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 (`json` recommended).

Optional Parameters

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

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

Request Examples:

GET:

```
curl -X GET "https://DOMAIN.croco-dial.net/goAPIv2/goReports/goAPI.php?goAction=agent_cdr&goUser=MyUser&goPass=MyPass&responsetype=json&profile[]=COLLECTIONS&tenant[]=CSC&fromDate=2025-05-13&toDate=2025-05-13"
```

POST (Form Data)

If you prefer to send the data as form parameters:

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

Example Response


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

```
            "call_duration": "00:00:20",
            "lead_id": 3344444,
            "term_reason": "CALLER",
            "portfolio": "GAL",
            "campaign_name": "GALFRESHLEADS"
          },
        ...
              ],
      "headers": [
          {
            "title": "USER",
            "field": "user",
            "formatter": "html"
          },
          {
            "title": "ANSWER TIME",
            "field": "answer_time",
            "formatter": "html"
          },
        ...
      ]
    }
}
```


Response Fields

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

Field	Description
term_reason	Reason for call termination.
portfolio	Portfolio associated with the call.
campaign_name	Name of the campaign associated with the call.

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