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
}
```

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