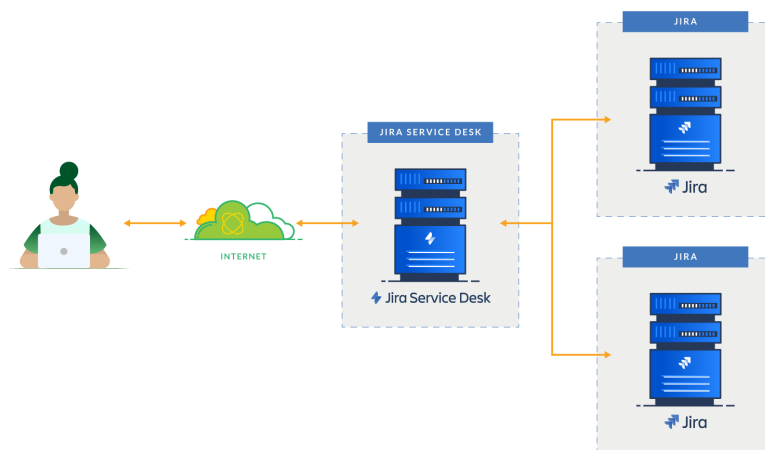# Unidirectional Sync from Service Desk

Last Modified on 01/09/2026 8:52 am EST
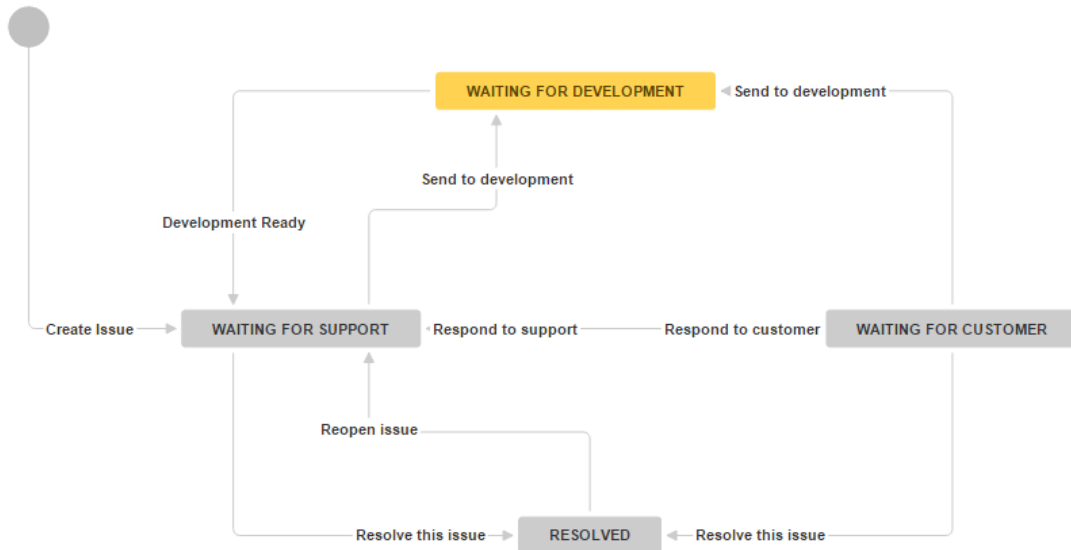
Warning: Despite our best efforts, code can change without notice due to a variety of factors. If you encounter an issue in any of the code shown here and find that a specific block of code is not correct, or is causing errors, please check with the Community to find an updated version.

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.**

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** .

> Have more questions? Ask the community