

Agents Time Metrics and Usage Statistics

API: agentTimeUsage

Description

This endpoint retrieves detailed time usage statistics for each agent, showing how much time was spent in different states such as talking, paused, available, and more. It also includes general usage averages across all agents.

URL

https://**DOMAIN**.croco-dial.net/goAPIv2/goDashboard/goAPI.php

Note: Replace `DOMAIN` with the specific domain you want to query.

Required Parameters

Parameter	Value	Description
goAction	agentTimeUsage	Action to perform.

Parameter	Value	Description
goUser	MyUser	API authorized user.
goPass	MyPass	Authorized user's password.
responsetype	json/xml	Format of the response (<code>json</code> 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/goDashboard/goAPI.php?goAction=agentTimeUsage&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/goDashboard/goAPI.php" \
-H "Content-Type: application/x-www-form-urlencoded" \
--data-urlencode "goAction=agentTimeUsage" \
--data-urlencode "goUser=MyUser" \
--data-urlencode "goPass=MyPass" \
--data-urlencode "responsetype=json"
```

Example Response

```
{
  "result": "success",
  "data": {
    "breakdown": [
      {
        "user": "john.doe",
        "first_login": 0,
```

```
"last_logoff": 0,
"login_time": 14.0,
"after_call": 0,
"break": 12.0,
"pausa": 0,
"avalible": 30.0,
"talk": 37.14,
"wrapup": 0,
"cust_leave": 0,
"total_calls": 25,
"pause": 15.0,
"ready": 25.0
},
{
  "user": "jane.smith",
  "first_login": 0,
  "last_logoff": 0,
  "login_time": 140,
  "after_call": 0,
  "break": 18.0,
  "pausa": 0,
  "avalible": 42.0,
  "talk": 57.54,
  "wrapup": 0,
  "cust_leave": 2,
  "total_calls": 30,
  "pause": 12.5,
  "ready": 30.5
},
...
],
"general": {
  "pause": 13.75,
  "ready": 27.75,
  "talk": 38.0
}
}
}
```