

How to Convert Data between HTML and Markdown in Zendesk

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During the sync, Zendesk sends data in Markdown and other nodes, such as Azure DevOps, could send data in HTML. Due to format differences, some formatting errors for text, images, lists, tables, links, and comments might appear after the sync. You can use Exalate scripts to prevent this.

Note: This method is an alternative to using `stripHtml` in Exalate for Azure DevOps. We recommend using this method over `stripHtml` when syncing Azure DevOps and Zendesk.

Zendesk

Outgoing Sync

You can use the following scripts to convert the data from Markdown to HTML.

```
replica.description = nodeHelper.getHtmlDescription(issue)
replica.comments = nodeHelper.getHtmlComments(issue)
```

Parameters

Parameter	Description
<code>nodeHelper.getHtmlDescription(issue)</code>	Converts ticket description from Markdown to HTML
<code>nodeHelper.getHtmlComments(issue)</code>	Converts comments from Markdown to HTML

Incoming Sync

The following code is used to convert the incoming data from HTML to Markdown:

```
def includeComments = commentHelper.mergeComments(issue, replica).collect{it}
issue.comments = nodeHelper.toMarkDownComments(includeComments)
```

Parameters

Parameter	Description
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Parameter	Description
<code>nodeHelper.toMarkDownFromHtml(replica.description)</code>	Converts ticket fields from HTML to Markdown
<code>nodeHelper.toMarkDownComments(commentHelper.mergeComments(issue, replica).collect{it})</code>	Converts comments from HTML to Markdown

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