

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.crocodial.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=2025-05-01" \  
--data-urlencode "toDate=2025-05-14" \  
--data-urlencode "user=example.user1"
```

```
--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,  
"available": 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  
}  
]  
}  
}
```

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