

# Service Desk Plus (ManageEngine) Connector

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The Service Desk Plus (ManageEngine) connector for Exalate is now available in experimental early access.

This connector enables bidirectional synchronization between ManageEngine Service Desk Plus and other platforms supported by Exalate.

**Status:** Experimental - Early Access

**Availability:** By request only

To evaluate this connector, please contact our team at [business@exalate.com](mailto:business@exalate.com) or watch a demo.

## Supported Entities

The connector currently supports synchronization of:

Field	Description
id	Request identifier
Key	Request key
Entity URL	Direct link to the request
Summary	Request title/summary
Description	Detailed description
Reporter	Request creator
Status	Current status
Urgency	Urgency level

<b>Impact</b>	Impact level
<b>Category</b>	Primary category
<b>SubCategory</b>	Secondary category
<b>Item</b>	Related item
<b>Group</b>	Assigned group
<b>Site</b>	Associated site

## Getting Started

As this is an experimental connector in early access:

1. Contact [business@exalate.com](mailto:business@exalate.com) to request access
2. Our team will provide you with installation instructions and access credentials
3. Once installed, you'll be able to configure synchronizations between Service Desk Plus and other supported platforms

## Important Notes

- This connector is experimental and under active development
- Features and capabilities may change based on user feedback and API evolution
- Full production support will be available once the connector exits experimental status

## Feedback and Support

We welcome feedback from early access users to help improve the connector. Please share your experiences, feature requests, and any issues encountered by contacting our support team.

For technical questions or to report issues during your evaluation, please reach out to [support@exalate.com](mailto:support@exalate.com).

[Release History](#) ?

To get updates about this experimental connector, visit the [Product Portal](#) - Exalate and upvote the Service Desk Plus connector. You'll receive notifications when new features are available.

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