Get User Information and Performance Statistics

API: getUserInfo

Description

This action retrieves detailed information and performance statistics for a specific user. It includes user credentials, profile settings, permissions, and real-time productivity metrics such as login time, talk time, break duration, and total calls.

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	getUserInfo	Action to retrieve detailed information and performance statistics for a specific user.
goUser	MyUser	API authorized user.
goPass	MyPass	Password for the API authorized user.
user	example.user	Username of the user whose data is being requested.
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=getUserInfo&goUser=MyUser&goPass=MyPass&user=example.user&responsetype=json"
```

POST (Form Data):

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=getUserInfo" \
  --data-urlencode "goUser=MyUser" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json" \
  --data-urlencode "user=Example.User"
```

Example Response

```
{
  "result": "success",
  "data": {
    "user_info": {
      "user_id": 1234,
      "user": "example.user",
      "pass": "examplePass",
      "pass_hash": "ABC123xyzHashValue",
      "email": "example.user@example.com",
      "voicemail_id": "",
      "phone_login": "1234567890",
      "phone_pass": "phonePass123",
      "full_name": "Example User",
      "user_level": 1,
      "territory": "",
      "tenant": "EXAMPLE_TENANT",
      "user_code": "1234",
      "hotkeys_active": "1",
      "agent_choose_ingroups": "0",
      "scheduled_callbacks": "1",
      "agentonly_callbacks": "1",
      "agentcall_manual": "1",
      "dialer_recording": "1",
      "dialer_transfers": "1",
      "closer_default_blended": "0",
      "user_group": "EXAMPLE_GROUP",
      "dialer_recording_override": "DISABLED",
      "alter_custphone_override": "NOT_ACTIVE",
      "alert_enabled": "0",
      "agent_shift_enforcement_override": "DISABLED",
      "shift_override_flag": "0",
      "allow_alerts": "0",
      "closer_campaigns": " CAMPAIGN1 CAMPAIGN2 CAMPAIGN3 -",
      "agent_choose_territories": "0",
      "custom_one": "",
      "custom_two": "",
      "custom_three": "",
      "custom_four": "",
      "custom_five": "",
      "agent_call_log_view_override": "DISABLED",
```

```
    "agent_choose_blended": "1",
    "agent_lead_search_override": "NOT_ACTIVE",
    "preset_contact_search": "NOT_ACTIVE",
    "voicemail_pass": "voicePass123"
   },
   "user_stats": {
    "first_activity": "09:00:00",
    "last_activity": "17:00:00",
    "login_time": "08:00:00",
    "after_call": "00:10:00",
    "break": "00:30:00",
    "pause": "00:05:00",
    "avalible": "01:00:00",
    "avg_wait": "00:00:20",
    "talk": "06:00:00",
    "talk_avalible": "07:00:00",
    "total_calls": 100,
    "denied": 2,
    "lip": 1,
    "vrf": 3,
    "sales": 5,
    "sla_productivity": "87%"
   }
  }
}
```


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