

# Get Total Number of Agents Currently in Call

## API: goGetTotalAgentsCall

### Description

This endpoint retrieves the **total number of agents currently handling calls**. It specifically looks for agents that are in the following states: InCall, Queue, 3-Way and Park. Is perfect for **real-time monitoring** of agent activity. It allows you to quickly know how many agents are currently in action.

### 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	goGetTotalAgentsCall	Action to perform.

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=goGetTotalAgentsCall&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=goGetTotalAgentsCall" \
--data-urlencode "goUser=MyUser" \
--data-urlencode "goPass=MyPass" \
--data-urlencode "responsetype=json"
```

## Example Response

```
{
  "result": "success",
  "data": 23
}
```

Revision #1

Created 16 May 2025 16:20:36

Updated 19 March 2026 21:35:37