

# Initiate a Connection in Script Mode for Zendesk

Last Modified on 03/13/2024 7:29 am EDT

**Important:** You cannot toggle between the different modes. To do so, you need to create a new Connection in Visual mode, Script mode, or Basic mode.

**Note:** Before you set up a Connection in Script mode ensure that:

- your instance is public.
- you are either in the Evaluation (trial) period or have a Paid license.

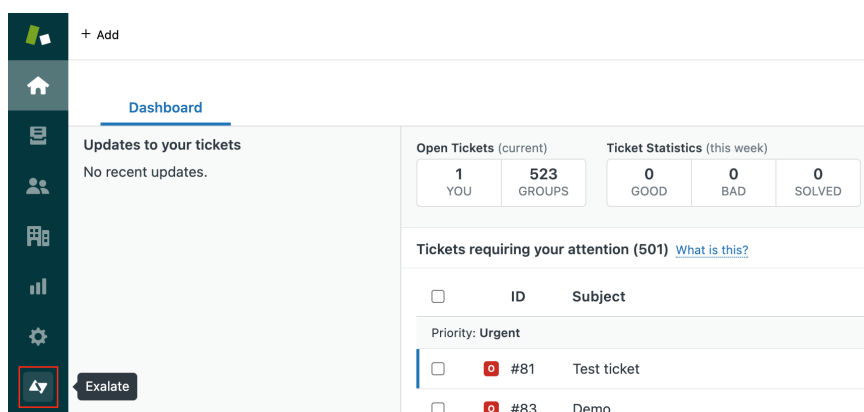
## Initiate a Connection in Script Mode from Zendesk

**Note:** It doesn't matter which side you start initiating the Connection from. The Exalate UI remains the same. If you are initiating the connection you become the source and the other side becomes the destination.

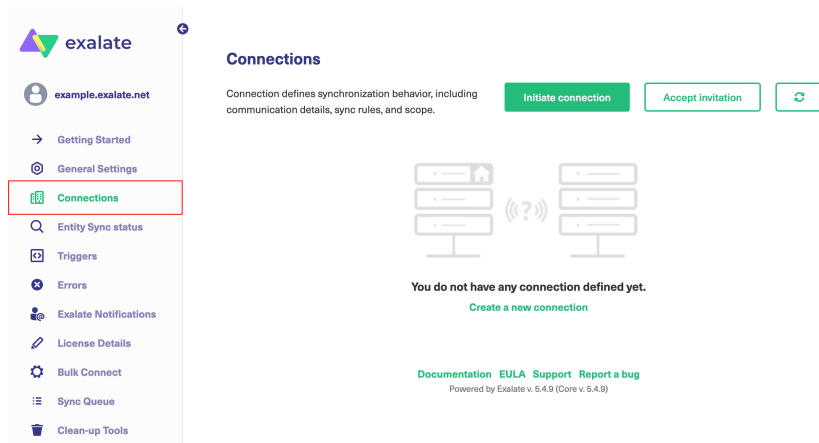
1. Navigate to the **Connections** tab in the Exalate console.

To navigate to the **Connections** tab:

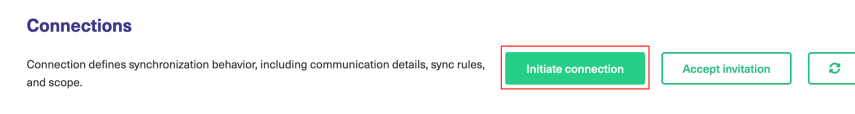
1. Click **Exalate** in the list of apps.



2. Click **Connections**.



2. Click **Initiate Connection**.



3. Enter the **Destination Instance URL**.

The **Destination Instance URL** is the link to the instance you want to set up a connection with. You can directly enter the link of that instance or the **Exalate URL** from the **General Settings** tab in the Exalate admin panel.

The image shows a modal dialog box titled 'Initiate connection' with a close button (X) in the top right corner. Inside the dialog, there is a section labeled 'Destination instance URL' with a help icon. Below this label is a text input field containing the URL 'https://example.exalate.net'. To the right of the input field is a toggle switch labeled 'I don't have a URL' which is currently turned on (indicated by a green checkmark). At the bottom right of the dialog is a green 'Next' button.

Exalate will suggest available Configuration Modes based on the destination instance.


4. Select the Configuration Mode. In this case, **Script Mode**.

Initiate connection


Destination instance URL ⓘ
  

☒
I don't have a URL
☒


Choose the configuration type


**Basic**

- Automatic configuration of basic fields
- Sync rules cannot be edited
- Only Issues can be synced
- Recommended for use cases of basic complexity


**Visual**

- Low-code, visual interface
- Configure both sides of the connection using a single interface
- Recommended for use cases of basic to intermediate complexity


**Script**

- Groovy-based scripting
- Configure each side of the connection separately
- Recommended for use cases of basic to advanced complexity

Next

5. Click **Next**.

6. Enter the Connection Information

Field	Description
<b>Local instance short name</b>	A short name for your instance
<b>Destination instance short name</b>	A short name for the destination instance
<b>Connection name</b>	Name of the connection
<b>Description</b>	Description of the connection

Initiate connection

Connection information

Local instance short name\*

Remote instance short name\*

Connection name\*

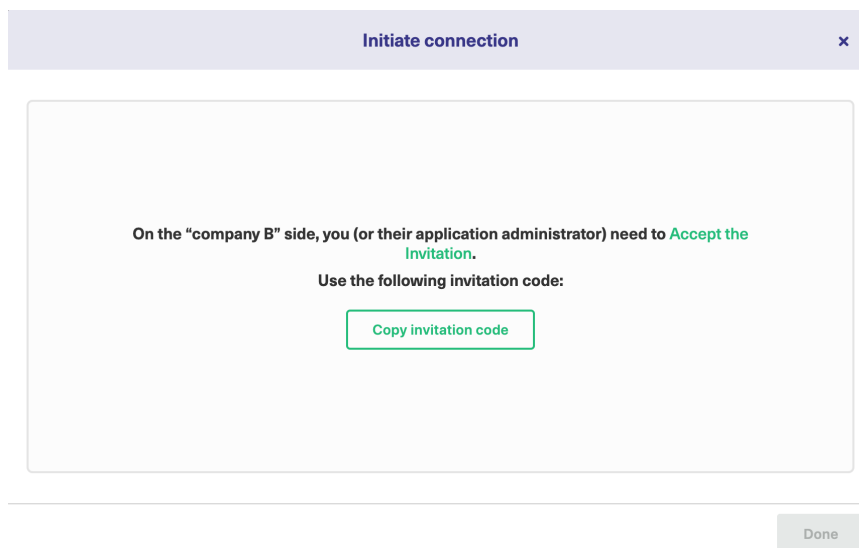
Description

Previous

Next

8. Click **Next**.

9. Click **Copy invitation code**.



You can send the invitation code to the destination instance admin.

10. Click **Go to remote** to access the destination instance.

**Note:** When the other side accepts your invitation your connection will be activated. Refresh the **Connections** page to see the Connection status change.

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