

# 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*

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## 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."  
}
```

```
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

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## 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.

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## Support

For technical support or to modify business hours:

1. Access the admin UI: [https://frontend-tindeveloper.vercel.app/projects/org\\_P5F0bnCrRcdlNtZk](https://frontend-tindeveloper.vercel.app/projects/org_P5F0bnCrRcdlNtZk)
2. Edit the configuration JSON
3. Save changes

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## 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

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**Document Version:** 1.0

**Last Updated:** January 9, 2026

**System Status:**  Production Ready