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Web Services API Reference

Transfer

5/9/2025

Transfer

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

Overview

Transfers a Twitter interaction to another user or queue.

Request URL	/api/v2/me/tweets/{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/transfer/01QQQG2MU214P05W
{
  "operationName": "Transfer",
  "targetUri": "/users/10f8abb20c154fb28c82c68102625233"
}
```

HTTP Response

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

CometD Response

```
{
```

Transfer

```
"messageType": "TwitterStateChangeMessage",
"notificationType": "StatusChange",
"referenceId": 68,
"twitter": {
  "assignedTo": "a1",
  "capabilities": [
    "Cancel",
    "Send",
    "AddComment",
    "AttachUserData",
    "UpdateUserData",
    "DeleteUserData",
    "SetDisposition",
    "SetInFocus",
    "Transfer"
  ],
  "id": "01QQQG2MU214P05W",
  "receivedDate": "2015-03-03 09:46:06.000+0200",
  "revelantResponseTemplateGroups": [],
  "state": "Composing",
  "suggestedQueueUris": [],
  "twitterType": "Outbound",
  "uri": "http://192.168.83.25:8080/api/v2/tweet/01QQQG2MU214P05W"
}
}
```

Transfer to Queue

Request

```
POST api/v2/me/tweets/01QQQG2MU214P05X
{
  "operationName": "Transfer",
  "targetPath": "/contacts/5c7c1112-2be4-4108-9fbe-341312585616"
}
```

HTTP Response

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

CometD Response

```
{
  "messageType": "TwitterStateChangeMessage",
  "notificationType": "StatusChange",
  "referenceId": 89,
  "twitter": {
    "assignedTo": "a1",
    "capabilities": [
      "Cancel",
      "Send",
      "AddComment",
      "AttachUserData",
      "UpdateUserData",
      "DeleteUserData",
      "SetDisposition",
      "SetInFocus",
      "Transfer"
    ]
  }
}
```

```
],
"id":"01QQG2MU214P05X",
"receivedDate":"2015-03-03 09:46:43.000+0200",
"revelantResponseTemplateGroups":[

],
"state":"Composing",
"suggestedQueueUris":[

],
"twitterType":"Outbound",
"uri":"http://192.168.83.25:8080/api/v2/tweet/01QQG2MU214P05X",
"userData":{
  "CBR-IT-path_DBIDs":"","
  "CBR-Interaction_cost":"","
  "CBR-actual_volume":"","
  "CBR-contract_DBIDs":"","
  "CustomerSegment":"default",
  "PegAGSocial Media Agent Group":1,
  "RRequestedSkillCombination":"","
  "RRequestedSkills":None,
  "RStrategyDBID":"985",
  "RStrategyName":"Twitter Agent Delivery Strategy",
  "RTargetAgentGroup":"Social Media Agent Group",
  "RTargetAgentSelected":"a2",
  "RTargetObjSelDBID":"117",
  "RTargetObjectSelected":"Social Media Agent Group",
  "RTargetPlaceSelected":"a2",
  "RTargetRequested":"Social Media Agent Group",
  "RTargetRuleSelected":"","
  "RTargetTypeSelected":"2",
  "RTenant":"Environment",
  "RVQDBID":"","
  "RVQID":"","
  "ServiceObjective":0,
  "ServiceType":"default"
}
}
```