Get Agents Availability Overview

API: getAgentStatus

Description

This endpoint retrieves the current status of agents in the system, including how many are connected, paused, ready, in a call, or offline.

URL

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

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

Body Parameters

Parameter	Value	Description
goAction	getAgentStatus	Action to perform. This parameter specifies the exact operation the API should execute.

Parameter	Value	Description
goUser	MyUser	API authorized user.
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/goDashboard/goAPI.php?goAction=getAgentStatus&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=getAgentStatus" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json"
```

Example Response


```
{
  "result": "success",
  "data": {
    "total_live_agents": 61,
    "paused_agents": 9,
    "ready_agents": 24,
```

```
    "incall_agents": 28,
    "offline_agents": 42,
    "total_active_agents": 102
  }
}
```


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