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Designer User's Guide

Transfer Block

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- Administrator

This block enables you to transfer a call to another destination.

Related documentation:

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Important

This block is only applicable to certain applications and deployments. If you do not see this block in the Palette, it is not applicable to your deployment.

You can use the **Transfer** block in the **Self Service** phase to transfer a call to another destination.

You can sequentially place multiple **Transfer** blocks with different settings, so that if a transfer fails in one block, your application proceeds to the next block. When a **Transfer** block successfully transfers the call, the application moves to the **Finalize** phase, ignoring any subsequent blocks in the **Self Service** phase.

Transfer tab

Click the **Destination** drop-down menu to select a target destination for the call.

Next, enter a timeout value for the application to wait for the transfer to proceed before moving to the next block.

Results tab

Select the variable that will store the result of this **Transfer** block execution.