

How to Sync Statuses in Zendesk

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In this article, we describe how to sync status between instances.

You need to configure the mapping between statuses on both sides. The example below works for all supported issue tracking platforms.

Source side

Outgoing sync

Send local status to the remote side:

```
replica.status = issue.status
```

Incoming sync

Set the local status based on the received status value from the remote side:

```
def statusMap = [  
  
  // "remote status name": "local status name"  
  "To Do" : "new",  
  "In Progress" : "working on it",  
  "Done" : "canceled"  
]  
def remoteStatusName = replica.status.name  
issue.setStatus(statusMap[remoteStatusName] ?: remoteStatusName)
```

Alternatively, you can set the default local status using the [getStatus](#) node helper method.

```
issue.setStatus("status name")
```

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