

Script Helpers

Last Modified on 03/25/2025 6:02 am EDT

Script helpers allow you to configure advanced synchronization conditions.

Note: Names of objects are case sensitive. **displayname** is different from **displayName**

JIRA ON-PREMISE

Title	Description
attachmentHelper	manipulate attachments
commentHelper	manipulate comments
debugHelper	helps to get more details about values passed in a replica
nodeHelper	class with helper methods to access platform-specific information
syncHelper	object to get instance-specific data
userHelper	manipulate users
workflowHelper	transition users
workLogHelper	manipulate worklogs

JIRA CLOUD

Title	Description
attachmentHelper	manipulate attachments

Title	Description
commentHelper	manipulate comments
debugHelper	helps to get more details about values passed in a replica
nodeHelper	class with helper methods to access platform-specific information
syncHelper	object to get instance-specific data
workflowHelper	transition users
workLogHelper	manipulate worklogs

HP ALM/QC

Title	Description
commentHelper for HP ALM/QC	manipulate comments
debugHelper	helps to get more details about values passed in a replica
nodeHelper	class with helper methods to access platform-specific information
qcHelper	object to get instance-specific data
syncHelper	object to get instance-specific data

GITHUB

Title	Description
commentHelper	manipulate comments
debugHelper	helps to get more details about values passed in a replica
nodeHelper	class with helper methods to access platform-specific information
syncHelper	object to get instance specific data

ZENDESK

Title	Description
attachmentHelper	manipulate attachments
commentHelper	manipulate comments
debugHelper	helps to get more details about values passed in a replica
nodeHelper	class with helper methods to access tracker specific information
syncHelper	object to get instance specific data

SERVICENOW

Title	Description
attachmentHelper	manipulate attachments

Title	Description
debugHelper	helps to get more details about values passed in a replica
nodeHelper	class with helper methods to access tracker specific information
syncHelper	object to get instance specific data

AZURE DEVOPS

Title	Description
attachmentHelper	manipulate attachments
commentHelper	manipulate comments
debugHelper	helps to get more details about values passed in a replica
nodeHelper	class with helper methods to access tracker specific information
syncHelper	object to get instance specific data

SALESFORCE

Title	Description
debugHelper	helps to get more details about values passed in a replica
nodeHelper	class with helper methods to access tracker specific information

FRESHDESK

Title	Description
attachmentHelper	manipulate attachments
commentHelper	manipulate comments
nodeHelper	class with helper methods to access platform-specific information

Product

[About Us](#) ▾

[Release History](#) ▾

[Glossary](#) ▾

[API Reference](#) ▾

ON THIS PAGE

[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](#) ▾