Inbound Call Summary Statistics

API: inbound_summary_stats

Description

This endpoint provides a summarized report of inbound call activity for a given date range, optionally filtered by tenant. It returns daily metrics including total calls, queued calls, abandoned calls (split by those that waited more than 20 seconds), handled calls, and average hold and handle times.

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_summary_stats**	Action to perform. Name of endpoint
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
fromDate	`YYYY-MM-DD`	The start date for the report.
toDate	`YYYY-MM-DD`	The end date for the report.
tenant	["AAA", "BBB"]	Array of tenant identifiers to restrict data.

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_summary_stats&goUser=MyUser&goPass=MyPass&responsetype=json&fromDate=2025-05-25&toDate=2025-05-30"
```

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_summary_stats" \
```

```
--data-urlencode "goUser=MyUser" \
--data-urlencode "goPass=MyPass" \
--data-urlencode "responsetype=json" \
--data-urlencode "tenant[]=TTY" \
--data-urlencode "fromDate=2025-05-20" \
--data-urlencode "toDate=2025-05-30"
```

Example Response


```
{
  "result": "success",
  "data": {
    "rows": [
      {
        "calldate": "2025-05-28",
        "total_calls": "693",
        "queued_calls": "424",
        "abandon1": "38",
        "abandon2": "61",
        "handled_calls": "372",
        "avg_hold_time": "67.78",
        "avg_handle_time": "469.33"
      },
      {
        "calldate": "2025-05-29",
        "total_calls": "716",
        "queued_calls": "507",
        "abandon1": "42",
        "abandon2": "57",
        "handled_calls": "448",
        "avg_hold_time": "38.84",
        "avg_handle_time": "544.30"
      },
      {
        "calldate": "2025-05-30",
        "total_calls": "308",
        "queued_calls": "204",
```

```
            "abandon1": "54",
            "abandon2": "24",
            "handled_calls": "130",
            "avg_hold_time": "147.03",
            "avg_handle_time": "423.23"
          },
        ],
        "headers": [
          ...
        ]
    }
}
```


Response Fields

Field	Description
`calldate`	The date of the call activity (`YYYY-MM-DD`).
`total_calls`	Total inbound calls received.
`queued_calls`	Calls that entered the queue.
`abandon1`	Calls abandoned *after* waiting more than 20 seconds.
`abandon2`	All abandoned calls, including those under 20 seconds.
`handled_calls`	Calls successfully answered by an agent.
`avg_hold_time`	Average hold time (in seconds).
`avg_handle_time`	Average handle time (in seconds).

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