Genesys Events and Models Reference

Transfer Call Flow Diagrams

4/9/2025

Contents

Transfer Call Flow Diagrams

The following call flow diagrams illustrate several scenarios involving transferring calls.
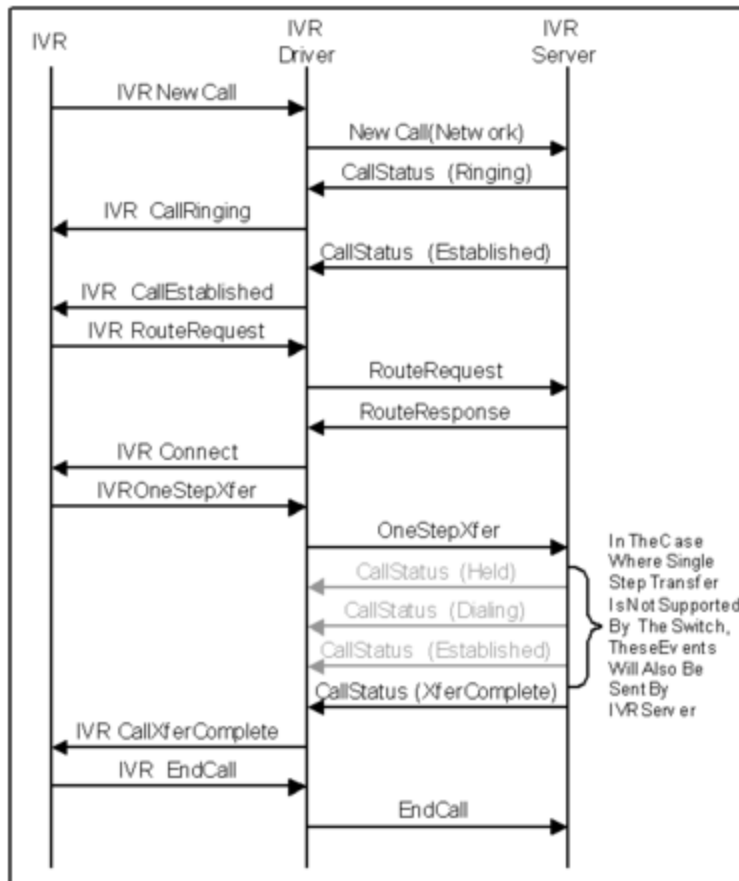
Transfer to Remote Site
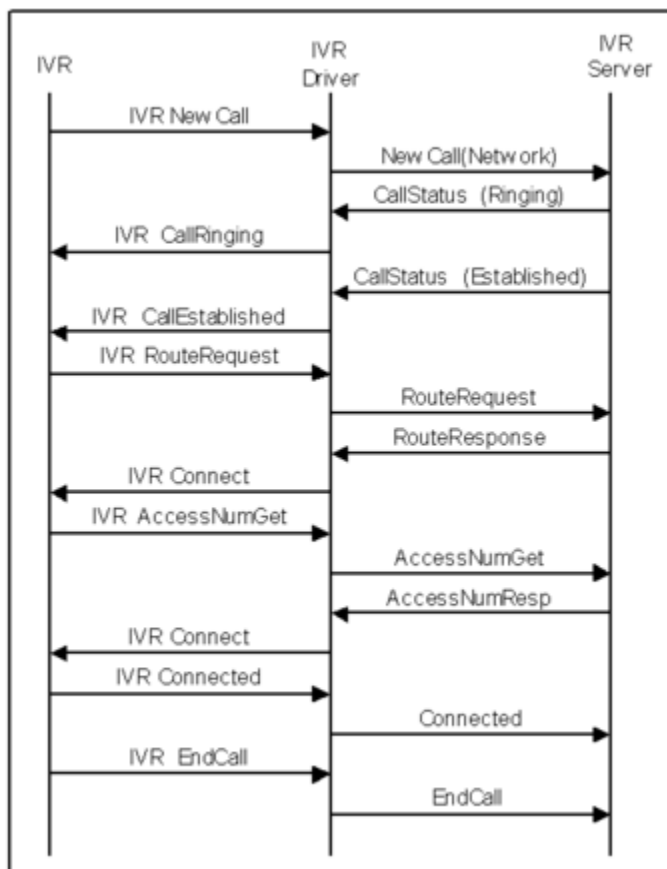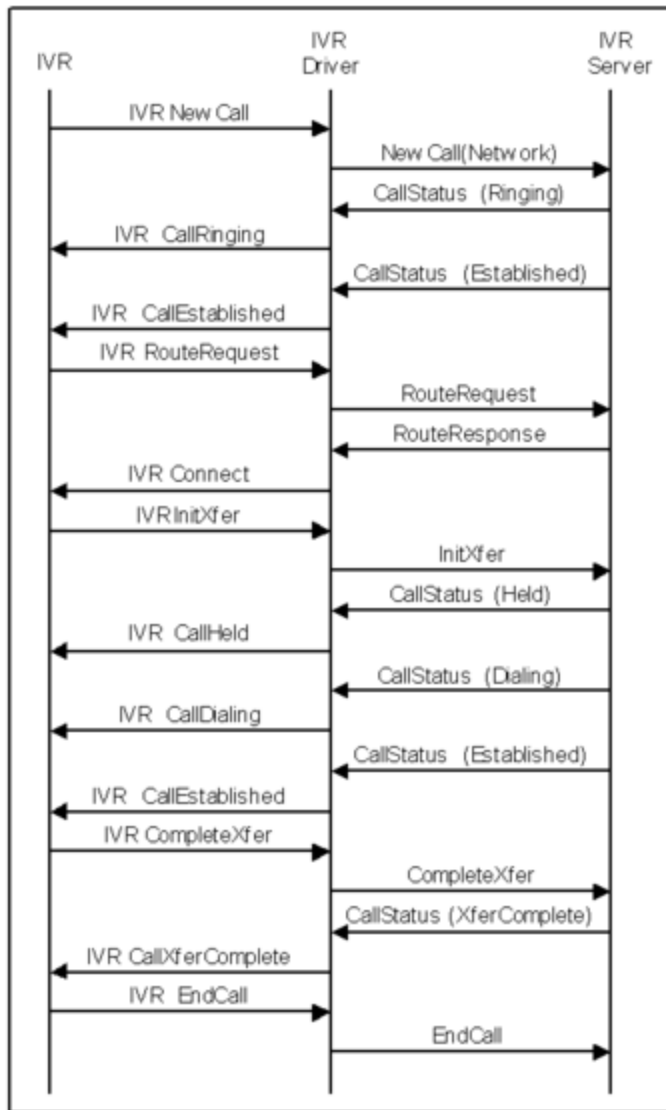

Transfer to a Remote Site

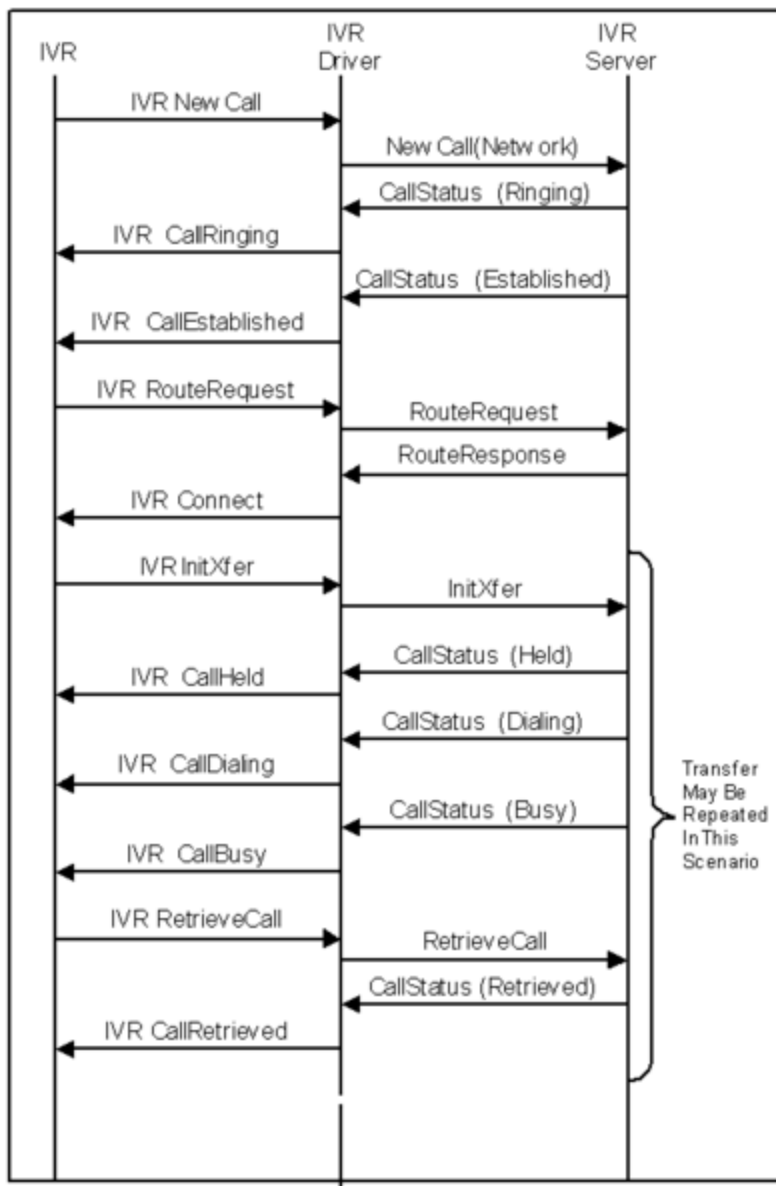## Single-Step Transfer

Single-Step Transfer

If a `CallError` occurs, IVR Server automatically returns you to the same status as before the transfer was started. This means that the original call is retrieved without any input from the IVR.

Transfer Consult Call

Call Flow for a Transfer Consult Call

Transfer Consult Call (Busy)

Transfer Consult Call, Line Busy

A Busy response is not considered an error. When the party to which the original caller is to be transferred is busy, the IVR driver must send a RetrieveCall message to retrieve the original call. Compare this to Transfer Consult Call (Failed).

Transfer Consult Call (Failed)
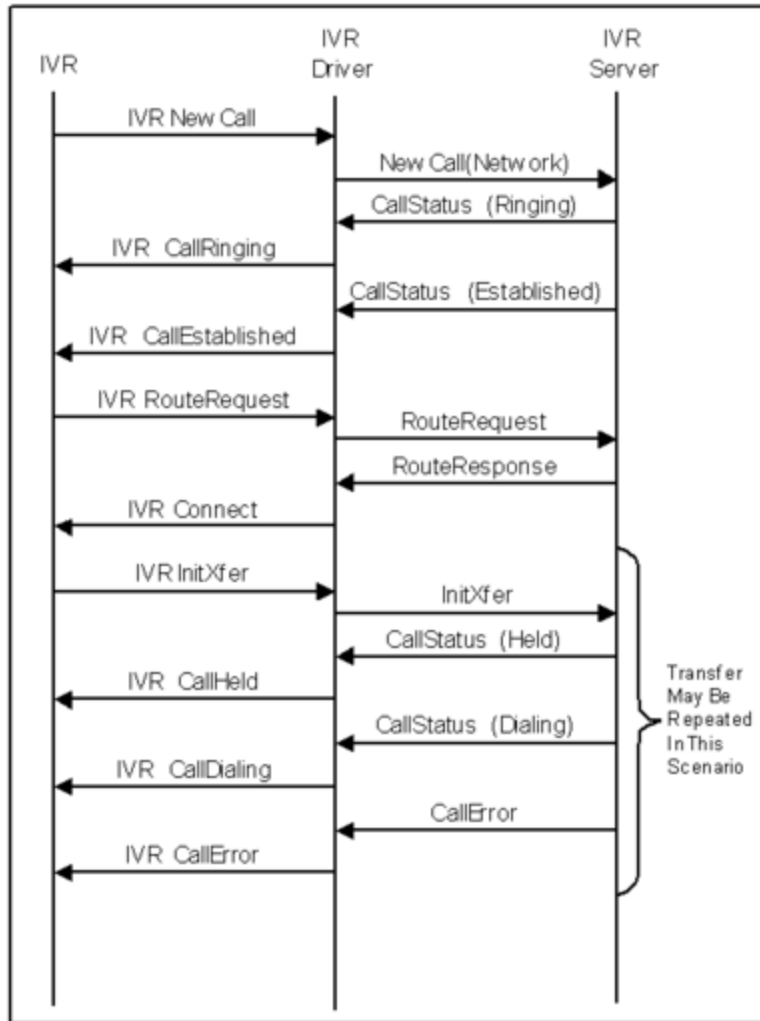
Transfer of Consult Call Failed

If a `CallError` occurs, IVR Server automatically returns you to the same status as before the call transfer was started. This means that the second call is terminated and the original call is retrieved without any input from the IVR.

> ### Important
> If the IVR tries to retrieve the original call after a `CallError` message, the IVR will receive another error message because the original call has already been taken off hold.