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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
}
```