

Exalate for Zendesk: how to display a remote issue link in a custom field

Last Modified on 01/15/2026 5:27 pm EST

This article shows how to synchronize the remote issue link to a custom field on destination instance.

Destination side

1. Add a URL custom field. Let's name it `remotelIssueUrl` .

Note: For more information about custom fields, please read the Atlassian documentation on [Adding a custom field](#)

2. Add the code below into the **Incoming sync**.

```
// remotelIssueUrl is provided in the incoming sync script  
issue.customFields."Remote issue URL".value = remotelIssueUrl
```

Note: "Remote issue URL" is the name of the custom field, you've created in the first step. You can change it to any custom name.

Product

[About Us](#)

[Release History](#)

[Glossary](#)

ON THIS PAGE

[API Reference](#)

[Destination side](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)