How to Impersonate a Comment in Zendesk

By default, Exalate adds a comment, received from the other side on behalf of the proxy user. The comment looks like the following:

You can change this behavior. For example, create the received comment with the original comment author. The comment object has a field **_Executor_** which can be set to any user. This is how you can impersonate synced comments.

Source side

Outgoing sync

To send comments to the destination instance use the following script:

```
replica.comments = issue.comments
```

Destination side

You can apply the received comment in different ways:

1. Assign the original comment author if exists in the local system and create a new user if not found.

This method works only for Jira Server.

Incoming sync

- Check if the author of the comment exists in the local system by doing a user lookup
- If the author does not exist in the local JIRA, create a new user
- Assign this user as a comment executor

```
issue.comments = commentHelper.mergeComments(issue, replica, {
  comment ->

  def authorUser = userHelper.getByEmail(comment.author.email)

  // set the executor, optionally create the user if the local user is not found
  comment.executor = authorUser ?: userHelper.createUser(comment.author.username,
                              "changeme", //password !
                              comment.author.email,
                              comment.author.displayName
                           )
  comment
})
```

2. Assign the original comment author if exists in the local system, use the proxy user if not found.

This method works for Jira Server and Jira Cloud.

Incoming sync

- Change the comment executor from the proxy user to the original comment author
- If the author does not exist in the local JIRA, use the proxy user as an author

```
replica.addedComments.each { it.executor = nodeHelper.getUserByEmail(it.author?.email) }
replica.changedComments.each { it.executor = nodeHelper.getUserByEmail(it.updateAuthor?.email) }
issue.comments = commentHelper.mergeComments(issue, replica, { it })
```

Result

The first comment was created by the proxy user, while the second comment was impersonated and the local administrator is the comment executor.

Incoming sync

```
replica.addedComments.each { it.executor = nodeHelper.getUser("361777654679") } // replace "361777654679" with
  the zendesk user id
issue.comments    += replica.addedComments
```

Incoming sync

```
def targetUser = nodeHelper.getUserByEmail("john.doe@acme.com")

issue.comments    = commentHelper.mergeComments(issue, replica, {
    it.executor = targetUser
})
```

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