

# Export Agents Pause Report

## API: exportPauseReport

### Description

This endpoint provides a detailed breakdown of agent activity across billable and non-billable categories during login sessions. It returns metrics such as talk time, after-call work, breaks, and total login duration per agent in seconds, allowing for precise time tracking and performance analysis. This report is essential for understanding how agents allocate their working hours.

### URL

<https://DOMAIN.crocodial.net/goAPIv2/goReports/goAPI.php>

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

### Required Parameters

Parameter	Value	Description
goAction	agent_cdr	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).
fromDate	<code>YYYY-MM-DD</code>	The start date for the report.
toDate	<code>YYYY-MM-DD</code>	The end date for the report.

## Optional Parameters

Parameter	Value	Description
user	['example.user1', 'example.user2']	A list of specific users to include in 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=exportPauseReport&goUser=MyUser&goPass=MyPass&responsetype=json&fromDate=2025-05-25&toDate=2025-05-27"
```

### 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=exportPauseReport" \
--data-urlencode "goUser=MyUser" \
--data-urlencode "goPass=MyPass" \
```

```
--data-urlencode "responsetype=json" \  
--data-urlencode "user[]=Example.User1" \  
--data-urlencode "user[]=Example.User2" \  
--data-urlencode "fromDate=2025-05-13" \  
--data-urlencode "toDate=2025-05-13"
```

## Example Response

```
{  
  "result": "success",  
  "data": {  
    "headers": [  
      ...  
    ],  
    "rows": [  
      {  
        "user": "Example.User1",  
        "logged_days": 1,  
        "pause_sec": 6571,  
        "wait_sec": 16789,  
        "talk_sec": 973,  
        "wp_sec": 3314,  
        "dispo_sec": 1899,  
        "dead_sec": 157,  
        "manual_talk": 6757,  
        "pause": 58,  
        "dialne": 643,  
        "manual": 1001,  
        "priv": 2232,  
        "virtua": 2460,  
        "data": 0,  
        "meetin": 0,  
        "train": 0,  
        "wc": 0,  
        "lunch": 0,  
        "lagged": 0,  
        "login": 0,  
      }  
    ]  
  }  
}
```

```
"andial": 0,
"billable_time": 29879,
"no_billable_time": 2290,
"total_time": 32169
},
{
  "user": "Example.User2",
  "logged_days": 1,
  "pause_sec": 9567,
  "wait_sec": 12565,
  "talk_sec": 4679,
  "wp_sec": 0,
  "dispo_sec": 484,
  "dead_sec": 14,
  "manual_talk": 1365,
  "pause": 956,
  "dialne": 49,
  "login": 11,
  "lunch": 1870,
  "manual": 37,
  "priv": 1387,
  "virtua": 1753,
  "wc": 635,
  "data": 0,
  "meetin": 0,
  "train": 0,
  "lagged": 0,
  "andial": 0,
  "billable_time": 20883,
  "no_billable_time": 4859,
  "total_time": 25742
}
]
}
}
```

## Response Fields

Field Name	Description
user	Username of the agent.
logged_days	Number of days the agent has logged in.
dispo_sec	Seconds spent in after-call disposition (aftercall).
wait_sec	Seconds spent available, waiting for calls (available).
talk_sec	Seconds spent talking on calls.
manual_talk	Seconds spent talking on manually dialed calls.
manual	Time spent in manual dial mode (excluding talk time).
data	Time spent handling data-related tasks.
virtua	Time categorized as "Virtua" (custom category).
billable_time	Total time that is considered billable.
lunch	Time spent on lunch breaks.
wc	Time marked for bathroom breaks.
priv	Time spent on personal/private breaks.
train	Time spent in training sessions.
meetin	Time spent in meetings.
pause	Time paused without a specific reason.
lagged	Time marked as lagged (connectivity/system delays).
login	Time spent during login stage.
no_billable_time	Total non-billable time.
total_time	Total login session time (billable + non-billable).

Revision #2

Created 1 June 2025 21:56:20

Updated 19 March 2026 20:16:22