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Web Services API Reference

SingleStepTransfer

4/30/2025

SingleStepTransfer

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

Overview

Performs a single-step transfer to the specified destination.

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

Parameters

Parameter	Value
operationName	SingleStepTransfer
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/01RCC3N118B1V0SL807GK2LAES000000D
{
  "operationName": "SingleStepTransfer",
  "destination": {
    "phoneNumber": "15002"
  }
}
```

HTTP response

```
{
```

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

CometD notification

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"01RCC3N118B1V0SL807GK2LAES00000D",
      "state":"Released",
      "callUuid":"01RCC3N118B1V0SL807GK2LAES00000D",
      "connId":"007102719818000d",
      "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":[
        ],
      "duration":"20",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "monitoring":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES00000D",
      "path":"/calls/01RCC3N118B1V0SL807GK2LAES00000D"
    },
    "phoneNumber":"15000",
    "extensions":{
      "BusinessCall":0
    },
    "messageType":"CallStateChangeMessage"
  },
  "channel":"/v2/me/calls"
}
```

Sample 2

Request

```
POST api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES00000G
{
  "operationName": "SingleStepTransfer",
  "destination": {
    "phoneNumber": "15002"
  },
  "userData": {
```

```
    "TransferReason": "Escalation",
    "TransferAgent": "WillardC"
  }
}
```

HTTP response

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

CometD notification

```
{
  "data":{
    "notificationType":"StatusChange",
    "call":{
      "id":"01RCC3N118B1V0SL807GK2LAES00000G",
      "state":"Released",
      "callUuid":"01RCC3N118B1V0SL807GK2LAES00000G",
      "connId":"0071027198180010",
      "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":[

      ],
      "userData":{
        "TransferAgent":"WillardC",
        "TransferReason":"Escalation"
      },
      "duration":"40",
      "mute":"Off",
      "supervisorListeningIn":false,
      "monitoredUserMuted":false,
      "monitoring":false,
      "uri":"http://127.0.0.1:8080/api/v2/me/calls/01RCC3N118B1V0SL807GK2LAES00000G",
      "path":"/calls/01RCC3N118B1V0SL807GK2LAES00000G"
    },
    "phoneNumber":"15000",
    "extensions":{
      "BusinessCall":0
    },
    "messageType":"CallStateChangeMessage"
  },
  "channel":"/v2/me/calls"
}
```