



Agent Status Metrics API

ZohoVoice REST API

Authorization

HeaderKey	Description
Authorization *	Zoho-oauthtoken<space><ACCESS_TOKEN>
Accept *	Set to application/json.

[OAuth Doc](#)

GET AGENT'S ONLINE STATUS AUDIT

This API fetches the status details of an agent during a given time period.

Scope : ZohoVoice.agents.READ

Method : GET

URL : <https://voice.zoho.com/rest/json/zv/metrics/statusaudit/list>

Params:

Key	Type	Description
from	number	from size
size	number	number of logs
fromEpoch*	long	timestamp in epoch millis
toEpoch*	long	timestamp in epoch millis
agentIds*	String	agent ID
sortField	String	status by which to sort - either On Call, Offline, On Break, Available, Busy or Working Time
sortMetric	String	metric by which to sort - either avg, sum, min or max
sortOrder	String	asc, desc
tz*	String	timezone
excludeDays	String	list of weekdays to exclude where 1 denotes Monday, 7 denotes Sunday, without any

		separator eg: to exclude weekends, use 67
excludeStatus	String	list of statuses to exclude separated by comma eg: to exclude Offline & Break, use On Break,Offline

Response :

```
{
  "code": "200",
  "list": {
    "agentStatus": [
      {
        "previousResult": {
          "agent_id": "3029000000002015",
          "previous_action_time": 1728976200110,
          "agentEmail": "janice@zylker.com",
          "current_action_time": 1728977814592,
          "agentName": "Jan",
          "triggered_by_username": "Jan",
          "triggered_by": "User",
          "duration": 1614482,
          "triggered_by_medium": "Web",
          "triggered_by_zuid": "67560001",
          "current_status": "Available",
          "zsoid": "67560292",
          "triggered_reason": "",
          "previous_status": "Offline"
        },
        "agent_id": "3029000000002015",
        "agentEmail": "janice@zylker.com",
        "agentName": "Jan",
        "dates": [
          {
            "hits": [
              {
```

```

    "agent_id": "3029000000002015",
    "previous_action_time": 1728977814592,
    "agentEmail": "janice@zylker.com",
    "triggered_reason_desc": "Automatic Check In",
    "current_action_time": 1729056300109,
    "agentName": "Jan",
    "triggered_by": "Zoho Voice",
    "duration": 78485517,
    "triggered_by_medium": "",
    "triggered_by_zuid": "",
    "current_status": "Available",
    "logid": "6prJk5IB_xciauz1XOy0",
    "zoid": "67560292",
    "triggered_reason": "Agent Schedule",
    "previous_status": "Available"
  },
  {
    "agent_id": "3029000000002015",
    "previous_action_time": 1729056300109,
    "agentEmail": "janice@zylker.com",
    "current_action_time": 1729061808945,
    "agentName": "Jan",
    "triggered_by_username": "Jan",
    "triggered_by": "User",
    "duration": 5508836,
    "triggered_by_medium": "Web",
    "triggered_by_zuid": "67560001",
    "current_status": "Offline",
    "logid": "b6MdlJIBm7rVk3YNaz3l",
    "zoid": "67560292",
    "triggered_reason": "",
    "previous_status": "Available"
  },
  ...
],
"start_timestamp": 1729036800000,
"index": 0

```

```

    },
    { "hits": [...], "start_timestamp": 1729123200000, "index": 1 },
    { "hits": [...], "start_timestamp": 1729209600000, "index": 2 },
    { "hits": [...], "start_timestamp": 1729296000000, "index": 3 },
    { "hits": [...], "start_timestamp": 1729382400000, "index": 4 },
    { "hits": [...], "start_timestamp": 1729468800000, "index": 5 },
    { "hits": [...], "start_timestamp": 1729555200000, "index": 6 }
  ]
}
]
},
"status": "SUCCESS"
}

```

GET A CALL LOG'S STATUS ACTIVITY

This API fetches the status info of all agents in a queue's call log. This can be used to correlate the agents' availability against missed or answered queue calls.

Note: This api is only available for incoming queue call logs. Status correlation is unavailable for other call types, but can still be fetched using 'statusaudit/list' api if the list of agents, startTime & endTime of the call log are known.

Scope: ZohoVoice.agents.READ

Method : GET

URL : <https://voice.zoho.com/rest/json/zv/metrics/statusaudit/list/log>

Params:

Key	Type	Description
fromEpoch*	long	timestamp in epoch millis
toEpoch*	long	timestamp in epoch millis
logId*	uuid	uuid of call log
queueIds	String	queueIds of queues involved in the call log
tz*	String	timezone to display the results in

Response:

```

{
  "code": "200",

```

```

"log": {
  "response": [
    {
      "ringingOrder": [
        {
          "agentId": "3029000003904005",
          "rings": [
            {
              "start_time": 1729251588000,
              "queueName": "All in One",
              "agent_name": "aravindan.e5",
              "agent_number": 3029000003904005,
              "ringing_time": 0,
              "is_answered": false,
              "strategy": "ring-all",
              "hangup_cause": {
                "hangup_cause_description": "The user you are trying to reach is not
available.",
                "hangupcause": "UNALLOCATED_NUMBER",
                "hangup_cause_displayname": "User unreachable"
              }
            }
          ]
        },
        {
          "agentId": "3029000004016005",
          "rings": [..]
        },
        {
          "agentId": "3029000000002015",
          "rings": [..]
        }
      ],
      "answeredAgent": {},
      "queueDetails": {
        "_queueId": 3029000004016033,
        "ringtime_in_queue": 60,

```

```
    "queueName": "All in One",
    "customer_entry_time": 1729251587000,
    "strategy": "ring-all",
    "customer_exit_time": 1729251647000
  },
  "agentStatus": [
    {
      "hits": [..],
      "agent_id": "3029000003904005",
      "agentName": "aravindan.e5"
    },
    {
      "hits": [..],
      "agent_id": "3029000004016005",
      "agentName": "aravindan.e3"
    },
    {
      "hits": [..],
      "agent_id": "3029000000002015",
      "agentName": "AravindaN1"
    },
    {
      "hits": [..],
      "agent_id": "3029000000003003",
      "agentName": "aravindan2"
    },
    {
      "hits": [..],
      "agent_id": "3029000000005013",
      "agentName": "aravindan.e4"
    }
  ]
}

],
},
"status": "SUCCESS"
}
```

GET AGENTS' AGGREGATED STATUS METRICS (OVER THE COMPLETE PERIOD)

This API returns aggregated status data for a given set of agents or queues

Scope: ZohoVoice.agents.READ

Method: GET

URL: <https://voice.zoho.com/rest/json/zv/metrics/statusaudit/overview>

Params:

Key	Type	Description
from	number	from size
size	number	number of logs
fromEpoch*	long	timestamp in epoch millis
toEpoch*	long	timestamp in epoch millis
agentIds*	String	list of agent IDs separated by comm
queueIds*	String	list of queue IDs separated by comm agentIds and queueIds are given, on used to filter results)
sortField	String	status by which to sort - either On C Break, Available, Busy or Working '
sortMetric	String	metric by which to sort - either avg,
sortOrder	String	asc, desc
tz*	String	timezone
excludeDays	String	list of weekdays to exclude where 1 denotes Sunday, without any separa eg: to exclude weekends, use 67
excludeStatus	String	list of statuses to exclude separated eg: to exclude Offline & Break, use

Response:

```
{
  "overview": {
```

```
"agentmetrics": {
  "overallAggregation": {
    "Working Time": {
      "avg": 140780500.4,
      "max": 162421466,
      "onlineStatus": "Working Time",
      "sum": 703902502,
      "daily_peragent_avg": 35195125.1
    },
    "Offline": {..},
    "Available": {..},
    "On Call": {..},
    "agentCount": 4,
    "daysCount": 5
  },
  "maxTimeAgents": {
    "On Break": {
      "duration": "--",
      "agentName": "--",
      "previous_status": "On Break"
    },
    "Busy": {
      "duration": "--",
      "agentName": "--",
      "previous_status": "Busy"
    }
  },
  "individualAggregation": [
    {
      "agent_id": "600000000039003",
      "agentEmail": "jacques@zylker.com",
      "agentName": "Jack",
      "Working Time": {
        "avg": 40426688,
        "max": 161471551,
        "onlineStatus": "Working Time",
        "sum": 2.0213344E+8
      }
    }
  ]
}
```

```
},
"On Break": {
  "avg": "--",
  "peragent_avg": "--",
  "max": "--",
  "onlineStatus": "On Break",
  "sum": "0",
  "daily_peragent_avg": "--"
},
"Busy": {
  "avg": "--",
  "peragent_avg": "--",
  "max": "--",
  "onlineStatus": "Busy",
  "sum": "0",
  "daily_peragent_avg": "--"
},
"Offline": {
  "avg": "--",
  "peragent_avg": "--",
  "max": "--",
  "onlineStatus": "Offline",
  "sum": "0",
  "daily_peragent_avg": "--"
},
"Available": {
  "avg": 40265253.8,
  "max": 161471551,
  "onlineStatus": "Available",
  "sum": 201326269
},
"On Call": {
  "avg": 161434.2,
  "max": 311311,
  "onlineStatus": "On Call",
  "sum": 807171
}
```

```

    },
    {..},
    {..},
    {..}
  ]
}
},
"code": "200",
"status": "SUCCESS"
}

```

GET AGENTS' AGGREGATED STATUS METRICS(BY DAY)

This API returns aggregated status data for a given set of agents or queues

Scope: ZohoVoice.agents.READ

Method: GET

URL: <https://voice.zoho.com/rest/json/zv/metrics/statusaudit/calendarSummary>

Params:

Key	Type	Description
from	number	from size
size	number	number of logs
fromEpoch*	long	timestamp in epoch millis
toEpoch*	long	timestamp in epoch millis
agentIds	String	list of agent IDs separated by comma
queueIds	String	list of queue IDs separated by comma(When both agentIds and queueIds are given, only queueIds are used to filter results)
tz*	String	timezone
excludeDays	String	list of weekdays to exclude where 1 denotes Monday, 7 denotes Sunday, without any separator eg: to exclude weekends, use 67
excludeStatus	String	list of statuses to exclude separated by comma

```
{
  "calendarSummary": {
    "histogramAggregation": [
      {
        "totalRow": {
          "agent_id": "600000000039003",
          "agentEmail": "jacques@zylker.com",
          "agentName": "Jack",
          "Working Time": {
            "avg": 40426688,
            "max": 161471551,
            "onlineStatus": "Working Time",
            "sum": 2.0213344E+8
          },
        },
        "On Break": {
          "avg": "--",
          "peragent_avg": "--",
          "max": "--",
          "onlineStatus": "On Break",
          "sum": "0",
          "daily_peragent_avg": "--"
        },
        "Busy": {..},
        "Offline": {..},
        "Available": {..},
        "On Call": {..}
      },
      "intervalsData": {
        "2024-10-18": {
          "interval": "2024-10-18",
          "previous_status": {
```

```
"Working Time": {
  "avg": 5866688,
  "max": 2.606828E+7,
  "sum": 2.933344E+7,
  "previous_status": "Working Time"
},
"On Break": {
  "avg": 0,
  "max": 0,
  "sum": 0,
  "previous_status": "On Break"
},
"Busy": {
  "avg": 0,
  "max": 0,
  "sum": 0,
  "previous_status": "Busy"
},
"Offline": {
  "avg": 0,
  "max": 0,
  "sum": 0,
  "previous_status": "Offline"
},
"Available": {
  "avg": 5732255,
  "max": 2.606828E+7,
  "sum": 28661275,
  "previous_status": "Available"
},
"On Call": {
  "avg": 134433,
  "max": 311311,
  "sum": 672165,
  "previous_status": "On Call"
}
```

```

    }
  }
},
"2024-10-16": {..},
"2024-10-17": {..},
"2024-10-21": {..},
"2024-10-22": {..}
},
"intervalsList": [
  "2024-10-16",
  "2024-10-17",
  "2024-10-18",
  "2024-10-21",
  "2024-10-22"
]
}
],
"individualAggregation": [
  {
    "agent_id": "600000000039003",
    "agentEmail": "jacques@zylker.com",
    "agentName": "Jack",
    "Working Time": {
      "avg": 40426688,
      "max": 161471551,
      "onlineStatus": "Working Time",
      "sum": 2.0213344E+8
    },
    "On Break": {
      "avg": "--",
      "peragent_avg": "--",
      "max": "--",
      "onlineStatus": "On Break",
      "sum": "0",
      "daily_peragent_avg": "--"
    }
  }
]

```

```
    },  
    "Busy": {..},  
    "Offline": {..},  
    "Available": {..},  
    "On Call": {..}  
  }  
]  
,  
"code": "200",  
"status": "SUCCESS"  
}
```