

Known Product Limitations

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Known Exalate limitations for Salesforce

The following listed features that are not supported at this time:

1. Attachments aren't synced to Task

In Salesforce, Task objects do not include an Attachment field by default. There is a custom field called 'Files' that is treated as an attachment field for the incoming sync. In order for the attachments to be seen on the Task view, it is required to [add a Files field to the Task object in Salesforce](#).

2. Comments cannot be synced when feed tracking is not enabled

There are several objects in Salesforce that have feed tracking disabled by default. Take a look at the following solution for this limitation: [Salesforce: comments sync fails](#)

3. Impersonation of comments

By default, Exalate adds a comment, received from the other side on behalf of the proxy user. For more information, please read [How to Impersonate a Comment in Zendesk](#)

4. Sync action Reply to Comments is not currently supported

Salesforce treats Comments as separate objects and Comments Replies cannot be synced at the moment.

5. It is not possible to use Textarea fields for a search query when creating a trigger

Product Textarea fields contain text that can be longer than 4000 bytes. Unlike string fields, textarea fields cannot be specified in the WHERE clause of a queryString of a query() call

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