data": {
    "rows": [
      {
        "lead_id": "10001",
        "last_local_call_time": "2025-06-01 14:23:45",
        "loan_id": "LN123456",
        "phone_number": "5551234567",
        "state": "CA",
        "disposition": "NEW",
        "count": 0,
        "gmt_offset_now": "-8.00",
        "hopper_id": "5001",
        "alt_dial": "MAIN",
        "list_name": "Default Leads List",
        "list_id": "901",
        "priority": 99,
        "source": "WEBFORM",
        "numrows": 2,
        "delete": "<button class=\"btn btn-delete\"><i class=\"fa fa-trash\" aria-hidden=\"true\"></i></button>"
      },
      {
        "lead_id": "10002",
        "last_local_call_time": "2025-06-01 13:12:09",
        "loan_id": "LN654321",
        "phone_number": "5559876543",
        "state": "TX",
        "disposition": "CALLBK",
        "count": 1,
        "gmt_offset_now": "-6.00",
        "hopper_id": "5002",
        "alt_dial": "ALT",
        "list_name": "Follow-up List",
        "list_id": "902",
        "priority": 90,
        "source": "IMPORT",
        "numrows": 2,
        "delete": "<button class=\"btn btn-delete\"><i class=\"fa fa-trash\" aria-hidden=\"true\"></i></button>"
      }
    ]
  }
}
```

```

],
"headers": [
  { "title": "Loan ID", "field": "loan_id" },
  { "title": "Phone Number", "field": "phone_number" },
  { "title": "Disposition", "field": "disposition" },
  { "title": "Count", "field": "count" },
  { "title": "Source", "field": "source" },
  { "title": "List Name", "field": "list_name" },
  { "title": "Lead ID", "field": "lead_id" },
  { "title": "Delete", "field": "delete", "formatter": "html" }
],
"html": "<div class=\"toggleTitlesAction tabulator-Y3Yc\" style=\"width: 90%\">...</div>",
"content": "table"
}
}

```

☐☐ Response Fields

Field Name	Description
<code>lead_id</code>	Unique identifier of the lead
<code>last_local_call_time</code>	Timestamp of the last local call to the lead (if any)
<code>loan_id</code>	Vendor lead code (often a unique external ID like a loan or case ID)
<code>phone_number</code>	Lead's phone number
<code>state</code>	US State (if available) from lead data
<code>disposition</code>	Status or outcome of the last interaction (e.g., <code>NEW</code> , <code>CALLBK</code> , <code>SALE</code>)
<code>count</code>	Number of times this lead has been called
<code>gmt_offset_now</code>	GMT offset of the lead's time zone
<code>hopper_id</code>	Internal hopper ID (queue ID)

Field Name	Description
alt_dial	Alternative dialing method or flag
list_name	Name of the list this lead belongs to
list_id	ID of the list
priority	Lead priority in the hopper
source	Source of the lead (e.g., WEB, IMPORT)
numrows	Total number of rows returned (same for all rows, used for frontend)
delete	HTML snippet for a delete button (used in frontend UI)

Common Error Responses

Common Error Responses

Below are the most common error responses returned by the API, along with their descriptions to facilitate troubleshooting:

Invalid Username/Password

```
{
  "result": "error",
  "message": "Invalid Username/Password"
}
```

Description: The provided username or password is incorrect. Ensure that `goUser` and `goPass` are valid credentials.

Invalid Response Type

```
result=error;message=This API function only accepts XML or JSON value on responsetype
```

Description: The `responsetype` parameter must be either `json` or `xml`. Double-check the parameter value in your request.

Missing Required Parameters

```
{
  "code": "40001",
  "message": "Error: Missing required parameters"
}
```

Description: One or more required parameters are missing from the request. Verify that all required fields are correctly populated.

Agent API

Get Customer Informacion

API: Get Customer Informations

Description

The API is responsible for retrieving the client's information.

URL

<https://DOMAIN.croco-dial.net/goAPIv2/goAgent/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).
phone number	Phone_Number	Insert the client's phone number.
lead id	lead_id	Call ID.

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/goAgent/goAPI.php?goUser=MyUser&goPass=MyPass&goAction=goGetCustomerInfo&responsetype=json&phone_number=PhoneNumer&lead_id=MyLeadID"
```

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" \  
--data-urlencode "phone number=Phone_Number"
```

Example Response

```
{  
  "result": "success",  
  "lead_info": {  
    "lead_id": 14246,  
  }  
}
```

```
"list_id": 22799125,  
"title": "Lic",  
"first_name": "Bruno",  
"middle_initial": "M",  
"last_name": "Macias",  
"phone_number": "8004321000",  
"alt_phone": "5587654321",  
"email": "brunoramiro@email.com",  
"address1": "Av. Reforma 123",  
"address2": "Interior 4B",  
"address3": "Col. Centro",  
"city": "Guadalajara",  
"state": "Jalisco",  
"province": "Ontario",  
"postal_code": "44100",  
"country_code": "MX",  
"gender": "U",  
"date_of_birth": "1825-10-23",  
"status": "PU",  
"user": "Bruno",  
"comments": "Additional information was requested."  
},  
"custom_info": null,  
"is_customer": 0  
}
```

Data Fields per Agent

Field	Description
title	Honorific or professional title associated with the lead (e.g., Mr., Ms., Dr.).

Leads

Load Leads

API: Load Lead

Description

The **Load Lead API** allows you to register, import, and distribute leads within a call center platform. Its purpose is to centralize the capture of potential customers coming from campaigns, web forms, external databases, or CRM integrations, so they can later be managed by agents, auto dialers, or follow-up workflows.

Note: Api user for this function must have `modify_leads` set to 1 and `user_level` must be set to 8 or higher

URL

<https://DOMAIN.croco-dial.net/API/lmapi.php>

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

Required Parameters

Parameter	Description
-----------	-------------

phone_number	must be all numbers, 6-16 digits.
phone_code	must be all numbers, 1-4 digits, defaults to 1 if not set.
list_id	must be all numbers, 3-12 digits, defaults to 999 if not set.
source	description of what originated the API call (maximum 20 characters).
campaing	must be the campaign to load the lead

Optional Fields

vendor_lead_code	1-20 characters
source_id	1-50 characters
gmt_offset_now	overridden by auto-lookup of phone_code and area_code portion of phone number if applicable
title	1-4 characters
first_name	1-30 characters
middle_initial	1 character
last_name	1-30 characters
address1	1-100 characters
address2	1-100 characters
address3	1-100 characters
city	1-50 characters
state	2 characters
province	1-50 characters
postal_code	1-10 characters
country_code	3 characters

gender	U, M, F (Undefined, Male, Female) - defaults to 'U'
date_of_birth	YYYY-MM-DD
alt_phone	1-12 characters
email	1-70 characters
security_phrase	1-100 characters
comments	1-255 characters
multi_alt_phones	5-1024 characters (see examples for more info)
rank	1-5 digits
owner	1-20 characters (user ID, Territory or user group)
entry_list_id	WARNING! ONLY USE IF YOU KNOW WHAT YOU ARE DOING, CAN BREAK CUSTOM FIELDS! (must be all numbers, 3-12 digits, will not work if custom_fields is set to Y)

Settings Fields

dnc_check	Y, N or AREACODE, default is N
campaign_dnc_check	Y, N or AREACODE, default is N
campaign_id	2-8 Character campaign ID, required if using campaign_dnc_check or callbacks
add_to_hopper	Y or N, default is N
hopper_priority	99 to -99, the higher number the higher priority, default is 0
hopper_local_call_time_check	Y or N, default is N. Validate the local call time and/or state call time before inserting lead in the hopper
usacan_prefix_check	Y or N, default is N. Check for a valid 4th digit for USA and Canada phone numbers (cannot be 0 or 1).
usacan_areacode_check	Y or N, default is N. Check for a valid areacode for USA and Canada phone numbers(also checks for 10-digit length).
nanpa_ac_prefix_check	Y or N, default is N. Check for a valid NANPA areacode and prefix, if optional NANPA data is on the system.

custom_fields	Y or N, default is N. Defines whether the API will accept custom field data when inserting leads into the vicidial_list table For custom fields to be inserted, just add the field label as a variable to the URL string For example, if the field_label is "favorite_color" you would add "&favorite_color=blue".
tz_method	<empty>, POSTAL, TZCODE or NANPA, default is <empty> which will use the country code and areacode for time zone lookups POSTAL relies on the postal_code field TZCODE relies on the owner field being populated with a proper time zone code NANPA relies on the optional NANPA areacode prefix data being loaded on your system.
callback	Y or N, default is N. Set this lead as a scheduled callback. campaign_id field is REQUIRED for callbacks.
callback_status	1-6 Character, callback status to use, default is CALLBK (vicidial_list status will be set to CBHOLD to lock.
callback_datetime	YYYY-MM-DD+HH:MM:SS, date and time of scheduled callback. REQUIRED if callback is set. 'NOW' can be used for current datetime. 'xDAYS' can also be used where 'x' is replaced with a number of days in the future.
callback_type	USERONLY or ANYONE, default is ANYONE.
callback_user	User ID the USERONLY callback is assigned to.
callback_comments	Optional comments to appear when the callback is called back.
lookup_state	Y or N, default is N. Looks up state field from areacode list. Only works if the 'state' field is not populated.
list_exists_check	Y or N, default is N. If the list_id is not a defined list in the system, it will ERROR and not insert the lead.
duplicate_check	Check for duplicate records in the system, can select more than one (duplicate_check=DUPLIST-DUPTITLEALTPHONELIST) If duplicate is found, will return error, the duplicate data and lead_id and list_id of existing record

Here are the duplicate_check options:

- **DUPLIST** - check for duplicate phone_number in same list
- **DUPCAMP** - check for duplicate phone_number in all lists for this list's campaign
- **DUPSYS** - check for duplicate phone_number in entire system

- **DUPPHONEALTLIST** - check for duplicate phone against phone_number and alt_phone in same list
- **DUPPHONEALTCAMP** - check for duplicate phone against phone_number and alt_phone in all lists for this list's campaign
- **DUPPHONEALTSYS** - check for duplicate phone against phone_number and alt_phone in entire system
- **DUPTITLEALTPHONELIST** - check for duplicate title and alt_phone in same list
- **DUPTITLEALTPHONECAMP** - check for duplicate title and alt_phone in all lists for this list's campaign
- **DUPTITLEALTPHONESYS** - check for duplicate title and alt_phone in entire system
- **DUPNAMEPHONELIST** - check for duplicate first_name, last_name and phone_number in same list
- **DUPNAMEPHONECAMP** - check for duplicate first_name, last_name and phone_number in all lists for this list's campaign
- **DUPNAMEPHONESYS** - check for duplicate first_name, last_name and phone_number in entire system
- " **1/2/3/7/14/15/21/28/30/60/90/180/360DAY** - Added to one of the above duplicate checks(i.e. "DUPSYS90DAY"), only checks leads loaded in last 90 days

Request Examples:

GET :

```
curl -X GET "https://DOMAIN.croco-dial.net/API/lmapi.php?user=MyUser&pass=MyPass&function=add_lead&phone_number=number_client&source=MyUser"
```

POST (Form Data):

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/API/lmapi.php" \
  --data-urlencode "user=MyUser" \
  --data-urlencode "pass=MyPass" \
  --data-urlencode "function=add_lead" \
  --data-urlencode "phone_number=number_client" \
  --data-urlencode "source=MyUser"
```

Example Response

SUCCESS: add_lead LEAD HAS BEEN ADDED - 7275551111|6666|999|193715|-4
NOTICE: add_lead ADDED TO HOPPER - 7275551111|6666|193715|1677922

SUCCESS: add_lead LEAD HAS BEEN ADDED - 7275551111|6666|999|193716|-4
NOTICE: add_lead CUSTOM FIELDS VALUES ADDED - 7275551111|1234|101
NOTICE: add_lead CUSTOM FIELDS NOT ADDED, CUSTOM FIELDS DISABLED - 7275551111|Y|0
NOTICE: add_lead CUSTOM FIELDS NOT ADDED, NO CUSTOM FIELDS DEFINED FOR THIS LIST - 7275551111|1234|101
NOTICE: add_lead CUSTOM FIELDS NOT ADDED, NO FIELDS DEFINED - 7275551111|1234|101
NOTICE: add_lead MULTI-ALT-PHONE NUMBERS LOADED - 3|6666|193716
NOTICE: add_lead NOT ADDED TO HOPPER, OUTSIDE OF LOCAL TIME - 7275551111|6666|193716|-4|0

NOTICE: add_lead SCHEDULED CALLBACK ADDED - 1234|2011-09-29 12:00:01|TESTCAMP|6666|USERONLY|CALLBACK
NOTICE: add_lead SCHEDULED CALLBACK NOT ADDED, USER NOT VALID - 1234|TESTCAMP|6|0
NOTICE: add_lead SCHEDULED CALLBACK NOT ADDED, CAMPAIGN NOT VALID - 1234|XYZ

NOTICE: add_lead NANPA options disabled, NANPA prefix data not loaded - 0|6666

Example Error

ERROR: add_lead INVALID PHONE NUMBER LENGTH - 72755|6666
ERROR: add_lead INVALID PHONE NUMBER PREFIX - 72755|6666
ERROR: add_lead INVALID PHONE NUMBER AREACODE - 72755|6666
ERROR: add_lead INVALID PHONE NUMBER NANPA AREACODE PREFIX - 7275551212|6666

ERROR: add_lead USER DOES NOT HAVE PERMISSION TO ADD LEADS TO THE SYSTEM - 6666|0
ERROR: add_lead NOT AN ALLOWED LIST ID - 7275551212|98762
ERROR: add_lead NOT A DEFINED LIST ID, LIST EXISTS CHECK ENABLED - 7275551212|12344

ERROR: NO FUNCTION SPECIFIED

ERROR: add_lead DUPLICATE PHONE NUMBER IN LIST - 7275551111|101|8765444
ERROR: add_lead DUPLICATE PHONE NUMBER IN CAMPAIGN LISTS - 7275551111|101|8765444|101
ERROR: add_lead DUPLICATE PHONE NUMBER IN SYSTEM - 7275551111|101|8765444|101
ERROR: add_lead DUPLICATE PHONE NUMBER IN LIST - 7275551111|101|8765444|PHONE
ERROR: add_lead DUPLICATE PHONE NUMBER IN CAMPAIGN LISTS - 7275551111|101|8765444|101|ALT
ERROR: add_lead DUPLICATE PHONE NUMBER IN SYSTEM - 7275551111|101|8765444|101|PHONE
ERROR: add_lead DUPLICATE TITLE ALT_PHONE IN LIST - 1234|7275551111|101|8765444
ERROR: add_lead DUPLICATE TITLE ALT_PHONE IN CAMPAIGN LISTS - 1234|7275551111|101|8765444|101
ERROR: add_lead DUPLICATE TITLE ALT_PHONE IN SYSTEM - 1234|7275551111|101|8765444|101
ERROR: add_lead DUPLICATE NAME PHONE IN LIST - Bob|Smith|7275551113|101|8765444|101
ERROR: add_lead DUPLICATE NAME PHONE IN CAMPAIGN LISTS - Bob|Smith|7275551113|101|8765444|101
ERROR: add_lead DUPLICATE NAME PHONE IN SYSTEM - Bob|Smith|7275551113|101|8765444|101