

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.crocodial.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 <i>after</i> 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).

Revision #3

Created 1 June 2025 23:42:09

Updated 19 March 2026 20:16:22