How to Sync Customer Request Type Field in Jira Service Desk on Jira Cloud

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Customer Request Type is a Jira Service Desk field. Jira Service Desk project handles the request type based on the mapping of the request type to the issue type.

The Customer Request type depends on

- The service desk project
- The issue type
- The request type

Each request type is based on an issue type. A single issue type can be the basis for many different request types.

Source Side

Outgoing sync

Add the following script to send the data of the request type issue field:

```
replica.customFields."Request Type"   = issue.customFields."Request Type"
```

Destination Side

Each request type in a service desk is based on an issue type. To set a request type for a local issue Exalate needs to know the name of the issue type the request is based on.

> **Note**: If there are no rules for the Customer Request type in the incoming script, Exalate will automatically set a random request type based on the issue type.

> **Note**: Make sure that the `issue.typeName` is set to the proper issue type and the request type is valid for that issue type.

Incoming sync

You can set a request type manually in the incoming sync. The example below helps to set the request type to IT Help for the received issues from the remote side.

```
issue.customFields."Request Type".value =  replica.customFields."Request Type"?.value
```

Note: Depending on the Jira Service Desk version the name of the customer request type might differ. Please make sure that you have the correct custom field name in the script.