What entities can be synchronized?

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Exalate synchronizes work items, tasks, tickets, incidents, requests, bugs, user stories, epics, and other trackable entities depending on the connected platform. In Jira, you can sync any work item type including tasks, bugs, stories, epics, and subtasks. Azure DevOps supports work items, bugs, user stories, features, epics, and tasks. ServiceNow allows synchronization of incidents, service requests, change requests, and problems.

For service desk platforms like Zendesk, Freshdesk, and Freshservice, you can sync support tickets and service requests with all their associated fields. GitHub connections synchronize issues, pull requests, and their comments. Salesforce integrations can sync cases, opportunities, custom objects, and other standard or custom entities available through the Salesforce API.

Beyond basic entity types, Exalate synchronizes entity properties including standard fields like summary, description, status, priority, assignee, reporter, and dates. Comments, attachments, links between entities, custom fields, labels, tags, and watchers also synchronize across platforms. For platforms supporting hierarchical relationships, you can maintain parent-child structures like epics containing stories or incidents linked to change requests.

The scripting engine provides flexibility to synchronize entities beyond predefined types. In systems supporting custom entities like Salesforce custom objects or ServiceNow custom tables, you can configure synchronization for those through appropriate scripts. The platform's connector architecture adapts to each system's native entity model rather than forcing a one-size-fits-all approach.

Some platforms have entity-specific considerations. Jira supports synchronizing sprint information for work items in active sprints. Azure DevOps can sync area paths and iteration paths that organize work hierarchically. ServiceNow integrations handle configuration items (CIs) and other ITSM-specific entity relationships.