

Agent Summary Statistics

API: agent_summary_stats

Description

This endpoint retrieves a summary of agent activity and performance statistics over the last day. It is useful for supervisors and managers to monitor agent productivity, call handling metrics, and time distribution across various call and pause states. This returns detailed data per agent, including call counts (manual, inbound, dialer), time spent in login, pause, talk, and break statuses, as well as call outcomes and user profile information.

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_summary_stats | 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). |

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_summary_stats&goUser=MyUser&goPass=MyPass&responsetype=json"
```

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_summary_stats" \
--data-urlencode "goUser=MyUser" \
--data-urlencode "goPass=MyPass" \
--data-urlencode "responsetype=json"
```

Example Response

```
{
  "result": "success",
  "data": {
    "dates": "'2025-05-06' AND '2025-05-06 23:59:59'",
    "headers": [...],
    "rows": [
      {
```

```
"USER": "user.example",
"calls_handled": "8",
"manual_calls": "0",
"inbound_calls": "8",
"dialer_calls": "0",
"xfer_out": "0",
"xfer_in": "0",
"voicemail": "0",
"denied": "0",
"noa": "0",
"sales": "0",
"WIT": "0",
"login_time": "18455",
"pause": "8",
"break": "853",
"talk": "1847",
"most_dispo": null,
"portfolio": "AAA",
"profile": "CUSTSERVICE"
},
{
  "USER": "user.example2",
  "calls_handled": "71",
  "manual_calls": "68",
  "inbound_calls": "3",
  "dialer_calls": "68",
  "xfer_out": "0",
  "xfer_in": "0",
  "voicemail": "0",
  "denied": "0",
  "noa": "0",
  "sales": "0",
  "WIT": "0",
  "login_time": "18709",
  "pause": "298",
  "break": "1877",
  "talk": "1640",
  "most_dispo": null,
  "portfolio": "BBB",
  "profile": "COLLECTIONS"
```

```
    },  
    ...  
  ]  
}  
}
```

Data Fields per Agent

| Field | Description |
|------------|----------------------------------|
| talk | Total talk time (in seconds) |
| most_dispo | Most frequent call disposition |
| portfolio | Associated portfolio name |
| profile | Agent's role or function profile |

Revision #8

Created 6 May 2025 17:23:18

Updated 19 March 2026 20:17:36