

# How to Sync Status in Exalate for Freshservice

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To configure mapping to sync statuses in Freshservice, use the following rules:

## From Freshservice to Jira

### Freshservice Outgoing Sync Rules:

```
replica.status = entity.status
```

### Jira Incoming Sync Rules:

```
// Map Freshservice status ids to Jira status names
def statusMap = [
    "Open" : "Open",
    "Pending" : "Pending",
    "Work in progress" : "Resolved",
    "Done" : "Closed"
]
entity.status = nodeHelper.getStatus(statusMapping[replica.status?.name] ?: "Open")
```

In case the Freshservice ticket status is not provided in the map, the status in Jira will default to the fallback value specified (e.g., "Open" in the code example above).

## From Jira to Freshservice

### Jira Outgoing Sync Rules:

```
replica.status = issue.status
```

### Freshservice Incoming Sync Rules:

```
// Map Jira status names to Freshservice status names
def statusMap = [
    "Backlog" : "Open",
    "In progress" : "Open",
    "Done" : "Resolved"
]
entity.status = nodeHelper.getStatus(statusMapping[replica.status?.name] ?: "Open")
```

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In case the Jira issue status is not provided in the map, the status in Freshservice will default to the fallback value specified (e.g., "Open" in the code example above).

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