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Web Services API Reference

Transfer

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Transfer

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

Overview

This transfers a chat to another agent or to a queue.

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

Parameters

Parameter	Value
operationName	Transfer
targetUri or queueName	user or queue to transfer to
text	(Optional) The text to send to the customer.
messageType	(Optional) Defines the message type. The default value is Text. Note that this parameter must be provided together with the text parameter.
treatAs	(Optional) Specifies how the message should be treated: Normal or System. The default value is Normal. Note that this parameter must be provided together with the text parameter.

Sample

Request

Transfer to Agent

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "Transfer",
  "targetUri": "http://localhost:8080/api/v2/users/e62d21e405a04274bd6bbcaf78bd8c38"
}
```

Transfer

Transfer to Queue

```
POST api/v2/me/chats/0071023821aec011
{
  "operationName": "Transfer",
  "queueName": "test-queue"
}
```

Response

```
{
  "statusCode": 0
}
```

Notifications