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

5/5/2025

Transfer

This operation is part of the Facebook Private Messaging API section of the Web Services API.

Overview

Transfers a Facebook session interaction to another user or queue.

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

Parameters

Parameter	Value
operationName	Transfer
targetPath	The userPath or queuePath to transfer to.

Sample

Transfer to Agent

Request

```
POST api/v2/me/facebooksessions/01QQQG2MU214P05W
{
  "operationName": "Transfer",
  "targetUri": "/users/10f8abb20c154fb28c82c68102625233"
}
```

HTTP Response

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

CometD Notification

Message after transfer to agent

```
{
   "referenceId": 40,
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "GWS-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0002CaAPEA440026",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML": "..",
           "_facebookCreatedTime": "1445342318559",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
           "RTargetAgentGroup": "SocialMediaAgentGroup",
           "Classify_Sentiment_CtgId": "",
           "RTargetRuleSelected": "",
           "ChatServerDBID": "115",
           "Screen_Sentiment_CtgName": "",
           "PegAGSocialMediaAgentGroup": 1,
           "Classify_Sentiment_CtgRelevancy": "",
           "RTargetPlaceSelected": "a1",
           "_facebookPMInboxUrl": "...",
           "RTenant": "Environment",
           "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
           "RRequestedSkills": None,
           "Classify_Sentiment_CtgName": "",
           "IxnAlreadyCreatedInUCS": "1",
           "_facebookActorId": "1457374047909438",
           "_facebookPMMessageId": "m_mid.1445342318550: 4d31da72a7c57c8676",
           "Screen_Actionability_ScreenRuleName": "",
           "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
           "RRequestedSkillCombination": "",
           "LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
           "MiddleName": "",
           "RVQDBID": "",
           "RStrategyDBID": "1225",
           "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
```

```
            "CustomerSegment": "default",
            "Classify_Actionability_CtgId": "",
            "ServiceType": "default",
            "_facebookInQueueAtTarget": "0",
            "_facebookPMThreadNMessages": "120",
            "LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
            "Screen_Sentiment_ScreenRuleName": "",
            "FromAddress": "VitaliyOnv",
            "ServiceObjective": 0,
            "Screen_Actionability_CtgRelevancy": "",
            "LCA_EmplID_facebooksession": "a1",
            "_facebookLanguages": "",
            "_facebookMessageText": "Howareyou?",
            "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
            "_facebookSourceId": "830180563704433",
            "RTargetRequested": "SocialMediaAgentGroup",
            "EmailAddress": "",
            "CBR-actual_volume": "",
            "_facebookActorName": "VitaliyOnv",
            "_facebookActorXML": "...",
            "RStrategyName": "FacebookAgentDeliveryStrategy",
            "RTargetTypeSelected": "2",
            "_facebookPMActionId": "1445342318584000000",
            "Subject": "Howareyou?"
        },
        "receivedDate": "2015-10-2014: 58: 41.000+0300",
        "facebooksessionType": "Inbound",
        "suggestedQueueUris": [
            "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
        ],
        "capabilities": [

        ],
        "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0076",
        "state": "Completed",
        "revelantResponseTemplateGroups": [

        ],
        "participants": [
            {
                "participantId": "007356262C81013A",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356262C81013A"
            },
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356262C710138",
                "visibility": "All",
                "participantId": "007356262C710138"
            }
        ],
        "id": "0002EaAY01MT0076"
    }
}
```

Transfer to Queue

Request

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

HTTP Response

```
{
  "statusCode": 0,
  "referenceId": 89
}
```

CometD Notification

Message after transfer to queue

```
{
   "referenceId": 40,
   "notificationType": "StatusChange",
   "messageType": "FacebooksessionStateChangeMessage",
   "facebooksession": {
       "userData": {
           "FirstName": "Vitaliy",
           "desktop_actionable": "1",
           "_facebookSex": "",
           "_facebookLocale": "",
           "LastName": "Onv",
           "RTargetObjectSelected": "SocialMediaAgentGroup",
           "_facebookItxType": "10",
           "_facebookHomeTownLocation": "",
           "RVQID": "",
           "ChatServerAppName": "es_chat",
           "_facebookDriverVersion": "8.5.101.04",
           "ChatServerHost": "GWS-ubuntu.emea.int.genesyslab.com",
           "_facebookBirthdayDate": "",
           "_facebookSourceNickName": "CloudAppCommunity",
           "LastCalledAgent_EmployeeID": "a1",
           "LCA_EmplID_facebook": "a1",
           "desktop_expand": "1",
           "RTargetObjSelDBID": "117",
           "Classify_Actionability_CtgName": "",
           "_facebookTimezone": "",
           "Screen_Sentiment_CtgRelevancy": "",
           "desktop_sentiment": "Neutral",
           "ChatServerPort": "7160",
           "_facebookCurrentLocation": "",
           "Screen_Actionability_CtgName": "",
           "CBR-Interaction_cost": "",
           "CBR-contract_DBIDs": "",
           "ContactId": "0002CaAPEA440026",
           "RTargetAgentSelected": "a1",
           "_facebookSourceXML": "..",
           "_facebookCreatedTime": "1445342318559",
           "CBR-IT-path_DBIDs": "",
           "Classify_Actionability_CtgRelevancy": "",
```

```
        "RTargetAgentGroup": "SocialMediaAgentGroup",
        "Classify_Sentiment_CtgId": "",
        "RTargetRuleSelected": "",
        "ChatServerDBID": "115",
        "Screen_Sentiment_CtgName": "",
        "PegAGSocialMediaAgentGroup": 1,
        "Classify_Sentiment_CtgRelevancy": "",
        "RTargetPlaceSelected": "a1",
        "_facebookPMInboxUrl": "...",
        "RTenant": "Environment",
        "_facebookActorObjectType": "com.genesyslab.mcr.facebook.fql.User",
        "RRequestedSkills": None,
        "Classify_Sentiment_CtgName": "",
        "IxnAlreadyCreatedInUCS": "1",
        "_facebookActorId": "1457374047909438",
        "_facebookPMMessageId": "m_mid.1445342318550: 4d31da72a7c57c8676",
        "Screen_Actionability_ScreenRuleName": "",
        "LCA_TimeStamp_facebook": "2015-08-11T12: 11: 34Z",
        "RRequestedSkillCombination": "",
        "LCA_TimeStamp_facebooksession": "2015-09-09T10: 18: 53Z",
        "MiddleName": "",
        "RVQDBID": "",
        "RStrategyDBID": "1225",
        "_facebookPMThreadId": "t_mid.1438339424642: bcde632512de3b8377",
        "CustomerSegment": "default",
        "Classify_Actionability_CtgId": "",
        "ServiceType": "default",
        "_facebookInQueueAtTarget": "0",
        "_facebookPMThreadNMessages": "120",
        "LastCalledAgent_TimeStamp": "2015-09-09T10: 18: 53Z",
        "Screen_Sentiment_ScreenRuleName": "",
        "FromAddress": "VitaliyOnv",
        "ServiceObjective": 0,
        "Screen_Actionability_CtgRelevancy": "",
        "LCA_EmplID_facebooksession": "a1",
        "_facebookLanguages": "",
        "_facebookMessageText": "Howareyou?",
        "_facebookSourceObjectType": "com.genesyslab.mcr.facebook.fql.Page",
        "_facebookSourceId": "830180563704433",
        "RTargetRequested": "SocialMediaAgentGroup",
        "EmailAddress": "",
        "CBR-actual_volume": "",
        "_facebookActorName": "VitaliyOnv",
        "_facebookActorXML": "...",
        "RStrategyName": "FacebookAgentDeliveryStrategy",
        "RTargetTypeSelected": "2",
        "_facebookPMActionId": "1445342318584000000",
        "Subject": "Howareyou?"
    },
    "receivedDate": "2015-10-2014: 58: 41.000+0300",
    "facebooksessionType": "Inbound",
    "suggestedQueueUris": [
        "http: //192.168.83.25: 8090/api/v2/queues/41cc5016-2d18-4a91-93ec-b43748948608"
    ],
    "capabilities": [

    ],
    "uri": "http: //192.168.83.25: 8090/api/v2/facebooksessions/0002EaAY01MT0076",
    "state": "Completed",
    "revelantResponseTemplateGroups": [

    ],
    "participants": [
```

```
            {
                "participantId": "007356262C81013A",
                "type": "Agent",
                "uri": "http: //192.168.83.25: 8090/api/v2/users/
5e101708f14442c7ab79814bb4f799b2",
                "visibility": "All",
                "path": "/users/5e101708f14442c7ab79814bb4f799b2",
                "nickname": "TestName",
                "id": "007356262C81013A"
            },
            {
                "nickname": "VitaliyOnv",
                "type": "Customer",
                "id": "007356262C710138",
                "visibility": "All",
                "participantId": "007356262C710138"
            }
        ],
        "id": "0002EaAY01MT0076"
    }
}
```