

# Configure the Connection in Script Mode for Zendesk

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## 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

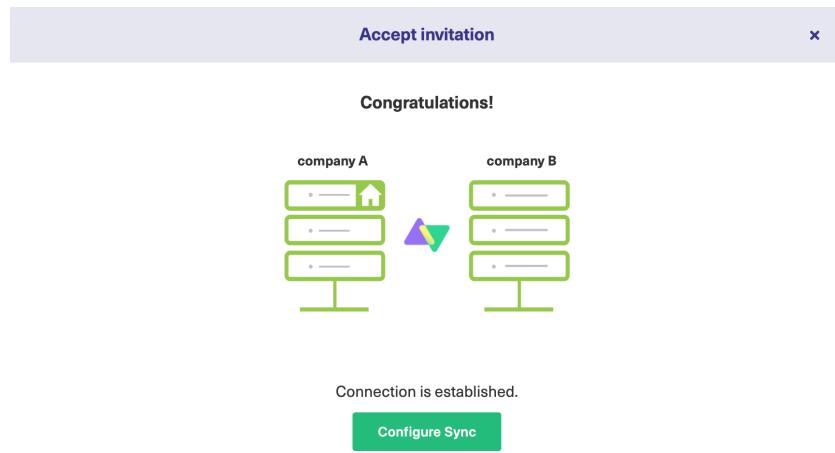
#### 1. Edit your Connection.

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 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 a
12  * 3/ Add it all together like this:
13  *     issue.customFields."CF Name".value = replica.customFields."CF Name".value
14 */
15
16 /*
17  * Status Synchronization
18  * For Status Syncing, we map the source status, to the destination status with a hash map.
19  * The syntax is as follows: def statusMap = ["remote status name": "local status name"]
20  * Go to Entity Sync Status, put in the ticket key, and it will show you where to find the remote repl.
21  * Note that values in Zendesk (on the right side) are in lower case
22  * def statusMap = [
23  *     "New"   : "open"
24  *     "Done"  : "solved"
25 */



Outgoing sync rules define what information can be sent to the destination instance. Check the documentation for more details.



```
1 replica.key      = issue.key
2 replica.assignee  = issue.assignee
3 replica.reporter  = issue.reporter
4 replica.summary   = issue.summary
5 replica.description = issue.description
6 replica.type     = issue.type
7 replica.labels    = issue.labels
8 replica.attachments = issue.attachments
9 replica.comments  = issue.comments
10 replica.status   = issue.status
11
12 /*
13  * Custom Fields (CF)
14  * How to send any field value from the source side to the destination side.
15  * 1/ Add the value to the replica object. Use the Display Name from the field.
16  * 2/ Uncomment this next statement out and change accordingly:
17  *     replica.customFields."CF Name" = issue.customFields."CF Name"
18 */
19
20 // Exalate API Reference Documentation: https://docs.exalate.com/docs/exalate-api-reference-documentation
21
```


```

## Automate your Synchronization through Triggers

Specify **Triggers** if necessary.

With triggers, you can set up automatic sync of entities that fit a specific search query.

You can create **Triggers** by editing the connection or by configuring the sync as shown in the previous step. You can also create them on the Exalate Admin Console under the **Triggers** tab.

**Note:** For more information, check out [How to create a trigger](#).

## Publish the changes made to the Connection

Click **Publish** to save a connection.

**Note:** You can also use these hotkeys to publish a connection:

- 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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