# 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 (`json` recommended). |

# Optional Parameters

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

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

# Request Examples:

## GET:

```
curl -X GET "https://DOMAIN.croco-dial.net/goAPIv2/goReports/goAPI.php?goAction=exportAgentReport&goUser=MyUser&goPass=MyPass&responsetype=json&fromDate=2025-05-01&toDate=2025-05-14&user=example.user1
```

## POST (Form Data)

If you prefer to send the data as form parameters:

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

```
--data-urlencode "responsetype=json" \
--data-urlencode "fromDate=2025-05-09" \
--data-urlencode "toDate=2025-05-10" \
--data-urlencode "user[]=Example.User1" \
--data-urlencode "user[]=Example.User2"
```

## Example Response


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

```
        "total_calls": "684",
        "break": "3699",
        "pause": "6",
        "login_time": "33685",
        "sales": "3",
        "denied": "0",
        "lip": "0",
        "vrf": "0",
        "profile": "Servers"
    },
    {
        "user": "Example.User1",
        "portfolio": "GAL",
        "first_activity": "2025-05-05 12:06:13",
        "last_activity": "2025-05-05 20:57:27",
        "avalible": "5542",
        "avail_between_calls": "19",
        "talk": "15440",
        "avg_talk": "42",
        "talk_+_avail": "20982",
        "wp_sec": null,
        "aftercall": "3263",
        "total_calls": "299",
        "break": "6394",
        "pause": "125",
        "login_time": "30926",
        "sales": "4",
        "denied": "0",
        "lip": "0",
        "vrf": "0",
        "profile": "Mul Portfo"
    }
],
"summary_headers": [
    {
        "title": "Type",
        "field": "type",
        "frozen": true
    },
    {
```

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

```
    "wp_sec": 0,
    "aftercall": 2733,
    "total_calls": 491.5,
    "break": 5046.5,
    "pause": 65.5,
    "login_time": 32305.5,
    "sales": 3.5,
    "denied": 0,
    "lip": 0,
    "vrf": 0,
    "profile": 0
},
{
    "type": "Max",
    "user": 0,
    "portfolio": 0,
    "first_activity": 2025,
    "last_activity": 2025,
    "avalible": 5542,
    "avail_between_calls": 19,
    "talk": 15440,
    "avg_talk": 42,
    "talk_+_avail": 20982,
    "wp_sec": 0,
    "aftercall": 3263,
    "total_calls": 299,
    "break": 6394,
    "pause": 125,
    "login_time": 30926,
    "sales": 4,
    "denied": 0,
    "lip": 0,
    "vrf": 0,
    "profile": 0
},
{
    "type": "Min",
    "user": 0,
    "portfolio": 0,
    "first_activity": 2025,
```

```
            "last_activity": 2025,
            "avalible": 5542,
            "avail_between_calls": 10,
            "talk": 15440,
            "avg_talk": 30,
            "talk_+_avail": 20982,
            "wp_sec": 0,
            "aftercall": 2203,
            "total_calls": 299,
            "break": 3699,
            "pause": 6,
            "login_time": 30926,
            "sales": 3,
            "denied": 0,
            "lip": 0,
            "vrf": 0,
            "profile": 0
        }
    ]
  }
}
```



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