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Web Services API Reference

Workitem Transfer

4/22/2025

Workitem Transfer

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

Overview

This request transfers a workitem to another user.

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

Parameters

Parameter	Value
operationName	Transfer
targetUri	user or queue to transfer to

Sample

Request

Transfer to Agent

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

Response

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

Notification

Agent1 interaction status changed to Completed

```
{
  "workitem": {
    "userData": {
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "Workitems",
      "RVQID": "",
      "RTargetObjSelDBID": "158",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "RTargetAgentSelected": "GWS1",
      "CBR-IT-path_DBIDs": "",
      "RTargetRuleSelected": "",
      "RTargetPlaceSelected": "GWS1",
      "CBR-actual_volume": "",
      "RTenant": "Environment",
      "RRequestedSkills": None,
      "RRequestedSkillCombination": "",
      "RVQDBID": "",
      "RStrategyDBID": "906",
      "CustomerSegment": "default",
      "ServiceType": "default",
      "ServiceObjective": 0,
      "RTargetRequested": "Workitems",
      "RTargetAgentGroup": "Workitems",
      "PegAGWorkitems": 1,
      "RStrategyName": "Workitem"
    },
    "receivedDate": "2014-03-26 16:02:22.000+0200",
    "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT013",
    "capabilities": [

    ],
    "state": "Completed",
    "id": "03W07R2K4VAYT013"
  },
  "referenceId": 16,
  "notificationType": "StatusChange",
  "messageType": "WorkitemStateChangeMessage"
}
```

Agent2 received invitation

```
{
  "workitem": {
    "userData": {
      "RTargetTypeSelected": "2",
      "RTargetObjectSelected": "Workitems",
      "RVQID": "",
      "RTargetObjSelDBID": "158",
      "CBR-Interaction_cost": "",
      "CBR-contract_DBIDs": "",
      "RTargetAgentSelected": "GWS1",
      "CBR-IT-path_DBIDs": "",
      "RTargetRuleSelected": "",
      "RTargetPlaceSelected": "GWS1",
      "CBR-actual_volume": "",
      "RTenant": "Environment",
      "RRequestedSkills": None,

```

```
    "RRequestedSkillCombination": "",
    "RVQDBID": "",
    "RStrategyDBID": "906",
    "CustomerSegment": "default",
    "ServiceType": "default",
    "ServiceObjective": 0,
    "RTargetRequested": "Workitems",
    "RTargetAgentGroup": "Workitems",
    "PegAGWorkitems": 1,
    "RStrategyName": "Workitem"
  },
  "receivedDate": "2014-03-26 16:02:22.000+0200",
  "uri": "http://localhost:8080/api/v2/workitems/03W07R2K4VAYT013",
  "capabilities": [
    "Accept",
    "Reject"
  ],
  "state": "Invited",
  "id": "03W07R2K4VAYT013"
},
"notificationType": "StatusChange",
"messageType": "WorkitemStateChangeMessage"
}
```