



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

Workitem Transfer

4/30/2025

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"
}
```