

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](#).

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