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Web Services API Reference

Transfer

5/1/2025

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/01QQG2MU214P05W
{
  "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": "",
"IdxAlreadyCreatedInUCS": "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"
}
```