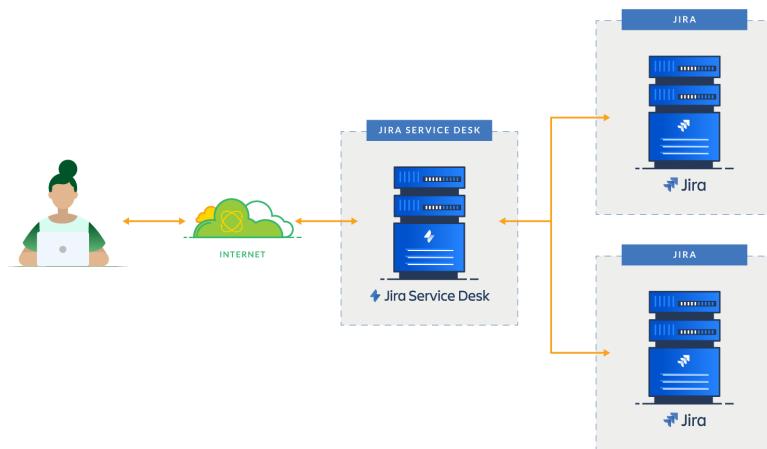


# Unidirectional Sync from Service Desk

Last Modified on 01/09/2026 8:52 am EST

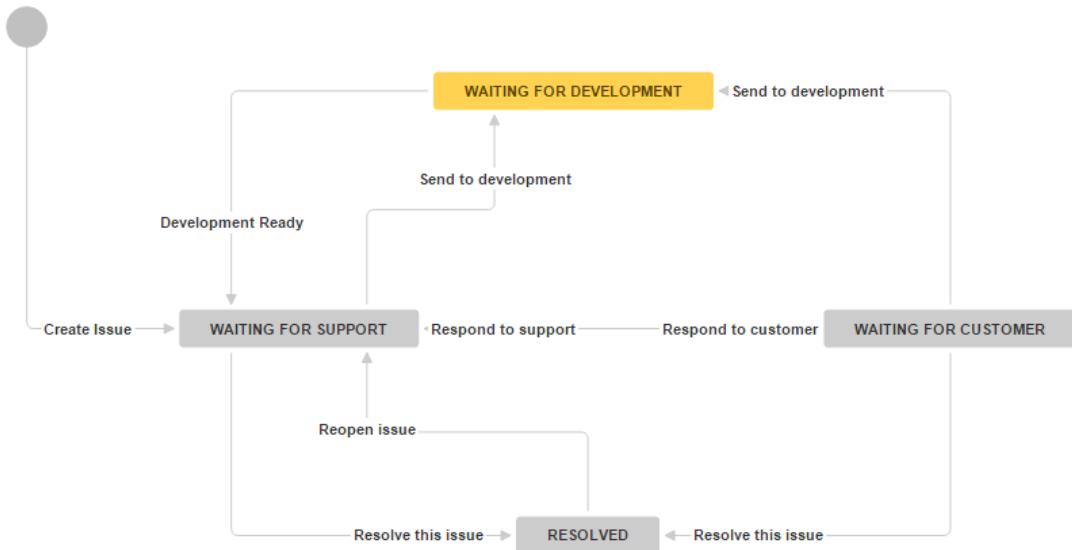
**Warning:** Despite our best efforts, code can change without notice due to a variety of factors. If you encounter an issue in any of the code shown here and find that a specific block of code is not correct, or is causing errors, please check with the [Community](#) to find an updated version.

This use case shows how you can connect 2 Jira instances such that one instance is used for servicing customers, and the other for tracking development tasks.



## Jira Configuration

To support the **Send to development** function, the workflow of the Service desk configuration should be slightly changed.



You need to add an ***Exalate post function*** to the **Send to development** transition using the previously created connection **DeskDev**.

Workflows / JIRA Service Desk IT Support Workflow generated for Project DESK (Draft)

Transition: Send to development

Screen: Comment

Triggers 0 Conditions 0 Validators 0 Post Functions 6

The following will be processed after the transition occurs [Add post function](#)

- 1. Set issue status to the linked status of the destination workflow step.
- 2. Add a comment to an issue if one is entered during a transition.
- 3. Update change history for an issue and store the issue in the database.
- 4. Re-index an issue to keep indexes in sync with the database.
- 5. Escalate this issue towards 'DeskDev'
- 6. Fire a **Generic Event** event that can be processed by the listeners.

**Note:** The ***Exalate post function*** is the last in the list as the synchronization needs to take all the changes (such as comments) with it.

# Sync Rules Setup

## Service desk Configuration

### Outgoing sync

```
replica.key      = issue.key
replica.assignee = issue.assignee
replica.reporter = issue.reporter
replica.summary   = issue.summary
replica.description = issue.description
replica.comments  = issue.comments
replica.resolution = issue.resolution
replica.status    = issue.status
replica.project   = issue.project
replica.attachments = issue.attachments
```

### Incoming sync

```
if (firstSync) {
  return // ignore incoming requests to create issues
} else {
  issue.summary   = replica.summary
  issue.description = replica.description
  issue.comments += replica.addedComments
  issue.attachments += replica.addedAttachments

  //When the development issue is resolved, trigger the development ready transition

  if (replica.resolution != null) {
    issue.doTransition = "Development Ready"
  }
}
```

## Development JIRA Configuration

### Outgoing sync

```
replica.key      = issue.key
replica.assignee = issue.assignee
replica.reporter = issue.reporter
replica.summary   = issue.summary
replica.description = issue.description
replica.comments  = issue.comments
replica.resolution = issue.resolution
replica.status    = issue.status
replica.project   = issue.project
replica.attachments = issue.attachments
```

### Incoming sync

```

issue.projectKey  = "ACME"
issue.typeName   = "Task"
issue.summary    = replica.summary
issue.description = replica.description
issue.comments += replica.addedComments
issue.attachments += replica.addedAttachment

//When the remote issue is in status 'waiting for development' and the local issue has been closed, reopen it

if (replica.status.name == "Waiting for development" && issue.resolution != null) {
  issue.doTransition = "Reopen"
}

```

## Benefits of a Unidirectional Sync From the Service Desk

Implementing a **unidirectional sync** between a service desk and a development Jira instance provides several benefits:

### 1. Faster Ticket Resolution

With an automated sync, service desk agents can **escalate development issues with a single action**. This streamlines the development workflow, ensuring development teams get **accurate, real-time information** without back-and-forth communication.

### 2. Improved Collaboration Between Teams

By keeping the service desk and development teams connected, this integration ensures that both sides remain aligned. **Status updates, comments, and attachments flow automatically**, keeping stakeholders informed without requiring extra effort.

### 3. Enhanced Customer Satisfaction

With quicker escalations and streamlined collaboration, development teams can **address customer-reported issues faster**. This leads to a more responsive service desk, reducing **ticket resolution times and improving customer experience**.

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