Inbound Call Detail Records

API: inbound_cdr

Description

This API provides detailed information about inbound calls handled by crocodial. It includes timestamps, caller and destination numbers, queue and campaign metadata, agent assignments, and call outcomes. This API is useful for analyzing call flow, queue behavior, and agent performance in inbound call operations.

URL

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

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

Required Parameters

Parameter	Value	Description
goAction	inbound_cdr	API's name. 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).

Optional Parameters

Parameter	Value	Description
tenant	['AAA', 'BBB']	A list of tenants to filter the results. (Three characters only)
profile	['LOANS', 'COLLECTIONS']	A list of profiles to filter the results.
fromDate	`YYYY-MM-DD`	The start date for the report. If no date range is provided, the endpoint defaults to returning records from the last 24 hours.
toDate	`YYYY-MM-DD`	The end date for the report.

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/goReports/goAPI.php?goAction=inbound_cdr&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/goReports/goAPI.php" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  --data-urlencode "goAction=inbound_cdr" \
  --data-urlencode "goUser=MyUSer" \
  --data-urlencode "goPass=MyPass" \
  --data-urlencode "responsetype=json" \
  --data-urlencode "tenant[]=CCC" \
  --data-urlencode "profile[]=COLLECTIONS" \
```

Example Response


```
{
   "result": "success",
   "data": {
      "rows": [
         {
            "call_date": "2025-05-29 22:23:05",
            "enter_on_queue": "2025-05-29 22:23:33",
            "src": "5551234567",
            "dst": "5559876543",
            "carrier": "SIP/EXAMPLE1-00000001",
            "uniq1": "1234567890.000001",
            "queue": "EXAMPLE_QUEUE_1",
            "agent": "Agent001",
            "campaign": "EXAMPLE_CAMPAIGN_A",
            "disposition": "Live Disconnect",
            "term_reason": "CALLER",
            "queue_time": "0",
            "call_duration": "34",
            "queue_position": "1",
            "portfolio": "PORTFOLIO_A",
            "lead_id": "10000001",
            "list_id": "Example List",
            "vendor_lead_code": "John Doe"
         },
         {
            "call_date": "2025-05-29 20:07:06",
```

```
            "enter_on_queue": "2025-05-29 20:07:15",
            "src": "5557654321",
            "dst": "5552468135",
            "carrier": "SIP/EXAMPLE2-00000002",
            "uniq1": "1234567890.000002",
            "queue": "EXAMPLE_QUEUE_2",
            "agent": "Agent002",
            "campaign": "EXAMPLE_CAMPAIGN_B",
            "disposition": "Denied",
            "term_reason": "CALLER",
            "queue_time": "0",
            "call_duration": "140",
            "queue_position": "1",
            "portfolio": "PORTFOLIO_B",
            "lead_id": "10000002",
            "list_id": "Example List",
            "vendor_lead_code": "Jane Smith"
        }
    ],
    "headers": [
        ...
    ]
  }
}
```


□□ Response Fields

Field Name	Description
`call_date`	Date and time when the call started.
`enter_on_queue`	Timestamp when the caller entered the queue.
`src`	Caller’s phone number.
`dst`	Destination phone number (usually the DID or agent extension).
`carrier`	The SIP carrier or trunk that handled the call.
`uniq1`	Unique call identifier. Often used for logging and tracking.
`queue`	Queue name where the call was routed.

Field Name	Description
agent	Agent who handled the call.
campaign	Campaign associated with the call.
disposition	Final status of the call (e.g., Answered, Denied, Live Disconnect).
term_reason	Call termination reason (e.g., AGENT, CALLER, QUEUE_TIMEOUT).
queue_time	Time in seconds the caller spent in queue.
call_duration	Total duration of the call in seconds.
queue_position	Position of the caller in the queue at entry.
portfolio	Portfolio or business unit associated with the call.
lead_id	Identifier of the lead/contact associated with the call.
list_id	Name or ID of the list from which the lead came.
vendor_lead_code	Lead code from the vendor (usually the customer's name or tag).

Revision #6
Created 1 June 2025 23:42:42
Updated 19 March 2026 20:16:22

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