Get Real-Time Agent Status

API: getLiveAgentInfo

Description

Retrieves real-time status information for a specific agent. This includes the agent's current activity (e.g., READY, IN CALL,, DISPOSITION, PAUSE - BREAK or LUNCH BREAK,), call details, and campaign context if the agent is handling a live call.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	getLiveAgentInfo	Action to retrieve live status and call info for a specific user.
goUser	MyUser	API authorized user.

Parameter	Value	Description
goPass	MyPass	Password for the API authorized user.
user	example.user	The username of the agent to check live info for.
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/goUsers/goAPI.php?goAction=getLiveAgentInfo&goUser=MyUser&goPass=MyPass&user=example.user&responsetype=json"
```

POST:

If you prefer to send the data as form parameters:

```
curl -X POST "https://DOMAIN.croco-dial.net/goAPIv2/goUsers/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=getLiveAgentInfo" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json" \
  --data-urlencode "user=Example.User"
```

Example Response Agent READY

```
{
  "result": "success",
  "data": {
```

```
    "status": "READY",
    "color": "primary",
    "in_call_with": "",
    "campaign_id": "",
    "campaign_name": "",
    "call_type": "",
    "caller_id": "",
    "conf_exten": "8600118",
    "server_ip": "127.0.0.1",
    "vendor_lead_code": "",
    "lead_id": 0
  }
}
```


Example Response Agent IN CALL


```
{
  "result": "success",
  "data": {
    "status": "IN CALL",
    "color": "green",
    "in_call_with": "1234567890",
    "campaign_id": "CAMP001",
    "campaign_name": "EXAMPLE_CAMPAIGN",
    "call_type": "DIALER",
    "caller_id": "9876543210",
    "conf_exten": "8600118",
    "server_ip": "127.0.0.1",
    "vendor_lead_code": "abc123-xyz456",
    "lead_id": 7890123
  }
}
```


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