

# Transfer PhoneCalls

This method allows transferring a phone call to another number in particular contexts such as User, Organization or global.

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## Request/Response model

### Overview

Use this request to transfer a phone call to a third-party phone number.

The request identifies the phone call using the User Id, Extension number, and [PhoneCall](#) Id. If successful, it returns the PhoneCall that was updated.

UnifiedAPI can also [transfer the phone call](#) to voicemail. The request is made by an App that is registered to a User account.

To transfer a phone call to another number in a desired context, issue a HTTP PUT request:

#### Model

```
HTTP-Method      = "PUT"
URI-Fragment     = "/uapi/phoneCalls/" User-Id "/" Extension-Number "/" PhoneCall-Id
Query-Parameters = null
Request-Payload  = PhoneCallAction

Return-Object    = PhoneCall
```

#### Example

```
PUT /uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333
HTTP/1.1
HOST uapi.voipnow.com
Content Type: application/json
Authorization: Bearer token

{
  "action": "Transfer",
  "sendCallTo": "3334444",
  "transferFromNumber": "0003*024",

  "transferNumber": "0003*210"
}
```

## Request

This section describes how to format the request to the service.

### URI fragment

The following parameters must be sent in the URI fragment:

| Name      | Type                                  | Required | Description   |
|-----------|---------------------------------------|----------|---|
| userId    | <a href="#">User-Id</a>               | Yes      | Id of the User that owns the Extension involved in the call.<br>It can take one of the following values:<br>@me - refers to the <a href="#">authenticated User</a> .<br>@viewer - also refers to the <a href="#">authenticated User</a> .<br>@owner - refers to the User that owns the Extension used to make the phone call.<br>User-Id - refers to the unique identifier of the User.<br>Default: @me |
| extension | <a href="#">UAPI-Extension-Number</a> | Yes      | Number of the Extension involved in the call.<br>Use @self to match all the extensions under the User.  |

|             |                           |     |   |
|-------------|---------------------------|-----|---|
| phoneCallId | <a href="#">Object-Id</a> | Yes | Id of a PhoneCall resource that must be updated.<br>If not provided, all phone calls owned by Extension are transferred.<br>If the Extension is unknown, you can use @self and phoneCallId to identify the phone call.<br>The PhoneCallId can be retrieved using the <a href="#">List PhoneCalls</a> request. |
|-------------|---------------------------|-----|---|

## Request Payload

When transferring the [PhoneCall](#), the following restrictions apply to the PhoneCall resource sent in the Request Payload:

| Name               | Type                                  | Required | Description   |
|--------------------|---------------------------------------|----------|---|
| action             | String                                | Yes      | Action must be set to <b>Transfer</b> .   |
| sendCallTo         | <a href="#">UAPI-Extension-Number</a> | Yes      | Phone number where the call is transferred.<br>Can be an extension number or a public number.                                 |
| transferFromNumber | <a href="#">UAPI-Extension-Number</a> | Yes      | The phone number of the party that transfers the call.<br><br>Its value can be the phone number of the source or destination. |
| transferNumber     | <a href="#">UAPI-Extension-Number</a> | No       | The phone number of the party being transferred.<br>Its value can be the phone number of the source or destination.           |

## Response

### Success

If successful, the request returns the [PhoneCall](#) that was updated and the following HTTP statuses:

| HTTP Code | Description                              |
|-----------|--|
| 200       | The phone call is returned.              |
| 204       | There are no phone calls to be returned. |

### Failure

When it fails, the request returns the following error codes:

| HTTP Code | Code                            | Description   |
|-----------|---------------------------------|---|
| 400       | pc_phoncall_invalid             | Value supplied in phoneCallId from the URI-Fragment is invalid. The parameter must be set to an alpha-numeric value and reference an existing phone call. |
| 400       | pc_sendcallto_invalid           | Value supplied in sendCallTo parameter is missing or invalid. The parameter must be set to the number of a phone terminal extension.                      |
| 400       | pc_transfer_from_number_invalid | Value supplied in transferFromNumber parameter is missing or invalid. The parameter must be set to the value of a phone number.                           |
| 400       | pc_transfer_number_invalid      | Value supplied in transferNumber parameter is missing or invalid. The parameter must be set to the value of a phone number.                               |

## Response Body

If any 4xx or 5xx status codes is returned, the body contains the [error response](#). When the request is successful and 200 OK is returned, the body contains a JSON representation.

## Example

Below you can find an example that will help you understand the request and the response.

This example transfers the phone call of Extension 0003\*210 to 0003\*024 to the public number 3235742879. The request is made by an App on behalf of a User.

### HTTP Request

```
PUT /uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333
HTTP/1.1
HOST uapi.voipnow.com
Content Type: application/json
Authorization: Bearer token
```

```
{
  "action": "Transfer",
  "sendCallTo": "3235742879",
  "transferFromNumber": "0003*024",
  "transferNumber": "0003*210"
}
```

Assuming that the request has been successful, the Service will send the following answer:

### HTTP Response

```
HTTP/1.1 202 Accepted
...

{
  "id": "b817d2618fe6f1804333",
  "extension": "0003*210",
  "link": { "self": "https://x.x.x.x/uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333" }
}
```

Use the link returned by the Service to list the details of the PhoneCall making a [List PhoneCall](#) request. The list request outputs the following:

### HTTP Response

```
HTTP/1.1 200 OK
...

{
  "id": "b817d2618fe6f1804333",
  "extension": "0003*210",
  "ownerId": "3",
  "ownerName": "Default Organization",
  "answered": "2012-06-27T16:08:55+03:00",
  "published": "2012-06-27T16:08:50+02:00",
  "phoneCallView": [
    {
      "id": "01",
      "extension": "0003*210",
      "answered": "2012-06-27T16:08:55+03:00",
      "status": "5",
      "callerId": "John Doe <3235742879>",
      "source": [ "0003*210" ],
      "destination": [ "3235742879" ]
    }
  ],
  "link": { "self": "https://x.x.x.x/uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333" }
}
```