

yalst LiveSupportTool

Statistics API Documentation

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Introduction

The Statistics API (application programming interface) allows you to retrieve statistical data regarding your yalst site from the system. In its current state the API supports only some functions needed by our desktop clients or widgets. All API functions return their answers in the JSON format (see www.json.org for details) using the UTF-8 character set.

Prerequisites

You will need yalst 9.2 (or newer) to use the Statistics API.

You will also need an API key for almost every command. An API key is automatically generated in the administration - in the "Apps & APIs" section of the configuration menu. You can generate a new key if you think that your old key has been compromised.

API Calls

API calls are simple http or https (if supported by the respective yalst site) invocations of the stats.api.php script:

```
http://www.example.com/yalst/stats.api.php?cmd=hello
```

Please replace "www.example.com" with the domain of the respective yalst installation. Here is a sample answer in the JSON format:

```
{
  "ssl": true,
  "version": "9.2",
  "release": 9.200,
  "revision": 900,
  "api": 1.0,
  "language": "de"
}
```

Error Handling

Error messages will also be returned in the JSON format:

```
{
  "error": "missing command parameter",
  "code": 1
}
```

API Commands

HELLO

```
stats.api.php?cmd=hello
```

Purpose:

collect general information about yalst installation

Parameters:

clientcap API version the client supports (e.g. 1.7, 1.0 if omitted)

Returns:

| | | |
|------------|---------|--|
| ssl | boolean | "true" or "false" (true, if yalst installation supports SSL) |
| version | string | version of yalst |
| release | real | release number of yalst |
| revision | integer | revision number of yalst build |
| api | real | version number of operator API |
| language | string | primary language of installation ("de" or "en") |
| systemtime | integer | unix timestamp of the yalst server time |

Command-specific errors:

none

OPMONITOR

stats.api.php?site=1-1&cmd=opmonitor&apikey=XYZ

Purpose:

collect information about currently logged-in operators

Parameters:

| | | | |
|--------------|---|--|--|
| apikey | your API key | | |
| clientcap | API version the client supports (e.g. 1.7, 1.0 if omitted) | | |
| site | yalst site (required) | | |
| dept | limit result to a specific department, 1 character department code (not required) | | |
| group | limit result to a specific group, please specify full group name (not required) | | |
| includestats | retrieves extra data (*), expensive operation (not required, Boolean(1/0)) | | |

Notice: the "group" and "dept" parameters can't be used together!

Returns:

if no operator is logged-in

| | | | |
|------------|---------|-----------|---|
| operators | integer | 0 | number of on the site logged in operators |
| status | string | "offline" | site or department status |
| statuscode | integer | 1 | site status code |
| autoinvite | boolean | false | auto-invite mode |

if one or more operators are logged in

| | | | | |
|-------------------|---------|---|------------------|--|
| operators | integer | number of logged-in operators (i.e. length of the "operator" array) | | |
| status | string | "offline", "online", "busy" or "n/a", "n/a" is only used in case of statistic groups, they return always this code | | |
| statuscode | integer | 1 (offline), 2 (online), 3 (busy) or 4 (n/a) | | |
| autoinvite | boolean | auto-invite mode (always false in Basic Edition) | | |
| *max_chatsperhour | number | highest number of chats that were conducted per hour | | |
| operator | array | user | string | user name of operator |
| | | nick | string | nick name of operator |
| | | type | string | "external" or "internal" |
| | | status | string | "active", "inactive" or "busy" |
| | | statussince | string | timestamp when entering status |
| | | away | string | reason of inactivity (only if "inactive") |
| | | login | integer | UNIX time stamp of login |
| | | host | string | host name of operator |
| | | departments | string | one character per department or "all" (optional) |
| | | statsgroup | string | statistic group of operator or "" (optional) |
| | | inactive_intend | boolean | indicates an inactive intend |
| | | inactive_intend_reason | | reason (only if intend is active) |
| | | chats | integer | current number of chats |
| | | runningchats | integer | currently live chats |
| | | chatstati | [string] | array of chat stati (optional) |
| | | chatsessions | [string] | array of session ids (optional) |
| | | *totalchats | integer | number of chats today |
| | | *avg_chatduration | | "HH:MM:SS" |
| | | *busyratio | [string] | "x%" |
| | | *chatsperhour | [key-value-list] | {"HH:MM": integer} |

Notes:

- a "busy" status requires the Professional Edition or better
- the operator type of "internal" is only available in the Business Edition
- the „departments“ and „statsgroup“ fields are only available in the Business Edition and require a clientcap of 1.1 or better
- the "chats" field requires yalst 9.3 or better and a clientcap of 1.2 or better
- the "statussince" field requires a clientcap of 1.3 or better
- the inactive_intend and inactive_intend_reason fields require yalst 10.0 or better and a clientcap of 1.6 or better

Command-specific errors:

12 "mysql_query failed" (can't read from session/login table)

Result example:

```
{
  "operators": 2,
  "status": "online",
  "statuscode": 2,
  "autoinvite": false,
  "operator": [{
    "user": "jd",
    "nick": "John Doe",
    "type": "external",
    "status": "active",
    "statussince": 1381553474,
    "login": 1371553474,
    "host": "127.0.0.0",
    "chats": 2,
    "chatstat": ["running", "running"],
    "chatsessions": ["14555...", "334..."]
  }, {
    "user": "jd2",
    "nick": "Jane Doe",
    "type": "external",
    "status": "inactive",
    "statussince": 1381553479
    "away": "lunch break",
    "login": 1371557056,
    "host": "127.0.0.0",
    "departments": "all",
    "statsgroup": "Backup Operators",
    "chats": 0
  }
}]
}
```

CURRENTVISITORS

stats.api.php?site=1-1&cmd=opmonitor&apikey=XYZ

Purpose:

retrieve the current number of visitors on the website

Parameters:

| | |
|-----------|--|
| apikey | your API key |
| clientcap | API version the client supports (e.g. 1.2, 1.0 if omitted) |
| site | yalst site (required) |

Returns:

| | | |
|----------|-----|----------------------------|
| visitors | int | current number of visitors |
|----------|-----|----------------------------|

Command-specific errors:

| | |
|----|--|
| 13 | "mysql_query failed" (can't read from session/login table) |
| 14 | "mysql_query failed" (can't read from monitor tables) |

DEPARTMENTS

stats.api.php?site=1-1&cmd=departments&apikey=XYZ

Purpose:

retrieve the official names of the departments

Command-specific errors:

26 "has no departments"

SYSTEMSTATUS

stats.api.php?site=1-1&cmd=systemstatus&apikey=XYZ

Purpose:

get number of active (and busy) operators, waiting queue sizes and number of requested and running chats

Parameters:

| | |
|-----------|--|
| apikey | your API key |
| clientcap | API version the client supports (e.g. 1.2, 1.0 if omitted) |
| site | yalst site (required) |

Note:

The scope of the output depends on the edition of the particular site. Department and queue data are only available in Business editions. Busy operators are only available in Professional and Business editions. Internal operators are only available in Business editions. The ALL array key represents total values, single letter keys represent department data.

Returns:

| | | |
|----------------|-------|---|
| queue | Array | waiting queue activation status |
| queuesize | Array | waiting queue size |
| queuethreshold | Array | waiting queue threshold |
| activeops | Array | number of active operators |
| allactiveops | Array | number of active operators including internal ops |
| busyops | Array | number of busy operators |
| allbusyops | Array | number of busy operators including internal ops |
| requests | Array | number of open chat requests |
| runningchats | Array | number of running (accepted) chats |
| capacity | Array | current capacity |
| allcapacity | Array | current capacity including internal ops |

Command-specific errors:

31 "mysql_query failed" (can't read from sysstatus table)

General Errors

- 1 "missing command parameter"
- 2 "mysql_connect failed"
- 3 "mysql_select_db failed"
- 4 "missing site parameter"
- 5 "invalid site parameter"
- 6 "mysql_query failed" (can't read yalst settings)
- 7 "site not found"
- 8 "missing apikey parameter"
- 9 "invalid apikey parameter"
- 10 "incorrect apikey"
- 11 "invalid command parameter"

API Versions

- 1.0 yalst 9.2
- 1.1 yalst 9.21
- 1.2 yalst 9.3
- 1.6 yalst 10.0
- 1.7 yalst 10.07