

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. 1.2, 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")

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. 1.2, 1.0 if omitted)
site	yalst site (required)

Returns:

if no operator is logged-in

operators	integer	0	number of on the site logged in operators
status	string	"offline"	site 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		
status	string	"offline", "online" or "busy"		
statuscode	integer	1 (offline), 2 (online) or 3 (busy)		
autoinvite	boolean	auto-invite mode (always false in Basic Edition)		
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"
		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"
statsgroup	string	statistic group of operator		

chats integer current number of chats

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

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",
    "login": "1371553474",
    "host": "127.0.0.0",
    "chats": 2
  }, {
    "user": "jd2",
    "nick": "Jane Doe",
    "type": "external",
    "status": "inactive",
    "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)

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