

Retell Custom Function Setup Instructions

Overview

This document provides step-by-step instructions for configuring the Out-of-Office Transfer Custom Function in Retell AI.

System Status

- ✓ **Backend Deployed:** Cloud Run service is live and tested
 - ✓ **Configuration Saved:** Business hours and transfer settings are configured
 - ✓ **Function Tested:** All scenarios verified and working correctly
-

Configuration Details

1. Custom Function URL

Set the webhook URL in Retell's Custom Function settings:

```
https://out-of-office-transfer-880489367524.us-central1.run.app/retell/transfer
```

2. Authentication (Optional)

If Retell supports custom headers, add:

- **Header Name:** Authorization
- **Header Value:** Bearer <retell-shared-secret>

Note: If Retell doesn't support custom headers, authentication can be made optional.

3. Request Payload Format

Retell should send a POST request with the following JSON structure:

```
{
  "call_id": "<retell-call-id>",
  "project_id": "org_P5F0bnCrRcdlNtZk",
  "function_id": "RETELL_TRANSFER_WEEKDAYS"
}
```

4. Available Function IDs

RETELL_TRANSFER_WEEKDAYS

- **Days:** Monday through Friday
- **Hours:** 9:00 AM - 8:50 PM EST
- **Use Case:** Standard weekday business hours

RETELL_TRANSFER_SATURDAY

- **Days:** Saturday only
 - **Hours:** 9:00 AM - 4:50 PM EST
 - **Use Case:** Saturday business hours
-

Configuration Steps in Retell

Step 1: Access Custom Functions

1. Log into Retell AI Dashboard
2. Navigate to your agent settings
3. Find the "Custom Functions" or "Webhooks" section

Step 2: Create New Custom Function

1. Click "Add Custom Function" or "Create Webhook"
2. Name it: "Out-of-Office Transfer" (or your preferred name)

Step 3: Configure the Endpoint

1. **Method:** POST
2. **URL:** `https://out-of-office-transfer-880489367524.us-central1.run.app/retell/transfer`
3. **Content-Type:** `application/json`

Step 4: Set Request Payload

Configure Retell to send:

- `call_id` : Use Retell's call ID variable
- `project_id` : `org_P5F0bnCrRcdlNtZk` (fixed value)
- `function_id` : Choose one:
 - `RETELL_TRANSFER_WEEKDAYS` for weekday calls
 - `RETELL_TRANSFER_SATURDAY` for Saturday calls

Step 5: Configure Authentication (if supported)

If Retell supports custom headers:

- Add header: `Authorization`
- Value: `Bearer <your-retell-shared-secret>`
- *Contact your system administrator for the secret value*

Expected Responses

Transfer Allowed (During Business Hours)

```
{
  "transfer_allowed": true,
  "transfer_attempted": true,
  "message": "Transfer initiated"
}
```

Transfer Denied (Outside Business Hours)

```
{
  "transfer_allowed": false,
  "transfer_attempted": false,
  "message": "I really wish I could connect you right now, but our team isn't available at the
```

```
moment. I can create a support ticket so they can get back to you as soon as possible.",
  "reason": "Outside allowed hours"
}
```

Transfer Denied (Wrong Day)

```
{
  "transfer_allowed": false,
  "transfer_attempted": false,
  "message": "I really wish I could connect you right now, but our team isn't available at the
moment. I can create a support ticket so they can get back to you as soon as possible.",
  "reason": "Day friday not allowed"
}
```

Error Responses

- **Function Not Found:** {"error": true, "message": "Function not found"}
- **Config Not Found:** {"error": true, "message": "Config not found"}
- **Missing Fields:** {"error": true, "message": "Missing required fields"}

Business Hours Configuration

Current Settings

- **Timezone:** America/New_York (EST/EDT)
- **Transfer Number:** +18563630633
- **Agent ID:** agent_0f5125f801f3502acfe5e2e0f2

Weekday Schedule

- **Days:** Monday, Tuesday, Wednesday, Thursday, Friday
- **Hours:** 09:00 - 20:50 EST

Saturday Schedule

- **Days:** Saturday
- **Hours:** 09:00 - 16:50 EST

Deny Message

When transfers are not allowed, callers will hear:

"I really wish I could connect you right now, but our team isn't available at the moment. I can create a support ticket so they can get back to you as soon as possible."

Testing





Manual Test

You can test the function using curl:

```
curl -X POST "https://out-of-office-transfer-880489367524.us-central1.run.app/retell/transfer" \
-H "Content-Type: application/json" \
```

```
-d '{
  "call_id": "test-call-123",
  "project_id": "org_P5F0bnCrRcdlNtZk",
  "function_id": "RETELL_TRANSFER_WEEKDAYS"
}'
```

Expected Behavior

-  Calls during business hours → Transfer allowed
-  Calls outside business hours → Transfer denied with message
-  Calls on wrong day → Transfer denied with message
-  Invalid function ID → Error returned

Troubleshooting

Issue: Function returns "Unauthorized"

Solution: Verify the Authorization header is set correctly with the Bearer token.

Issue: Function returns "Config not found"

Solution: Verify `project_id` is set to `org_P5F0bnCrRcdlNtZk` .

Issue: Function returns "Function not found"

Solution: Verify `function_id` is either `RETELL_TRANSFER_WEEKDAYS` or `RETELL_TRANSFER_SATURDAY` .

Issue: Transfer always denied

Solution: Check current time and day against the configured business hours.

Support

For technical support or to modify business hours:

1. Access the admin UI: `https://frontend-tindeveloper.vercel.app/projects/org_P5F0bnCrRcdlNtZk`
2. Edit the configuration JSON
3. Save changes

Additional Notes

- The function automatically handles timezone conversions
- Business hours are enforced in Eastern Time (America/New_York)
- The system uses optimistic concurrency to prevent configuration conflicts
- All transfers are logged for audit purposes

Document Version: 1.0

Last Updated: January 9, 2026

System Status:  Production Ready