

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.crocodial.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.

Field	Description
manual	Number of manual calls made.
inbound	Number of inbound calls received.
dialer	Number of dialer calls made.

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