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Web Services API Reference

Transfer

4/22/2025

Transfer

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

Overview

Transfers an outbound email interaction.

The agent can perform this operation while working on an email interaction.

The email is transferred to another agent or to a group of agents associated with a skill.

This operation transfers email ownership from one agent to another agent.

Overview

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

Parameters

Parameter	Value
operationName	Transfer
userUri or queueName	user or queue to transfer to

Sample

Transfer to Agent

Request

```
POST api/v2/me/emails/0071023821aec011
{
  "operationName": "Transfer",
  "userUri": "http://[host]/api/v2/users/e62d21e405a04274bd6bbcaf78bd8c38"
}
```

Transfer to Queue

Request

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

Response

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

COMETD Notification

Message after transfer to agent or queue

```
{
  "referenceId": 5,
  "notificationType": "StatusChange",
  "messageType": "EmailStateChangeMessage",
  "email": {
    "userData": {
      "Header_Content-Type": "multipart/mixed;boundary=====1676090965==",
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "E-maildistributionforprocessing",
      "_ContainsAttachment": "false",
      "CBR-actual_volume": "",
      "RVQID": "",
      "To": "GWS@gplus-w2k3-gf80",
      "Header_Date": "Tue,
11Mar2014 15: 54: 13+0200",
      "_AttachmentsSize": "0",
      "_AutoReplyCount": 0,
      "RTargetObjSelDBID": "114",
      "Header_MIME-Version": "1.0",
      "Mailbox": "GWS@gplus-w2k3-gf80.emea.int.genesyslab.com",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "ContactId": "0000Wa9CAM6W018X",
      "RTargetAgentSelected": "12345",
      "CBR-IT-path_DBIDs": "",
      "RTargetAgentGroup": "E-maildistributionforprocessing",
      "RTargetRuleSelected": "",
      "FromPersonal": "",
      "RTargetPlaceSelected": "a1",
      "_AttachmentFileNames": "",
      "RTenant": "Environment",
      "RRequestedSkills": None,
      "Origination_Source": "Email",
      "RRequestedSkillCombination": "",
      "RVQDBID": "",
      "RStrategyDBID": "785",
    }
  }
}
```

```
    "CustomerSegment": "default",
    "ServiceType": "default",
    "FromAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
    "ServiceObjective": 0,
    "Header_Message-ID": "<f0v4kdpv8cxt14a.110320141554@192.168.67.43>",
    "PegAGE-maildistributionforprocessing": 1,
    "RTargetRequested": "E-maildistributionforprocessing",
    "EmailAddress": "qwerty@hpe-voicevm-34-23.genesyslab.com",
    "RStrategyName": "SimpleEmailInStrategy",
    "Subject": "Test_V2"
  },
  "from": "qwerty@hpe-voicevm-34-23.genesyslab.com",
  "contactId": "0000Wa9CAM6W018X",
  "capabilities": [
    "Reply",
    "ReplyAll",
    "Transfer",
    "AddComment",
    "AttachUserData",
    "UpdateUserData",
    "DeleteUserData",
    "SetDisposition",
    "SetInFocus",
    "Complete"
  ],
  "uri": "http: //localhost: 8080/api/v2/email/00012a9HEEG034QM",
  "to": [
    "GWS@gplus-w2k3-gf80"
  ],
  "state": "Processing",
  "revelantResponseTemplateGroups": [
  ],
  "id": "00012a9HEEG034QM",
  "subject": "Test_V2"
}
}
```