**Virtual Contact Center Statistics Reporting API**

1. **Last updated**

Aug 30, 2018

1. [Save as PDF](https://support.8x8.com/@api/deki/pages/703/pdf/Virtual%2bContact%2bCenter%2bStatistics%2bReporting%2bAPI.pdf)

1. [Share](https://support.8x8.com/us/Cloud_Contact_Center/Virtual_Contact_Center/Developers/virtual_contact_center_statistics_reporting_api)

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**Overview**

The Virtual Contact Center statistics reporting API is composed of a set of URIs that identify and request statistical data from the Historical Reporting database. This style of API makes it very easy to compose and send a query, which is always done using an HTTP GET request.

The Historical Reporting database contains data about agents and their interactions, statuses, status stats and outbound calls, and queues and their interactions.

The Historical Reporting database contains two types of data; event and aggregated. Some queries will return unique event records, but most will return data that has been aggregated into 30 minute periods.

All API requests are authenticated using a token that is issued to a valid Virtual Contact Center tenant. Responses are sent in either XML or CSV format. A sample Java program is available, which demonstrates how to issue a request and work with the response.

For security reasons, the Statistics API only accepts request using HTTPS, so that request headers and response data are encrypted.

**What's New**

**The API allows you to fetch data on agents' skills. You can pass an API request to fetch:**

* Skill levels of an agent for all the queues he is a member of
* Skill levels of all agents for a given queue

The response to the request will display agents' skill levels with the status. [Click here for sample requests.](https://support.8x8.com/us/Cloud_Contact_Center/Virtual_Contact_Center/Developers/virtual_contact_center_statistics_reporting_api#Agent_.2F_Queue_Skills)

**Testing Using A Browser**

The Statistics API makes it easy to submit a query, for experimentation, testing or debugging purposes. From a web browser, simply enter the URL. You will be prompted to enter a username and password. Enter your tenant name as the username, and your [authentication token](https://support.8x8.com/us/Cloud_Contact_Center/Virtual_Contact_Center/Developers/virtual_contact_center_statistics_reporting_api#Authentication) as the password. Then, the query result will be displayed in your browser.

**For example:**

http://vcc-na4.8x8.com/api/stats/agents/fred.xml

will return information about fred, in XML format.

Revise your query URL to include the login URL of your tenant. (Refer to the [Platform URL Guide](https://support.8x8.com/@api/deki/files/2500/Platform-URL-Guide-Virtual-Contact-Center.pdf?revision=2) to retrieve your login URL):

**Testing Using curl**

In a Linux environment, the curl utility will submit an HTTP request, and allow you to view the result.

curl -u acme:ac12343934687a839cf http://vcc-na4.8x8.com/api/stats/groups.csv

will return a list of groups, in CSV format. The -u argument identifies the username and password; use your tenant name as the username, and your [authentication token](https://support.8x8.com/us/Cloud_Contact_Center/Virtual_Contact_Center/Developers/virtual_contact_center_statistics_reporting_api#Authentication) as the password.

**Groups**

**List groups**

/groups

Returns a list of all groups.

<?xml version='1.0' encoding='UTF-8' ?>

<groups>

<group>

<group-id>122</group-id>

<group-name>Support</group-name>

<deleted>No</deleted>

</group>

<group>

<group-id>123</group-id>

<group-name>East Coast Sales</group-name>

<deleted>Yes</deleted>

</group>

<group>

...

</group>

</groups>

**Agents**

**List all agents**

/agents?n={offset}

Returns a list of details for all agents.

**List agents in a group**

/groups/{group-id}/agents?n={offset}

Returns a list of details for all agents for a named group.

**Show a named agent**

/agents/{agent-id}

Shows details of a single agent.

<?xml version='1.0' encoding='UTF-8' ?>

<agents>

<agent>

<agent-id>fred</agent-id>

<group-id>148</group-id>

<date-hired-date>2008-03-23</date-hired-date>

<direct-agent-access>no</direct-agent-access>

<email-address>fred@acme.com</email-address>

<enabled>Y</enabled>

<first-name>Fred</first-name>

<full-name>Fred Bloggs</full-name>

<last-name>Bloggs</last-name>

<phone-used>PSTN</phone-used>

<phone-extension>007</phone-extension>

<user-rights>agent</user-rights>

<voice-mail-activated>no</voice-mail-activated>

</agent>

<agent>

...

</agent>

</agents>

**Activities**

**List activities for a named agent**

/agents/{agent-id}/activities?d={date range}&n={offset}

Returns a list of activities for a named agent.

**List activities for all agents in a group**

/groups/{group-id}/activities?d={date range}&n={offset}

Returns a list of activities for all agents in a named group.

<?xml version='1.0' encoding='UTF-8' ?>

<activities>

<activity>

<agent-id>fred</agent-id>

<agent-name>Fred Bloggs</agent-name>

<group-id>122</group-id>

<group-name>Sales</group-name>

<media-type>Phone</media-type>

<channel-id>62</channel-id>

<channel-obj-id>5030001</channel-obj-id>

<queue-obj-id>tenantp1~~queue~~phone~~102</queue-obj-id>

<queue-name>phoneq1</queue-name>

<transaction\_id>133</transaction\_id>

<origination>4245567232</origination>

<customer-name>N/A</customer-name>

<trans-accept-time>2009-06-03T23:09:04-07:00</trans-accept-time>

<trans-proc-time>8</trans-proc-time>

<trans-post-proc-time>7</trans-post-proc-time>

<trans-total-time>15</trans-total-time>

<trans-transfer-from />

<trans-conference-from />

<case-id />

<tcl-list-id>1</tcl-list-id>

<tcl-item-id>1</tcl-item-id>

<tcl-item-shortcode-text>c1</tcl-item-shortcode-text>

<tcl-item-report-text>transcode1</tcl-item-report-text>

<recording-filename>S20090604/R200906040609030100.wav</recording-filename>

</activity>

</activities>

**Agent Interactions**

**List interactions for a named agent**

/agents/{agent-id}/interactions?d={date range}&n={offset}&{query vars}

Returns a list of interactions for a named agent.

**List interactions for all agents in a group**

/groups/{group-id}/interactions?d={date range}&n={offset}&{query vars}

Returns a list of interactions for all agents in a named group.

<?xml version='1.0' encoding='UTF-8' ?>

<interactions>

<interaction>

<interaction-id>1428</interaction-id>

<agent-id>fred</agent-id>

<agent-name>Fred Bloggs</agent-name>

<group-id>132</group-id>

<group-name>Support</group-name>

<accept-timestamp>2008-03-09T09:13:02-07:00</accept-timestamp>

<process-time>104</process-time>

<post-process-time>70</post-proc-time>

<finish-timestamp>2008-03-09T09:23:09-07:00</finish-timestamp>

<transfer-from></transfer-from>

<conference-from></conference-from>

</interaction>

<interaction>

...

</interaction>

</interactions>

**Queue Interactions**

**List interactions**

/interactions/?d={date range}&n={offset}&{query vars}

Returns a list of interactions.

**List interactions for a queue**

/queues/{queue-id}/interactions?d={date range}&n={offset}&{query vars}

Returns a list of interactions for a queue.

**List interactions for a channel**

/channels/{channel-id}/interactions?d={date range}&n={offset}&{query vars}

Returns a list of interactions for a channel.

**There are several supported media types:**

* **T** = Telephone
* **V** = Voice Mail
* **C** = Chat
* **Z** = Email

<?xml version='1.0' encoding='UTF-8' ?>

<interactions>

<interaction>

<interaction-id>463</interaction-id>

<queue-name>Support</queue-name>

<channel-id>12</channel-id>

<media-type>T</media-type>

<create-timestamp>2008-02-09T14:13:32-07:00</create-timestamp>

<accept-timestamp></accept-timestamp>

<process-time>0</process-time>

<post-process-time>0</post-process-time>

<abandon-timestamp></abandon-timestamp>

<finish-timestamp></finish-timestamp>

<voice-message-left>Y</voice-message-left>

<origination>Y</origination>

<customer-name>Y</customer-name>

<ivr-treatment-time>10</ivr-treatment-time>

<max-hold-time>0</max-hold-time>

<hold-count>0</hold-count>

<total-hold-time>0</total-hold-time>

<call-leg1-post-dial-delay>2</call-leg1-post-dial-delay>

<call-leg2-post-dial-delay>2</call-leg2-post-dial-delay>

<call-leg1-answer-time>0</call-leg1-answer-time>

<call-leg2-answer-time>0</call-leg2-answer-time>

<call-leg1-sip-id>088e926d2f05a78e23f568557699891d</call-leg1-sip-id>

<call-leg2-sip-id>1b82fe39718634c548d04cfd373c5a8c</call-leg2-sip-id>

<inbound-sip-id>6a4e7e2-1f1bee-4b433660@192</inbound-sip-id>

</interaction>

</interactions>

**Campaign Interactions**

**List interactions for a campaign**

/campaigns/{campaign-id}/interactions?d={date range}&n={offset}&{query vars}

Returns a list of interactions for a campaign.

**There are several predefined record status:**

* **0**= New
* **1** = Queued
* **2** = Accepted
* **3** = Completed
* **4** = Scheduled

**and serverl predefined disposition code:**

* **1000**= None
* **1001** = Try Again
* **1002** = Scheduled Call Back

process-time and post-process-time are in seconds.

total-process-time = process-time + post-process-time.

<?xml version='1.0' encoding='UTF-8' ?>

<interactions>

<interaction>

<campaign-name>Sales Campaign</campaign-name>

<campaign-id>555</campaign-id>

<agent-name>Fred Bloggs</agent-name>

<queue-name>Sales Queue</queue-name>

<accept-timestamp>2011-02-28T18:52:55-08:00</accept-timestamp>

<record-status>1</record-status>

<record-id>0015000000WIBJrAAP</record-id>

<interaction-id>188</interaction-id>

<wrap-up-code>retry</wrap-up-code>

<wrap-up-text>Try Again Later</wrap-up-text>

<disposition-code>1001</disposition-code>

<called-number>5551234</called-number>

<ext-trans-data>[AccountName|John Smith]</ext-trans-data>

<process-time>125</process-time>

<post-process-time>60</post-process-time>

<total-process-time>185</total-process-time>

<recordinf-filename>S20110228/R20110228175312223.wav</recording-filename>

</interaction>

<interaction>

...

</interaction>

</interactions>

**All Interactions**

**List all interactions**

/allinteractions/?d={date range}&n={offset}&{query vars}

Returns a list of all interactions. Those include agent/queue/campaign interactions, but also abandoned/direct agent access/Forward to external number transactions.

media-type can be either Phone, Chat, Email or Voice Mail.

interaction-direction can be empty, or set to either inbound or outbound.

**interaction-type can be empty, or set to one of the following values:**

* Web Callback
* DAA
* Fwd to Ext. Number
* Campaign
* Consult

For possible values for record-status and disposition-code, see the previous paragraph (Campaign Interactions).

<?xml version='1.0' encoding='UTF-8' ?>

<interactions>

<interaction>

<media-type>Phone</media-type>

<channel-obj-id>9691000</channel-obj-id>

<queue-name>Engineering Phone Queue</queue-name>

<interaction-id>7</interaction-id>

<orig-interaction-id />

<origination>pma</origination>

<destination-original />

<destination-translated />

<customer-name>N/A, N/A</customer-name>

<case-id />

<interaction-direction />

<interaction-type />

<dial-code />

<dial-text />

<create-timestamp>2011-09-22T18:35:10-07:00</create-timestamp>

<agent-name />

<accept-timestamp />

<process-time />

<post-process-time />

<total-time />

<abandon-timestamp>2011-09-22T18:35:30-07:00</abandon-timestamp>

<voice-message-left />

<recording-filename />

<ivr-treatment-time>2</ivr-treatment-time>

<transfer-from />

<conference-from />

<max-hold-time>0</max-hold-time>

<hold-count>0</hold-count>

<total-hold-time>0</total-hold-time>

<call-leg1-post-dial-delay>0</call-leg1-post-dial-delay>

<call-leg2-post-dial-delay>0</call-leg2-post-dial-delay>

<call-leg1-answer-time>0</call-leg1-answer-time>

<call-leg2-answer-time>0</call-leg2-answer-time>

<call-leg1-sip-id />

<call-leg2-sip-id />

<inbound-sip-id>MTM2MjZkNDdiMzU3ZmQ3OTQ1OWM3MmI0M2E4ZGI</inbound-sip-id>

<notes />

<campaign-name />

<record-id />

<record-status />

<disposition-code />

<ext-trans-data />

<wrap-up-code>N/A</wrap-up-code>

<wrap-up-text>N/A</wrap-up-text>

</interaction>

</interactions>

**Interaction Statistics**

**List statistics for an agent**

/agents/{agent-id}/statistics?d={date range}&n={offset}&{query vars}

Returns a list of interaction statistics for an agent, reported in 30 minute periods.

**List statistics for a queue**

/queues/{queue-id}/statistics?d={date range}&n={offset}&{query vars}

Returns a list of interaction statistics for a queue, reported in 30 minute periods.

**List statistics for a channel**

/channels/{channel-id}/statistics?d={date range}&n={offset}&{query vars}

Returns a list of interaction statistics for a channel, reported in 30 minute periods.

<?xml version='1.0' encoding='UTF-8' ?>

<statistics>

<statistic>

<queue-name>Support</queue-name>

<channel-id>23</channel-id>

<time-stamp>2008-02-22T13:30:00-07:00</time-stamp>

<media-type>T</media-type>

<entered-count>24</entered-count>

<accepted-count>21</accepted-count>

<sla-met-count>18</sla-met-count>

<abandoned-count>1</abandoned-count>

<finish-processing-count>2</finish-processing-count>

<finish-post-count>2</finish-post-count>

<voice-message-left-count>0</voice-message-left-count>

<time-waiting>845</time-waiting>

<time-processing>512</time-processing>

<time-post-processing>142</time-post-processing>

<total-time-to-abandon>56</total-time-to-abandon>

<time-max-wait-accept>110</time-max-wait-accept>

<time-max-wait-abandon>56</time-max-wait-abandon>

</statistic>

</statistics>

**SLAs**

SLAs are data about the number of interactions accepted or abandoned, split by time period. The SLA response differs, depending on whether the queue being queried is an "on line" (telephony, chat), or an "off line" (emails, voice mails) queue.

**List on-line SLAs for a queue**

/queues/{queue-id}/online\_slas?d={date range}&n={offset}&{query vars}

Returns a list of SLA stats for an online (telephony, chat) queue, reported in 30 minute periods.

**List online SLAs for a channel**

/channels/{channel-id}/online\_slas?d={date range}&n={offset}&{query vars}

Returns a list of SLA stats for an online (telephony, chat) channel, reported in 30 minute periods.

<?xml version='1.0' encoding='UTF-8' ?>

<online\_slas>

<online\_sla>

<queue-name>Support</queue-name>

<channel-id>23</channel-id>

<time-stamp>2008-02-22T13:30:00-07:00</time-stamp>

<media-type>T</media-type>

<entered-count>24</entered-count>

<accepted-count>21</accepted-count>

<sla-met-count>18</sla-met-count>

<accepted>

<t0-5sec>8</t0-5sec>

<t5-10sec>5</t5-10sec>

<t10-20sec>2</t10-20sec>

<t20-30sec>3</t20-30sec>

<t30-40sec>2</t30-40sec>

<t30-45sec>0</t30-45sec>

<t45-1min>1</t45-1min>

<t1-2min>0</t1-2min>

<t2-5min>0</t2-5min>

<t5-10min>0</t5-10min>

<t10-or-more>0</t10-or-more>

</accepted>

<abandoned>

<t0-5sec>0</t0-5sec>

<t5-10sec>0</t5-10sec>

<t10-20sec>0</t10-20sec>

<t20-30sec>0</t20-30sec>

<t30-40sec>0</t30-40sec>

<t30-45sec>0</t30-45sec>

<t45-1min>0</t45-1min>

<t1-2min>0</t1-2min>

<t2-5min>0</t2-5min>

<t5-10min>0</t5-10min>

<t10-or-more>0</t10-or-more>

</abandoned>

</online\_sla>

</online\_slas>

**List off-line SLAs for a queue**

/queues/{queue-id}/offline\_slas?d={date range}&n={offset}&{query vars}

Returns a list of SLA stats for an offline (email, voicemail) queue, reported in 30 minute periods.

/channels/{channel-id}/offline\_slas?d={date range}&n={offset}&{query vars}

Returns a list of SLA stats for an offline (email, voicemail) channel, reported in 30 minute periods.

<?xml version='1.0' encoding='UTF-8' ?>

<offline\_slas>

<offline\_sla>

<queue-id>32</queue-id>

<queue-name>Support</queue-name>

<channel-id>18</channel-id>

<time-stamp>2008-02-22T13:30:00-07:00</time-stamp>

<media-type>E</media-type>

<entered-count>12</entered-count>

<accepted-count>8</accepted-count>

<sla-met-count>8</sla-met-count>

<accepted>

<t0-30min>4</t0-30min>

<t30min-1hr>4</t30min-1hr>

<t1hr-1hr30min>2</t1hr-1hr30min>

<t1hr30min-2hr>1</t1hr30min-2hr>

<t2hr-3hr>0</t2hr-3hr>

<t3hr-or-more>1</t3hr-or-more>

</accepted>

</offline\_sla>

</offline\_slas>

**Agent Statuses**

**List statuses for a named agent**

/agents/{agent-id}/statuses?d={date range}&n={offset}

Returns a list of statues for a named agent.

**List statuses for all agents in a group**

/groups/{group-id}/statuses?d={date range}&n={offset}

Returns a list of statuses for all agents in a named group.

<?xml version='1.0' encoding='UTF-8' ?>

<statuses>

<status>

<agent-id>fred</agent-id>

<agent-name>Fred Bloggs</agent-name>

<group-id>12</group-id>

<group-name>grp2</group-name>

<status>On Break</status>

<event-time>2009-05-21T14:23:05-07:00</event-time>

<scl-list-id></scl-list-id>

<scl-item-id></scl-item-id>

<scl-item-shortcode-text>Scheduled break</scl-item-shortcode-text>

<scl-item-report-text>Scheduled break</scl-item-report-text>

<transaction-id>1000</transaction-id>

</status>

</statuses>

**Agent / Queue Skills**

**List skills by agent id**

/agents/{agent-id}/skills

Returns a list of skills for a named agent. This API does not support any query parameters.

<?xml version='1.0' encoding='UTF-8' ?>

<skills>

<skill>

<enabled>Y</enabled>

<queue-id>102</queue-id>

<agent-id>kol</agent-id>

<skill-level>high</skill-level>

</skill>

<skill>

<enabled>N</enabled>

<queue-id>103</queue-id>

<agent-id>kol</agent-id>

<skill-level>medium</skill-level>

</skill>

</skills>

**List skills by queue id**

/queues/{queue-id}/skills

Returns a list of agent skills for a given queue. This API does not support any query parameters.

<?xml version='1.0' encoding='UTF-8' ?>

<skills>

<skill>

<enabled>Y</enabled>

<agent-id>phegde</agent-id>

<queue-id>102</queue-id>

<skill-level>high</skill-level>

</skill>

<skill>

<enabled>N</enabled>

<agent-id>kol</agent-id>

<queue-id>102</queue-id>

<skill-level>medium</skill-level>

</skill>

</skills>

**Outbound Calls**

**List outbound calls for a named agent**

/agents/{agent-id}/outboundcalls?d={date range}&n={offset}

Returns a list of outbound calls for a named agent.

**List outbound calls for all agents in a group**

/groups/{group-id}/outboundcalls?d={date range}&n={offset}

Returns a list of outbound calls for all agents in a named group.

<?xml version='1.0' encoding='UTF-8' ?>

<outboundcalls>

<outboundcall>

<agent-id>fred</agent-id>

<agent-name>Fred Bloggs</agent-name>

<group-id>12</group-id>

<transaction-id>123</transaction-id>

<destination>14155524562</destination>

<start-time>2009-05-26T17:53:55-07:00</start-time>

<total-time>14</total-time>

<tcl-list-id>1</tcl-list-id>

<tcl-item-id>1</tcl-item-id>

<tcl-item-shortcode-text>c1</tcl-item-shortcode-text>

<tcl-item-report-text>report text 1</tcl-item-report-text>

<tcl-outbound-list-id>2</tcl-outbound-list-id>

<tcl-outbound-item-id>3</tcl-outbound-item-id>

<tcl-outbound-item-shortcode-text>ttt</tcl-outbound-item-shortcode-text>

<tcl-outbound-item-report-text>ttt</tcl-outbound-item-report-text>

<recording-filename>S20090526/R20090526175312223.wav</recording-filename>

<max-hold-time>0</max-hold-time>

<hold-count>0</hold-count>

<total-hold-time>0</total-hold-time>

<call-leg1-post-dial-delay>2</call-leg1-post-dial-delay>

<call-leg2-post-dial-delay>2</call-leg2-post-dial-delay>

<call-leg1-answer-time>0</call-leg1-answer-time>

<call-leg2-answer-time>0</call-leg2-answer-time>

<call-leg1-sip-id>088e926d2f05a78e23f568557699891d</call-leg1-sip-id>

<call-leg2-sip-id>1b82fe39718634c548d04cfd373c5a8c</call-leg2-sip-id>

</outboundcall>

</outboundcalls>

**Queues**

**List all queues**

/queues?n={offset}

Returns a list of details for all queues

**List a single queue**

/queues/{queue-id}

Show details for a single queue.

**There are several supported media types:**

* **T** = Telephone
* **V** = Voice Mail
* **C** = Chat
* **Z** = Email

<?xml version='1.0' encoding='UTF-8' ?>

<queues>

<queue>

<queue-id>121</queue-id>

<queue-name>Support</queue-name>

<queue-desc>First tier support</queue-desc>

<media-type>T</media-type>

<enabled>Y</enabled>

<sla-enabled>N</sla-enabled>

<sla-time>0</sla-time>

</queue>

</queues>

**Channels**

**List all channels**

/channels?n={offset}

Returns a list of details for all channels

<?xml version='1.0' encoding='UTF-8' ?>

<channels>

<channel>

<channel-id>52</channel-id>

<channel-name>sales@acme.com</channel-name>

<channel-desc>Sales Email</channel-desc>

</channel>

</channels>

**Campaigns**

**List all campaigns**

/campaigns?n={offset}

Returns a list of details for all campaigns

**List a single campaign**

/campaigns/{campaign-id}

Show details for a single campaign.

**There are several predefined campaign status:**

* **0** = New
* **1**= Manual Started
* **2** = Schedule Started
* **3** = Manual Running
* **4** = Schedule Running
* **5** = Manual Stopped
* **6** = Completed
* **7** = Scheduled Stopped

retry-interval is in minutes.

daily-start-time and daily-end-time are integer values of minutes from beginning of the day.

<?xml version='1.0' encoding='UTF-8' ?>

<campaigns>

<campaign>

<campaign-name>Sales Campaign</campaign-name>

<campaign-id>123</campaign-id>

<enabled>Y</enabled>

<status>6</status>

<no-of-records>100</no-of-records>

<caller-id>5551234</caller-id>

<start-time>2011-02-01T10:00:00-08:00</start-time>

<end-time>2011-02-28T17:30:00-08:00</end-time>

<actual-run-time>2011-02-01T10:00:30-08:00</actual-run-time>

<actual-stop-time>2011-02-23T12:09:36-08:00</actual-stop-time>

<daily-start-time>600</daily-start-time>

<daily-end-time>1110</daily-end-time>

<retry-interval>90</retry-interval>

<max-retry>3</max-retry>

</campaign>

</campaigns>

**Campaign Records**

**List all records of a single campaign**

/campaigns/{campaign-id}/records?n={offset}

Show details for all records of s campaign.

**There are several predefined record status:**

* **0** = New
* **1** = Queued
* **2** = Accepted
* **3** = Completed
* **4** = Scheduled

**, status code:**

* **0** = Default
* **1** = Max Attempt Reached
* **2**= Skipped
* **3**= No Phone Number
* **4**= Invalid Phone Number

**and disposition code:**

* **1000** = None
* **1001** = Try Again
* **1002** = Scheduled Call Back

<?xml version='1.0' encoding='UTF-8' ?>

<records>

<record>

<campaign-name>Sales Campaign</campaign-name>

<campaign-id>123</campaign-id>

<record-id>0015000000WIBJrAAP</record-id>

<phone-list>Phone|(650)555-1234</phone-list>

<status>3</status>

<status-code>0</status-code>

<ext-trans-data>[AccountName|John Smith]</ext-trans-data>

<disposition-code>1000</disposition-code>

</record>

<record>

...

</record>

</recordss>

**Transaction Code List**

**List all transaction codes**

/tcls?n={offset}

Returns a list of details for all transaction codes

<?xml version='1.0' encoding='UTF-8' ?>

<tcl-trans>

<tcl-tran>

<tcl-list-id>1</tcl-list-id>

<tcl-name>ag-trans-code</tcl-name>

<tcl-description>agent transaction code</tcl-description>

<tcl-admin-notes />

<tcl-active>Y</tcl-active>

<tcl-autosort>N</tcl-autosort>

<tcl-used>Y</tcl-used>

<tcl-category-id />

<tcl-assignment-type>groups</tcl-assignment-type>

<tcl-required>Y</tcl-required>

<tcl-multiple-choice>Y</tcl-multiple-choice>

<tcl-required-before-outbound>Y</tcl-required-before-outbound>

<tcl-item-id>1</tcl-item-id>

<tcl-item-ordinate>0</tcl-item-ordinate>

<tcl-item-active>Y</tcl-item-active>

<tcl-item-used>Y</tcl-item-used>

<tcl-item-call-line-id>140823322222</tcl-item-call-line-id>

<tcl-lang-id>en\_US</tcl-lang-id>

<tcl-item-menu-text>code 1</tcl-item-menu-text>

<tcl-item-report-text>code 1</tcl-item-report-text>

<tcl-item-shortcode-text>c1</tcl-item-shortcode-text>

</tcl-tran>

</tcl-trans>

**Status Code List**

**List all status codes**

/scls?n={offset}

Returns a list of details for all status codes

<?xml version='1.0' encoding='UTF-8' ?>

<scl-trans>

<scl-tran>

<scl-list-id>1</scl-list-id>

<scl-name>ag-status-code</scl-name>

<scl-description>agent status code</scl-description>

<scl-admin-notes />

<scl-active>Y</scl-active>

<scl-autosort>N</scl-autosort>

<scl-used>Y</scl-used>

<scl-category-id />

<scl-item-id>1</scl-item-id>

<scl-item-ordinate>0</scl-item-ordinate>

<scl-item-active>Y</scl-item-active>

<scl-item-used>Y</scl-item-used>

<scl-lang-id>en\_US</scl-lang-id>

<scl-item-menu-text>code 1</scl-item-menu-text>

<scl-item-report-text>code 1</scl-item-report-text>

<scl-item-shortcode-text>c1</scl-item-shortcode-text>

</scl-tran>

</scl-trans>

**Authentication**

In order to make an API request, you must first obtain an authentication token that has been issued for your tenant. This token combines username and password into a single long string. To get your token, log into the Configuration Manager, select "Integration", and click the "API Token" tab. Next, click the "New Token" button next to "Data Request Token". This generates a new private token for your tenant. You will use this token in all requests to the Statistics API. You may generate a new token at any time.

**Dates**

Date formats in queries adhere to the ISO 8601 standard. The {date range} argument can take one of two forms. To specify records from a given day, specify the date, with an optional time zone parameter:

http://vcc-na4.8x8.com/api/stats/agent/rws/interactions?d=2007-08-05&tz=America/New\_York

Note that if no time is given, a day begins at midnight (00:00:00), and if no time zone is specified, the time defaults to the tenant time zone. A list of valid time zones can be found here (TZ column): [List of valid time zones](http://en.wikipedia.org/wiki/List_of_zoneinfo_time_zones). To specify a date range, separate the dates with a comma (",")

http://vcc-na4.8x8.com/api/stats/agent/fred/interactions?d=2007-08-05,2007-08-07

You can include times in date ranges as well, separated with a space ("%20″ in the URI):

http://vcc-na4.8x8.com/api/stats/queue/Sales/interactions?d=2007-08-05 13:15Z,2007-08-07 14:30Z

"Z" is the time zone designator, signifying that the time is in UTC (Coordinated Universal Time). Dates may also be formatted as a single string, with no separators, and a capital "T" separating date and time:

http://vcc-na4.8x8.com/api/stats/queue/Sales/interactions?d=20070805T1315Z,20070807T1430Z

**There are several date constants available to represent relative dates:**

**today**

* the current date, at the start of the day (midnight)

**today-1d**

* yesterday, at the start of the day (midnight)

**today-7d**

* seven days ago, at the start of the day (midnight)

**To see yesterday's status changes for Sally:**

http://vcc-na4.8x8.com/api/stats/agent/sally/statuses?d=today-1d,today&tz=America/Denver

Dates in responses also adhere to the ISO 8601 standard.

**They take the form:**

2008-02-14T10:12:13-08:00

where "-08:00″ represents the offset with the UTC timezone (Coordinated Universal Time). A negative offset typically represents timezones west UTC.

**Pagination**

Requests that would return a large number of records will respond with 50 records per request. You can iterate through these response sets by setting the {offset} argument. In this example, we are asking for agent interactions, starting with the 101st record.

http://vcc-na4.8x8.com/api/stats/agent/rws/interactions?n=101

|  |  |
| --- | --- |
| https://support.8x8.com/@api/deki/files/6/Note-Icon.png?revision=1&size=bestfit&width=28&height=28 | **Note:** VCC APIs have a max return of 50 entries. To get the next 50 entries, the API request will have to be modified to return rows starting at 51.  For example: [**https://vcc-eu2.8x8.com/api/stats/queues?n=51**](https://vcc-eu2.8x8.com/api/stats/queues?n=51) |

**Query Variables**

Queries that return interaction data may be further constrained by supplying query variables. These take the form of field=value where field is any field normally returned by the query.

**For example, to return only the set of telephone interactions (as opposed to chat or email, say):**

http://vcc-na4.8x8.com/api/stats/agent/rws/interactions?media-type=T

**For telephone interactions for a single queue:**

http://vcc-na4.8x8.com/api/stats/agent/rws/interactions?media-type=T&queue-id=102

**Responses**

Each resource may be returned in either XML or CSV format.

**To specify, add ".xml" or ".csv" to the URL:**

http://vcc-na4.8x8.com/api/stats/agent/rws.csv

The default is XML.

**Response Codes**

|  |  |  |
| --- | --- | --- |
| **200** | OK | Request was successful |
| **400** | Bad request | The syntax of the request was wrong |
| **403** | Forbidden | The request was not allowed, usually due to incorrect authentication |
| **404** | Not found | The requested resource was not found |
| **500** | Internal error | The server encountered an unexpected condition which prevented it from fulfilling the request |
| **503** | Server busy | The server is currently unable to handle the request due to temporary overloading |