Manual Synchronization for Zendesk

Test your Connection from Zendesk

Manual synchronization in Zendesk happens via the **Exalate** button in the Sync Status Panel present under the ticket view.

Note: The Sync Status Panel is available under the specific entity (i.e issue, work item, tickets, Cases, etc) view in Jira, Zendesk, Azure DevOps, and Salesforce.

For other platforms like GitHub, ServiceNow, HP ALM/QC including Jira, Zendesk, Azure DevOps, and Salesforce this button is available under the Exalate admin console in the **Entity Sync Status** tab.

Exalate the Ticket from Zendesk

1. Open the ticket you want to sync.

2. Click **Apps → Exalate**
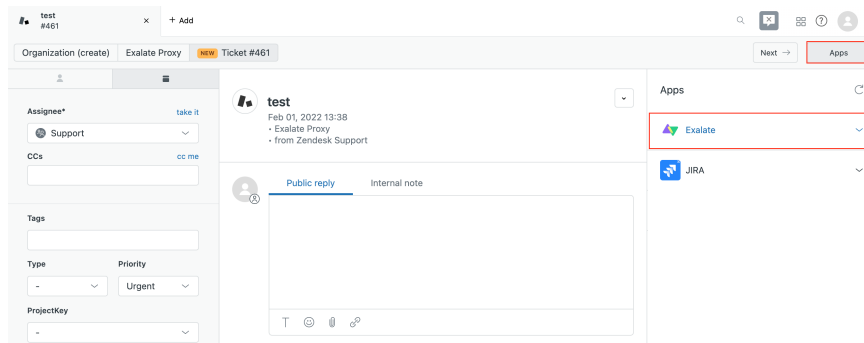
3. **Exalate** the Issue

You can see 2 buttons on the Exalate panel: Exalate & Connect.

Status: **NOT SYNCHRONIZED**

Exalate   Connect

Psst, Exalate is currently synchronizing your tasks. **Find out how** ✕

Exalate allows you to synchronize & create a new entity on the destination instance.

Connect allows you to connect 2 existing entities present in both instances.

3.1. To Exalate an issue, click the **Exalate** button.

3.2. Choose the name of the Connection you have created.

3.3. Click **Submit**.

You are about to synchronize the issue COM-8.

Connection*

Select a connection ⌄

Cancel   Exalate

You are able to see the progress of the synchronization within the Exalate panel. This status is also visible in the Entity Sync status tab on the Exalate admin panel.

Note: If a Zendesk ticket has been closed, updates made on the remote side are not be synchronized.

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