

# 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
SENDBIRDDESKAPITOKEN	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

Parameter type

Channel.channel\_url

Key

channel.channel\_url

Your app\_id

Built in variable

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

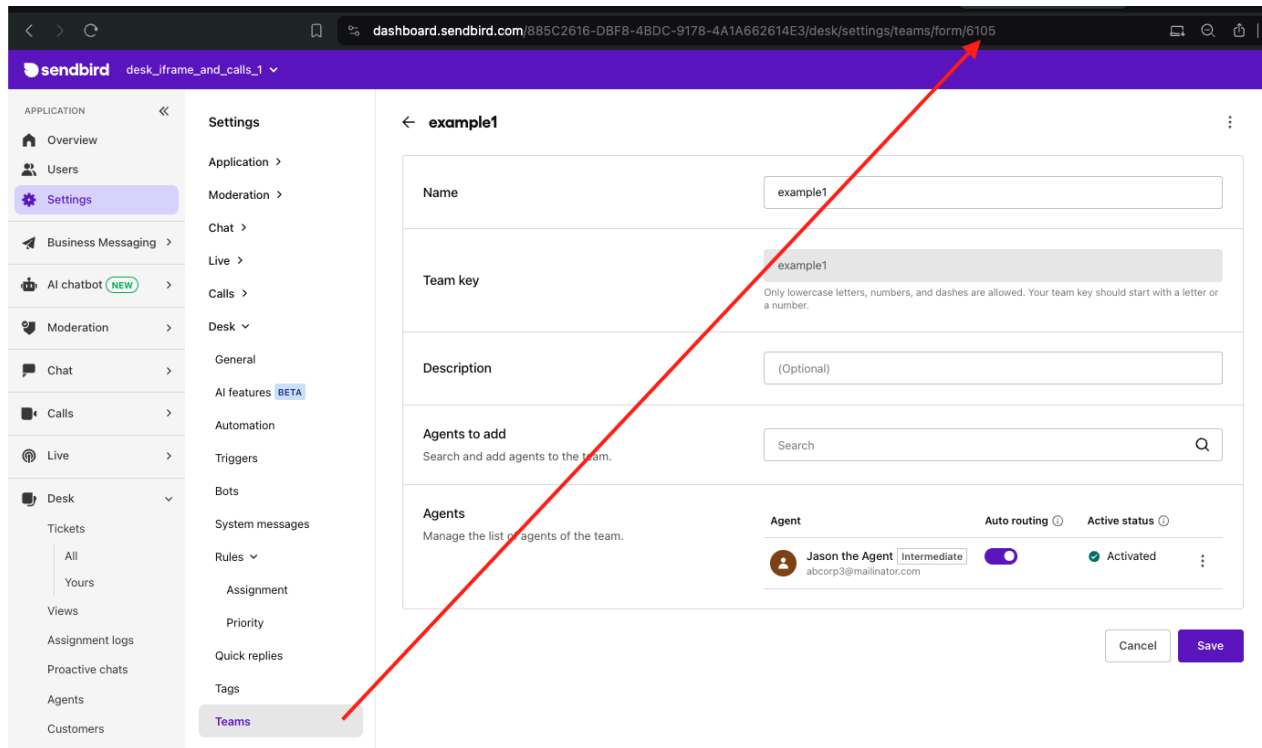
Add +

Preview of your request pa

```

1 {
2   "group": 1234
3 }

```



dashboard.sendbird.com/885C2616-DBF8-4BDC-9178-4A1A662614E3/desk/settings/teams/form/6105

sendbird desk\_frame\_and\_calls\_1

APPLICATION <<

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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.

Search

Agents  
Manage the list of agents of the team.

Agent	Auto routing	Active status
 <b>Jason the Agent</b>   Intermediate abcorp3@mailinator.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Activated

Cancel Save

Save and test the Function.