



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

Transfer

5/9/2025

Transfer

This operation is part of the [Facebook API](#) section of the [Web Services API](#).

Overview

Transfers a Facebook interaction to another user or queue.

Request URL	/api/v2/me/facebook/{id}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value
operationName	Transfer
targetPath	The userPath or queuePath to transfer to.

Samples

Transfer to Agent

Request

```
POST api/v2/me/facebook/01QQG2MU214P05W
{
  "operationName": "Transfer",
  "targetUri": "/users/10f8abb20c154fb28c82c68102625233"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 68
}
```

Transfer to Queue

Request

```
POST api/v2/me/facebook/01QQG2MU214P05X
{
  "operationName": "Transfer",
  "targetPath": "/contacts/5c7c1112-2be4-4108-9fbe-341312585616"
}
```

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 89
}
```

CometD Response

```
{
  "facebook": {
    "capabilities": [],
    "comment": "I am crazy about my test",
    "contactId": "00025aA4V4DR005N",
    "facebookType": "Inbound",
    "from": "Labuprofen",
    "id": "01QG4HAN88NP400N",
    "message": "On 12:15:1 11/5/2013, P created a facebook post saying hello
world!.",
    "receivedDate": "2015-05-07 13:06:33.000+0300",
    "relevantResponseTemplateGroups": [],
    "state": "Completed",
    "subject": "On 12:15:1 11/5/2013, P created a fac...",
    "suggestedQueueUris": ["http://192.168.83.25:8090/api/v2/queues/
73f46876-e0b1-4e49-8365-c7c04924b694"],
    "uri": "http://192.168.83.25:8090/api/v2/facebooks/01QG4HAN88NP400N",
    "userData": {
      "CBR-IT-path_DBIDs": "",
      "CBR-Interaction_cost": "",
      "CBR-actual_volume": "",
      "CBR-contract_DBIDs": "",
      "Classify_Actionability_CtgId": "",
      "Classify_Actionability_CtgName": "",
      "Classify_Actionability_CtgRelevancy": "",
      "Classify_Sentiment_CtgId": "",
      "Classify_Sentiment_CtgName": "",
      "Classify_Sentiment_CtgRelevancy": "",
      "ContactId": "00025aA4V4DR005N",
      "CustomerSegment": "default",
      "DISP_KEY": "resolved",
      "FromAddress": "Labuprofen",
      "IsAlreadyCreatedInUCS": "1",
      "PegAGSocial Media Agent Group": 1,
      "RRequestedSkillCombination": "",
      "RRequestedSkills": None,
      "RStrategyDBID": "1225",
      "RStrategyName": "Facebook Agent Delivery Strategy",
      "RTargetAgentGroup": "Social Media Agent Group",
      "RTargetAgentSelected": "a1",
      "RTargetObjSelDBID": "117",
      "RTargetObjectSelected": "Social Media Agent Group",
      "RTargetPlaceSelected": "a1",
    }
  }
}
```

```
"RTargetRequested": "Social Media Agent Group",
"RTargetRuleSelected": "",
"RTargetTypeSelected": "2",
"RTenant": "Environment",
"RVQDBID": "",
"RVQID": "",
"Screen_Actionability_CtgName": "",
"Screen_Actionability_CtgRelevancy": "",
"Screen_Actionability_ScreenRuleName": "",
"Screen_Sentiment_CtgName": "",
"Screen_Sentiment_CtgRelevancy": "",
"Screen_Sentiment_ScreenRuleName": "",
"ServiceObjective": 0,
"ServiceType": "default",
"Subject": "On 12:15:1 11/5/2013, P created a fac...",
"UserData2": "DATAUPDATE-@123",
"_facebookActorId": "152879074923372",
"_facebookActorIdType": 1,
"_facebookActorName": "Labuprofen",
"_facebookCanComment": 1,
"_facebookComments": "[]",
"_facebookContentCreatedOnlyByAdmin": 1,
"_facebookCreatedTime": "1383646506",
"_facebookDriverVersion": "8.5.101.04",
"_facebookInBufferBeforeTarget": "0",
"_facebookInQueueAtTarget": "0",
"_facebookItxType": 2,
"_facebookMediaAttachmentsCount": 0,
"_facebookMessageText": "On 12:15:1 11/5/2013, P created a
facebook post saying hello world!.",
"_facebookMonitorRefreshStartTime": "1383646502768",
"_facebookNComments": "0",
"_facebookNLikes": "0",
"_facebookPostCanBeDeleted": "true",
"_facebookPostId": "152879074923372_158210041056942",
"_facebookShareCount": "0",
"_facebookSourceId": "152879074923372",
"_facebookSourceIdType": 1,
"_facebookUpdatedTime": "1383646506",
"_facebookUserCreatedAt": "2013-11-05T06:56:43Z",
"_facebookUserFollowersCount": "0",
"_facebookUserFriendsCount": "0",
"_facebookUserImageUrl": "http://abs.twimg.com/sticky/
default_profile_images/default_profile_1_normal.png",
"_facebookUserLanguage": "r",
"_facebookUserStatusesCount": "2",
"_facebookUserUtcOffset": "-1",
"_twitterFromAddr": "",
"desktop_actionable": "1",
"desktop_expand": "1",
"desktop_sentiment": "Neutral"}},
"messageType": "FacebookStateChangeMessage",
"notificationType": "StatusChange",
"referenceId": 89
}
```