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Web Services API Reference

InitiateTransfer

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InitiateTransfer

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

Overview

Initiates a two-step transfer to the specified destination. After initiating the transfer, you can use the [CompleteTransfer](#) operation to complete the transfer.

Request URL	/api/v2/me/calls/{id}
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	InitiateTransfer
destination	A JSON object that includes the number to be dialed.
location	An optional parameter that is used by Web Services to set the location attribute for the corresponding T-Server requests.
userData	An optional JSON object that includes key/value data to be included with the call.

Sample 1

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES000000M
{
  "operationName": "InitiateTransfer",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response

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

CometD notification

The first notification is that the original call has been placed on hold:

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"01RCC3N118B1V0SL807GK2LAES000000M",
      "state":"Held",
      "callUuid":"01RCC3N118B1V0SL807GK2LAES000000M",
      "connId":"0071027198180011",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"15001",
          "phoneNumber":"15001",
          "digits":"15001"
        }
      ],
      "dnis":"15001",
      "callType":"Internal",
      "capabilities":[
        "UpdateUserData",
        "SwapCalls",
        "InitiateConference",
        "SingleStepTransfer",
        "InitiateTransfer",
        "AttachUserData",
        "DeleteUserDataPair",
        "SingleStepConference",
        "DeleteUserData",
        "Hangup",
        "CompleteTransfer"
      ],
      "duration":"99",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "monitoring":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES000000M",
      "path":"/calls/01RCC3N118B1V0SL807GK2LAES000000M"
    },
    "phoneNumber":"15000",
    "messageType":"CallStateChangeMessage"
  },
  "channel":"/v2/me/calls"
}
```

The second notification is of the new consult call dialing:

```
{
```

```
"data":{
  "notificationType":"StatusChange",
  "call":{
    "id":"01RCC3N118B1V0SL807GK2LAES00000N",
    "state":"Dialing",
    "callUuid":"01RCC3N118B1V0SL807GK2LAES00000N",
    "connId":"0071027198180013",
    "deviceUri":"http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-
ba05-2ae39555b0d1",
    "participants":[
      {
        "e164Number":"",
        "formattedPhoneNumber":"15002",
        "phoneNumber":"15002",
        "digits":"15002"
      }
    ],
    "dnis":"15002",
    "callType":"Consult",
    "capabilities":[
      "UpdateUserData",
      "SendDtmf",
      "SwapCalls",
      "AttachUserData",
      "DeleteUserDataPair",
      "DeleteUserData",
      "Hangup",
      "CompleteTransfer"
    ],
    "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
01RCC3N118B1V0SL807GK2LAES00000M",
    "duration":"0",
    "mute":"Off",
    "supervisorListeningIn":false,
    "monitoredUserMuted":false,
    "monitoring":false,
    "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES00000N",
    "path":"/calls/01RCC3N118B1V0SL807GK2LAES00000N",
    "parentCallPath":"/calls/01RCC3N118B1V0SL807GK2LAES00000H"
  },
  "phoneNumber":"15000",
  "messageType":"CallStateChangeMessage"
},
"channel":"/v2/me/calls"
}
```

Sample 2

The following examples describe a full two-step transfer scenario from start to finish.

First, the agent receives a notification of the inbound call:

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"011DJV5JI898NB2L04000VTAES000005",
      "state":"Ringing",
      "callUuid":"011DJV5JI898NB2L04000VTAES000005",
```

```
    "connId": "007102385535e005",
    "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
    "participants": [
      {
        "e164Number": "",
        "formattedPhoneNumber": "5000",
        "phoneNumber": "5000",
        "digits": "5000"
      }
    ],
    "dnis": "5005",
    "callType": "Internal",
    "capabilities": [
      "UpdateUserData",
      "DeleteUserData",
      "AttachUserData",
      "DeleteUserDataPair",
      "Answer"
    ],
    "duration": "0",
    "mute": "Off",
    "supervisorListeningIn": false,
    "monitoredUserMuted": false,
    "uri": "http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
    "path": "/calls/011DJV5JI898NB2L04000VTAES000005"
  },
  "phoneNumber": "5005",
  "extensions": {
    "WrapUpTime": 0,
    "BusinessCall": 0
  },
  "messageType": "CallStateChangeMessage"
},
"channel": "/v2/me/calls"
}
```

The agent sends a request to answer the call:

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005
{
  "operationName": "Answer"
}
```

The agent receives a notification that the call has been established:

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "011DJV5JI898NB2L04000VTAES000005",
      "state": "Established",
      "callUuid": "011DJV5JI898NB2L04000VTAES000005",
      "connId": "007102385535e005",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "5000",
          "phoneNumber": "5000",
          "digits": "5000"
        }
      ]
    }
  }
}
```

```
    }
  ],
  "dnis": "5005",
  "callType": "Internal",
  "capabilities": [
    "UpdateUserData",
    "SingleStepConference",
    "DeleteUserData",
    "Hangup",
    "SendDtmf",
    "Hold",
    "AttachUserData",
    "SingleStepTransfer",
    "InitiateConference",
    "DeleteUserDataPair",
    "InitiateTransfer"
  ],
  "duration": "10",
  "mute": "Off",
  "supervisorListeningIn": false,
  "monitoredUserMuted": false,
  "uri": "http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
  "path": "/calls/011DJV5JI898NB2L04000VTAES000005"
},
"phoneNumber": "5005",
"extensions": {
  "WrapUpTime": 0,
  "BusinessCall": 0
},
"messageType": "CallStateChangeMessage"
},
"channel": "/v2/me/calls"
}
```

The agent initiates the two-step transfer:

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005
{
  "operationName": "InitiateTransfer",
  "destination": {
    "phoneNumber": "5001"
  }
}
```

The agent receives notification that the first call has been held:

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "011DJV5JI898NB2L04000VTAES000005",
      "state": "Held",
      "callUuid": "011DJV5JI898NB2L04000VTAES000005",
      "connId": "007102385535e005",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-b65e-5768c61f7d4a",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "5000",
          "phoneNumber": "5000",
          "digits": "5000"
        }
      ]
    }
  }
}
```

```
    },
    ],
    "dnis": "5005",
    "callType": "Internal",
    "capabilities": [
        "UpdateUserData",
        "SingleStepConference",
        "DeleteUserData",
        "Hangup",
        "Retrieve",
        "AttachUserData",
        "SingleStepTransfer",
        "InitiateConference",
        "DeleteUserDataPair",
        "InitiateTransfer"
    ],
    "duration": "36",
    "mute": "Off",
    "supervisorListeningIn": false,
    "monitoredUserMuted": false,
    "uri": "http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES000005",
    "path": "/calls/011DJV5JI898NB2L04000VTAES000005"
},
"phoneNumber": "5005",
"extensions": {
    "WrapUpTime": 0,
    "BusinessCall": 0
},
"messageType": "CallStateChangeMessage"
},
"channel": "/v2/me/calls"
}
```

and that the consult call is now dialing:

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "011DJV5JI898NB2L04000VTAES000006",
      "state": "Dialing",
      "callUuid": "011DJV5JI898NB2L04000VTAES000006",
      "connId": "007102385535e006",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "5001",
          "phoneNumber": "5001",
          "digits": "5001"
        }
      ],
      "dnis": "5001",
      "callType": "Consult",
      "capabilities": [
        "UpdateUserData",
        "DeleteUserData",
        "Hangup",
        "SwapCalls",
        "CompleteTransfer",
        "SendDtmf",
        "AttachUserData",

```

```
        "DeleteUserDataPair"
      ],
      "parentCallUri": "http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAE5000005",
      "duration": "0",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAE5000006",
      "path": "/calls/011DJV5JI898NB2L04000VTAE5000006"
    },
    "phoneNumber": "5005",
    "extensions": {
      "WrapUpTime": 0,
      "BusinessCall": 0
    },
    "messageType": "CallStateChangeMessage"
  },
  "channel": "/v2/me/calls"
}
```

To complete, the agent requests completion of the transfer:

```
POST api/v2/me/calls/011DJV5JI898NB2L04000VTAE5000006
{
  "operationName": "CompleteTransfer"
}
```

The agent then receives notification that original call has been released:

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "011DJV5JI898NB2L04000VTAE5000005",
      "state": "Released",
      "callUuid": "011DJV5JI898NB2L04000VTAE5000005",
      "connId": "007102385535e005",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a",
      "participants": [
        {
          "e164Number": "",
          "formattedPhoneNumber": "5000",
          "phoneNumber": "5000",
          "digits": "5000"
        }
      ],
      "dnis": "5005",
      "callType": "Internal",
      "capabilities": [

      ],
      "duration": "48",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAE5000005",
      "path": "/calls/011DJV5JI898NB2L04000VTAE5000005"
    },
    "phoneNumber": "5005",
    "extensions": {
```

```
        "WrapUpTime":0,
        "BusinessCall":0
    },
    "messageType":"CallStateChangeMessage"
},
"channel":"/v2/me/calls"
}
```

and the consult call has been released:

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"011DJV5JI898NB2L04000VTAES0000006",
      "state":"Released",
      "callUuid":"011DJV5JI898NB2L04000VTAES0000006",
      "connId":"007102385535e006",
      "deviceUri":"http://127.0.0.1:8080/api/v2/devices/efelab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants":[
        {
          "e164Number":"",
          "formattedPhoneNumber":"5001",
          "phoneNumber":"5001",
          "digits":"5001"
        }
      ],
      "dnis":"5001",
      "callType":"Consult",
      "capabilities":[
        ],
      "parentCallUri":"http://127.0.0.1:8080/api/v2/me/calls/
011DJV5JI898NB2L04000VTAES0000005",
      "duration":"12",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/011DJV5JI898NB2L04000VTAES0000006",
      "path":"/calls/011DJV5JI898NB2L04000VTAES0000006"
    ],
    "phoneNumber":"5005",
    "extensions":{
      "WrapUpTime":0,
      "BusinessCall":0
    },
    "messageType":"CallStateChangeMessage"
  },
  "channel":"/v2/me/calls"
}
```