

Configure the Connection in Script Mode for Zendesk

Last Modified on 01/15/2026 6:57 pm EST

Configure the Synchronization (Optional)

Set up Sync Rules

Once you test the Connection, you can choose to configure the synchronization behavior with the help of Sync Rules (Groovy-based scripts) and

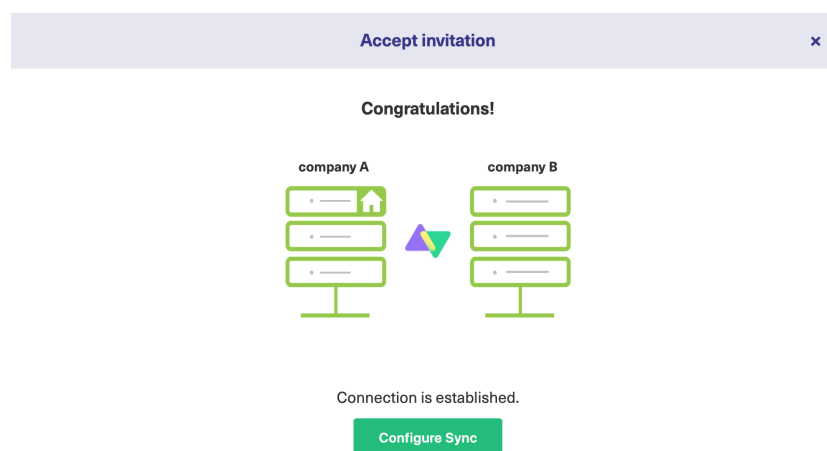
1. Edit your Connection.

There are multiple ways to edit your connection:

- Navigate to **Connections** →  **Edit connection.**

Connection	Issues under sync	Last sync	Status
 Company A to Company B Description of the connection lorem ipsum sit amet	123	Issue TEST-777 46 minutes ago	● Active   

- If you just created a connection, select **Configure sync.**



2. Set up **Outgoing sync** and **Incoming sync** in the **Rules** tab.

Note: Outgoing sync and Incoming sync scripts:

- are generated by default once the connection has been set up. You can, however, add, edit or remove these scripts to configure your sync according to your requirements.
- are platform specific.
- are present at both the source and the destination instance to give independent control over what data needs to be sent or received.

In the **Outgoing sync**, you can enter scripts to specify what data you send.

In the **Incoming sync**, you can enter scripts to specify what data you receive.

```
✓ Incoming sync
Incoming sync rules define how received data can be interpreted on the source side. Check the documentation for more details.

1 issue.labels = replica.labels
2 issue.summary = replica.summary
3 issue.description = replica.description ? : "No description"
4 issue.attachments = attachmentHelper.mergeAttachments(issue, replica)
5 issue.comments += replica.addedComments
6
7 /*
8 Custom Fields (CF)
9 To add incoming values to a Zendesk custom field, follow these steps:
10 1/ Find the Display Name of the CF.
11 2/ Check how the value is coming over from the source side, by checking the "Entity Sync Status" of
12 3/ Add it all together like this:
13 issue.customFields."CF Name".value = replica.customFields."CF Name".value
14 */
15
16
17 /*
18 Status Synchronization
19 For Status Syncing, we map the source status, to the destination status with a hash map.
20 The syntax is as follows: def statusMap = [{"remote status name": "local status name"}]
21 Go to Entity Sync Status, put in the ticket key, and it will show you where to find the remote repl
22 Note that values in Zendesk (on the right side) are in lower case
23 def statusMap = [
24   "New" : "open"
25   "Done" : "solved"
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- Ctrl+S on Windows or Linux
- Cmd+S on Mac

Note: Changes in existing connections are not applied before you update the entity. Please make sure to update the entity, if you want to apply changes.

What's Next?

Well done! You have successfully completed your "Getting Started" journey. But there's more.

Options you can consider next:

- Sit back and relax! Sync happens based on the Sync Rules and Triggers you have set up in this step.
- You can also read the [Configuration Guides](#) to see more synchronization examples.
- You can also read the [Exalate API Reference Documentation](#) to learn more about how to work with incoming and outgoing sync scripts (aka Sync Rules).

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