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

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