How to Sync User Fields in Zendesk

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This article shows how to sync Zendesk user fields. In Exalate, you can sync:

- ticket creators
- ticket assignees
- ticket reporters

Check out the full list of entities you can sync in Zendesk: fields and entities available for synchronization.

Source side

Outgoing sync

Use the following script to send fields like ticket creator, ticket assignee, and ticket reporter:

```
replica.assignee = ticket.assignee
replica.reporter = ticket.reporter
replica.creator = ticket.creator
```

Destination side

Incoming sync

Use the following scripts to sync ticket user fields received from Zendesk:

- Set the local creator, assignee, and reporter based on the email of the remote issue creator, assignee and reporter:

```
ticket.creator = nodeHelper.getUserByEmail(replica.creator?.email) // submitter
ticket.assignee = nodeHelper.getUserByEmail(replica.assignee?.email)
ticket.reporter = nodeHelper.getUserByEmail(replica.reporter?.email) // requester
```

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