

# Human handoff in Sendbird Desk> V2

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## Introduction

There has been a recent development in Sendbird AI Chatbot service. It is now possible to hand off from an AI Chatbot working in Desk ticket to a human agent queuing service without the need of any additional services.

In other words, the service described below will remove the AI Chatbot from a Desk Ticket and put the Desk ticket into the general round robin Desk ticket allocation system. Optionally in the same request is it possible to set a target team of Desk Agents that the Desk Ticket should belong to.

## Prerequisites

Sendbird Desk, and Sendbird AI Chatbots linked to Desk.

Full set up instructions are [here](#).

Please swap out Step 2 with what is outlined below.

## Implementation

- In the Sendbird Dashboard, go to Chat → AI chatbot → Function calls → Create function.
- Fill out the following details:
  - Name = “hand\_over\_to\_a\_human”
  - Key = “hand\_over\_to\_a\_human”
- Prompt (adjust the prompt based on how well the bot is detecting the target scenario)

Listen for when one of these conditions is met:

The user asks to speak with a human.

The conversation is getting beyond the content of the provided document and you judge a human is needed.

Header

- Key = SENDBIRDDESKAPITOKEN
- Value = Your Desk API token found in Dashboard → Desk → Settings → Credentials

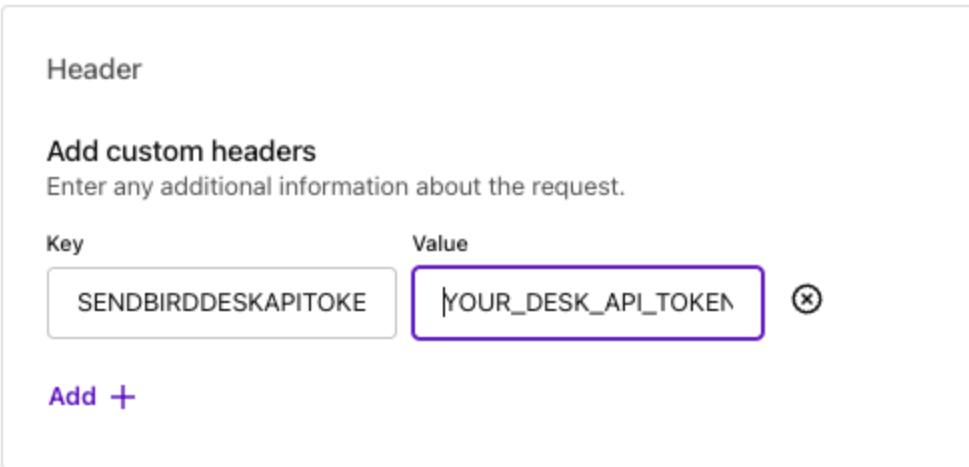
## Function Header

Header

**Add custom headers**  
Enter any additional information about the request.

Key	Value
SENBIRDDESKAPITOKE	YOUR_DESK_API_TOKEN

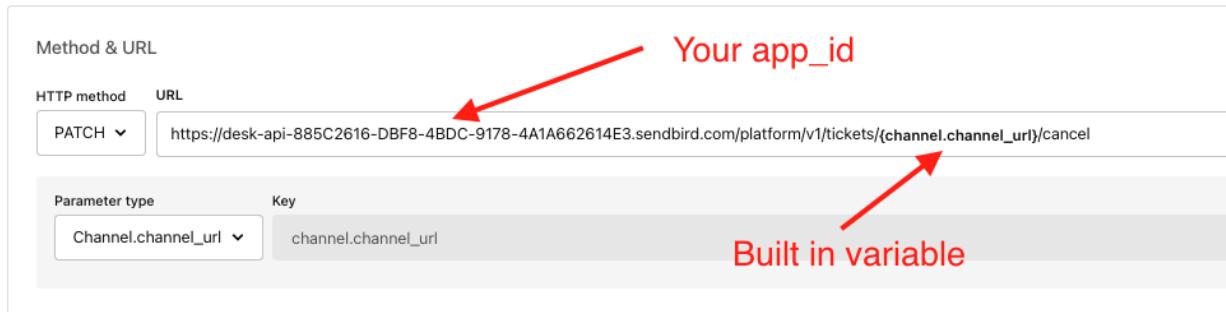
[Add +](#)



## Method

- Set the method to PATCH
  - Use following target url
  - [https://desk-api-{application\\_id}.sendbird.com/platform/v1/tickets/{ticket\\_id}/cancel](https://desk-api-{application_id}.sendbird.com/platform/v1/tickets/{ticket_id}/cancel)
  - Doc [here](#).
- Use your application\_id - Dashboard → Overview.
- For ticket\_id use the built in variable Channel.channel\_url.
- Sendbird has recently set up the service to automatically substitute channel\_url in the Function with a Desk ticket\_id.

## Function Method



Method & URL

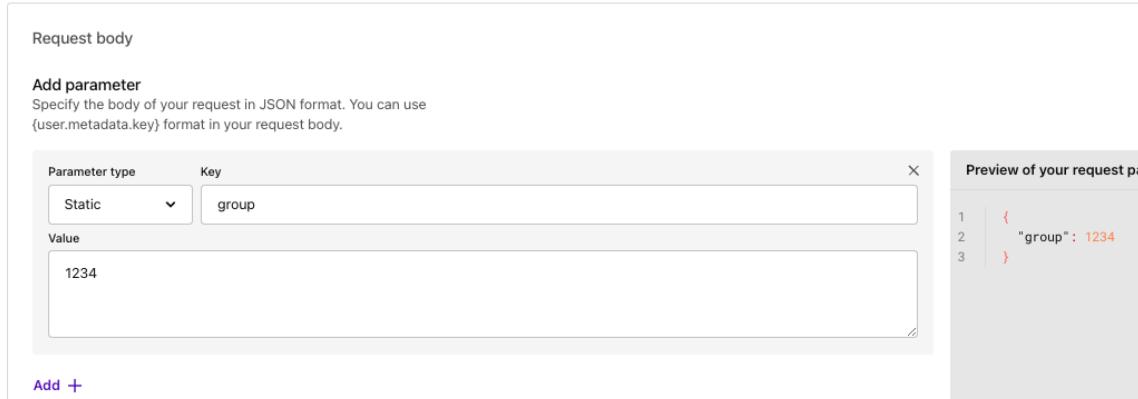
HTTP method: PATCH URL: [https://desk-api-885C2616-DBF8-4BDC-9178-4A1A662614E3.sendbird.com/platform/v1/tickets/{channel.channel\\_url}/cancel](https://desk-api-885C2616-DBF8-4BDC-9178-4A1A662614E3.sendbird.com/platform/v1/tickets/{channel.channel_url}/cancel)

Parameter type: Channel.channel\_url Key: channel.channel\_url

Optionally set the group you would like the Desk Ticket to be allocated to. Do not use the same group/team as the AI Chatbot as the ticket will get allocated straight back to the AI Chatbot.

- Request body → Static.
- Key = “group”
- Value = group id (group id and team id are the same value)
  - Dashboard → Desk → Settings → Teams → Select a Team → See url for group/team id (image below).

## Function Request body



Request body

Add parameter

Specify the body of your request in JSON format. You can use {user.metadata.key} format in your request body.

Parameter type: Static Key: group

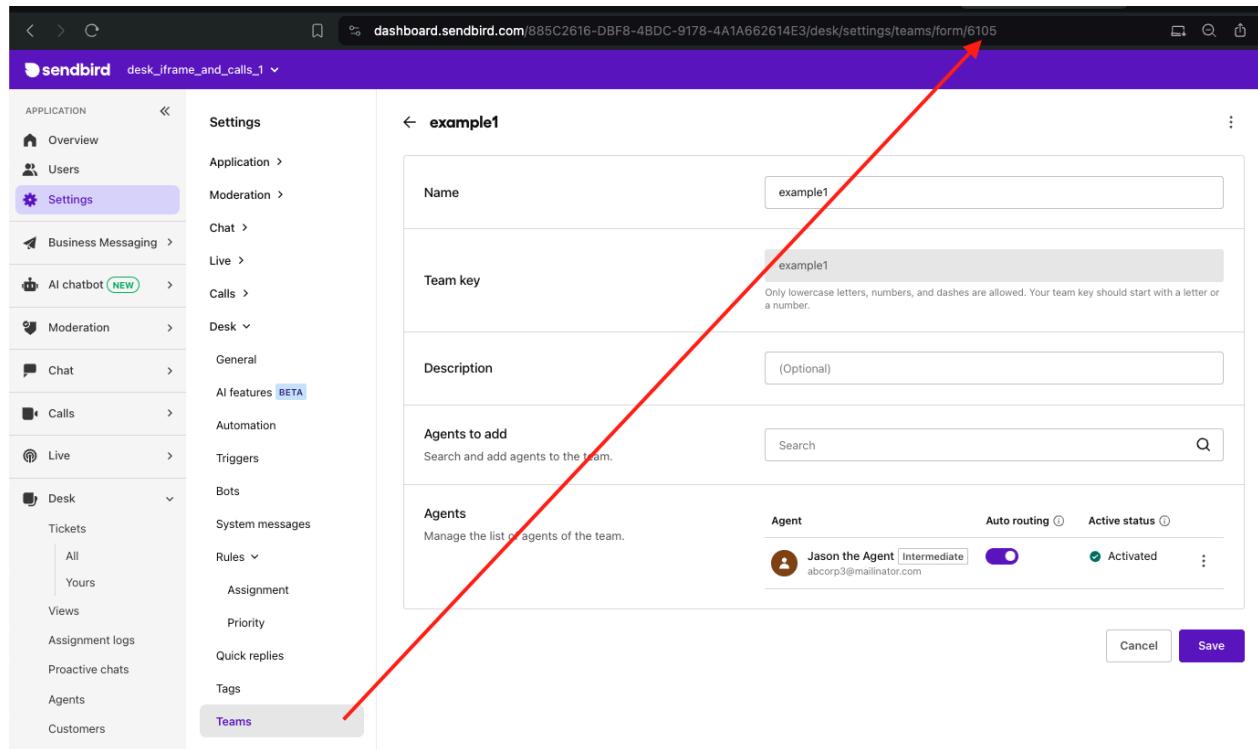
Value: 1234

Preview of your request body

```

1 {
2   "group": 1234
3 }
```

Add +



The screenshot shows the Sendbird dashboard with the URL `dashboard.sendbird.com/885C2616-DBF8-4BDC-9178-4A1A662614E3/desk/settings/teams/form/6105` in the address bar. The left sidebar is the navigation menu, and the right panel is the 'example1' team settings page. The 'Teams' button in the sidebar is highlighted with a red arrow. The 'Save' button at the bottom right of the form is also highlighted with a red arrow.

**APPLICATION**

- Overview
- Users
- Settings**

**Business Messaging**

- AI chatbot (NEW)

**Moderation**

**Chat**

**Live**

**Calls**

**Desk**

- Tickets
- All
- Yours

Views

Assignment logs

Proactive chats

Agents

Customers

**Teams**

**example1**

**Name** example1

**Team key** example1  
Only lowercase letters, numbers, and dashes are allowed. Your team key should start with a letter or a number.

**Description** (Optional)

**Agents to add** Search and add agents to the team.

**Agents** Manage the list of agents of the team.

Agent	Auto routing	Active status
Jason the Agent (Intermediate)	<input checked="" type="checkbox"/>	Activated

**Cancel** **Save**

Save and test the Function.