**How To Get Data From Liveperson And Create Aggregated Table With R**

In the previous post, we discussed [how to ingest data from Liveperson with Python](https://www.mydatahack.com/how-to-ingest-data-from-liveperson-with-python/). In this post, I want to use R to make the same API call and create an aggregated table instead of preparing data for ingestion. The code is based on the example [here](https://github.com/LiveEngage-Examples/LiveEngage-Engagement-History-API/blob/master/R-EngagementHistoryAPISample/engamementHistoryAPI-Sample.R). For further information on Liveperson API, you can have a look [here](https://developers.liveperson.com/data-engagement-history-appendix.html).

Making a REST call with R is as easy as Python. The [httr package](https://cran.r-project.org/web/packages/httr/vignettes/quickstart.html) makes REST call easy like the requests module in Python. The [jsonlite package](https://cran.r-project.org/web/packages/jsonlite/vignettes/json-aaquickstart.html) makes it easy for transforming json into data frame.

Once you have a data frame, you can use a bunch of amazing packages to do transformation, aggregation, statistics, machine learning and so on with a few lines of code. This is what I love about R.

In this example, I used the [dplyr package](https://www.rdocumentation.org/packages/dplyr/versions/0.5.0) to aggregate the total number of interactive chats per agent during the specified period of time. The output looks like this.

The key points in this program are the same as [the previous post](https://www.mydatahack.com/how-to-ingest-data-from-liveperson-with-python/). You need to loop the REST call because the max record number is 100. You also need to convert to epoch time.

Now feel the power of R programming!

**Code**

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