

How to Set an Attachment Author in Exalate for Zendesk

Last Modified on 01/15/2026 7:42 pm EST

By default, Exalate for Zendesk adds a comment showing the [proxy user](#) as the attachment author. The following is an example of such a comment:

Exalate admin has added an attachment

With scripts, you can set up a different attachment author.

Zendesk

Outgoing sync

In the outgoing sync you can add these lines to your sync script:

```
1 replica.addedAttachments.each { it.executor = nodeHelper.getUser("1234567890") } // replace "1234567890" with  
the Zendesk user id  
2 issue.attachments += replica.addedAttachments
```

Script parameters

Parameter	Description
<code>it.executor = nodeHelper.getUser("1234567890")</code>	Sets a specific Zendesk user as an attachment author. Enter a specific user ID instead of <code>1234567890</code>

To get a Zendesk user ID:

1. Navigate to  **Admin -> People**.
2. Select the Exalate proxy user.
3. Copy the user ID from the address bar of your browser. The User ID is located next to the `/users/` parameter. For example, for this line, the user ID is `372123233699` :

`https://example.zendesk.com/agent/users/372123233699/assigned_tickets`

For more information on how to locate an agent ID in Support, please read [this article](#).

Have more questions? [Ask the community](#)

Product

[About Us](#) 

ON THIS PAGE

[Glossary](#) 

[API Reference](#) 

[View preferences](#)

[Zendesk](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)