How to Sync Issue Labels in Zendesk

Last Modified on 04/10/2024 4:35 am EDT

This article describes how to synchronize issue labels.

Labels field is one of the standard fields. You can synchronize it as any other issue field. Check the label issue field reference.

Source instance

Outgoing sync

send them to the destination instance:

```
replica.labels = issue.labels
```

Specify the labels which should be sent

If you want to sync only some of the existing labels, you can specify that directly in the outgoing sync. For example, send only labels starting with **pub_ :**

```
replica.labels = issue.labels.findAll { it.label.startsWith("pub_") }
...
```

Destination instance

Incoming sync

Create received labels on the destination side. It helps to create the labels automatically and add them to the label field.

```
//add all labels from the replica to the synced issue
issue.labels = replica.labels
```

You can use *nodeHelper* getLabel in case you want to assign a new label to your issue, depending on the remote issue details. For example: if the remote issue has type 'new feature request', label the issue 'uservoice'

```
if (replica.issueType.name == "New Feature") {
   issue.labels += nodeHelper.getLabel("uservoice")
}
```

Syncing labels from GitHub to Jira

GitHub allows to include spaces in the labels, while it's impossible to have ones in Jira. Please use the following code in the **Incoming sync on Jira side** to sync labels from GitHub to Jira. The code helps to transform labels with spaces (received form GitHub) to the Jira required format(without spaces).

```
issue.labels = replica.labels.collect { it.label = it.label.replace(" ", "_"); it }
```

Syncing labels on AzureDevOps

Azure DevOps tags are equal to labels in Jira or other platforms that have a label field. Note that Azure DevOps uses the semicolon (;) as the tag separator. Therefore you should avoid using this character as part of your label/tag.

If you sync Azue DevOps tags to Jira you need to make sure that the sync rule includes code to remove spaces from Azure DevOps tags. The example below shows how to sync labels with spaces. Add the script rules into the **incoming sync** on the destination side where labels don't support spaces. In this example, it's Jira side incoming sync.

```
issue.labels = replica.labels.collect { it.label = it.label.replace(" ", "_"); it }
```

Jira label *my;label* will be synchronized as two separate tags *my* and *label* on the Azure DevOps instance. Azure DevOps tag ***my label*** will synchronized to Jira as ***mylabel*** if you use the example rule above.

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