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 (`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_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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