



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

12/14/2025

Transfer

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

Overview

This request transfers an OpenMedia interaction to another user.

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

Parameters

Parameter	Value
operationName	Transfer
targetUri	The user or queue to transfer to.

Sample

Request

Transfer to Agent

```
POST api/v2/me/openmedia/promotion/03W07R2K4VAYT013
{
  "operationName": "Transfer",
  "targetUri": "http://localhost:8080/api/v2/contacts/8f24c3856f0c4639acf94d279f34698d"
}
```

Response

```
{
  "statusCode": 0,
  "referenceId": 16
}
```

Notification

Agent1 interaction status changed to Completed

```
{
  "openmedia": {
    "userData": {
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "Openmedia",
      "RVQID": "",
      "RTargetObjSelDBID": "158",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "RTargetAgentSelected": "htcc1",
      "CBR-IT-path_DBIDs": "",
      "RTargetRuleSelected": "",
      "RTargetPlaceSelected": "htcc1",
      "CBR-actual_volume": "",
      "RTenant": "Environment",
      "RRequestedSkills": None,
      "RRequestedSkillCombination": "",
      "RVQDBID": "",
      "RStrategyDBID": "906",
      "CustomerSegment": "default",
      "ServiceType": "default",
      "ServiceObjective": 0,
      "RTargetRequested": "Openmedia",
      "RTargetAgentGroup": "Openmedia",
      "PegAGOpenmedia": 1,
      "RStrategyName": "Openmedia"
    },
    "receivedDate": "2014-03-26 16:02:22.000+0200",
    "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT013",
    "capabilities": [
      ],
    "state": "Completed",
    "mediaType": "promotion",
    "openmediaType": "Inbound",
    "id": "03W07R2K4VAYT013"
  },
  "referenceId": 16,
  "notificationType": "StatusChange",
  "messageType": "OpenmediaStateChangeMessage"
}
```

Agent2 received invitation

```
{
  "openmedia": {
    "userData": {
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "Openmedia",
      "RVQID": "",
      "RTargetObjSelDBID": "158",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "RTargetAgentSelected": "htcc1",
      "CBR-IT-path_DBIDs": "",
      "RTargetRuleSelected": "",
      "RTargetPlaceSelected": "htcc1",
```

```
    "CBR-actual_volume": "",
    "RTenant": "Environment",
    "RRequestedSkills": None,
    "RRequestedSkillCombination": "",
    "RVQDBID": "",
    "RStrategyDBID": "906",
    "CustomerSegment": "default",
    "ServiceType": "default",
    "ServiceObjective": 0,
    "RTargetRequested": "Openmedia",
    "RTargetAgentGroup": "Openmedia",
    "PegAGOpenmedia": 1,
    "RStrategyName": "Openmedia"
  },
  "receivedDate": "2014-03-26 16:02:22.000+0200",
  "uri": "http://localhost:8080/api/v2/openmedia/promotions/03W07R2K4VAYT013",
  "capabilities": [
    "Accept",
    "Reject"
  ],
  "state": "Invited",
  "mediaType": "promotion",
  "openmediaType": "Inbound",
  "id": "03W07R2K4VAYT013"
},
"notificationType": "StatusChange",
"messageType": "OpenmediaStateChangeMessage"
}
```