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Genesys Designer Help

Transfer Block

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Important

This block is only available for **IVR** type applications. Refer to the [Managing Applications](#) page for more information.

You can use the **Transfer** block in the **Self Service** phase to transfer a call to another destination.

You can sequentially place multiple **Transfer** blocks with different settings, so that if a transfer fails in one block, your application proceeds to the next block. When a **Transfer** block successfully transfers the call, the application moves to the **Finalize** phase, ignoring any subsequent blocks in the **Self Service** phase.

Transfer tab

Click the **Destination** drop-down menu to select a target destination for the call.

Next, enter a timeout value for the application to wait for the transfer to proceed before moving to the next block.

Results tab

Select the variable that will store the result of this **Transfer** block execution.