

# How to Sync IssueTypes in Zendesk

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There are multiple use cases in issue types synchronization.

With Exalate, you can handle any possible combination of the issue type mapping.

## Source side

## Outgoing sync

To send the issue type, add the script below:

replica.type = issue.type

## Destination side

## Incoming sync

There are different approaches to how you can set the issue type on the receiving side, depending on your specific use case. To add the issue type on a synced issue you should add the script to the incoming sync. Below you can find some of the most common cases:

- Set the issue type name from the source issue, if not found set a default one:

```
// Set type name from source issue, if not found set 'Task' as the default target issue type
issue.typeName = nodeHelper.getIssueType(replica.type?.name)?.name ?: nodeHelper.getIssueType("incident")?.name
```

- Set the issue type according to the mapping, specified with the help of Groovy scripts:

```
//map issue types between source and destination instances.
def issueTypeMapping = [
// "remote issue type" : "local issue type"
    "Bug" : "assignment",
    "Task" : "task"
]
IssueTypeMapping = issueTypeMapping[replica type? name] ?: "assignment"
```

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2

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