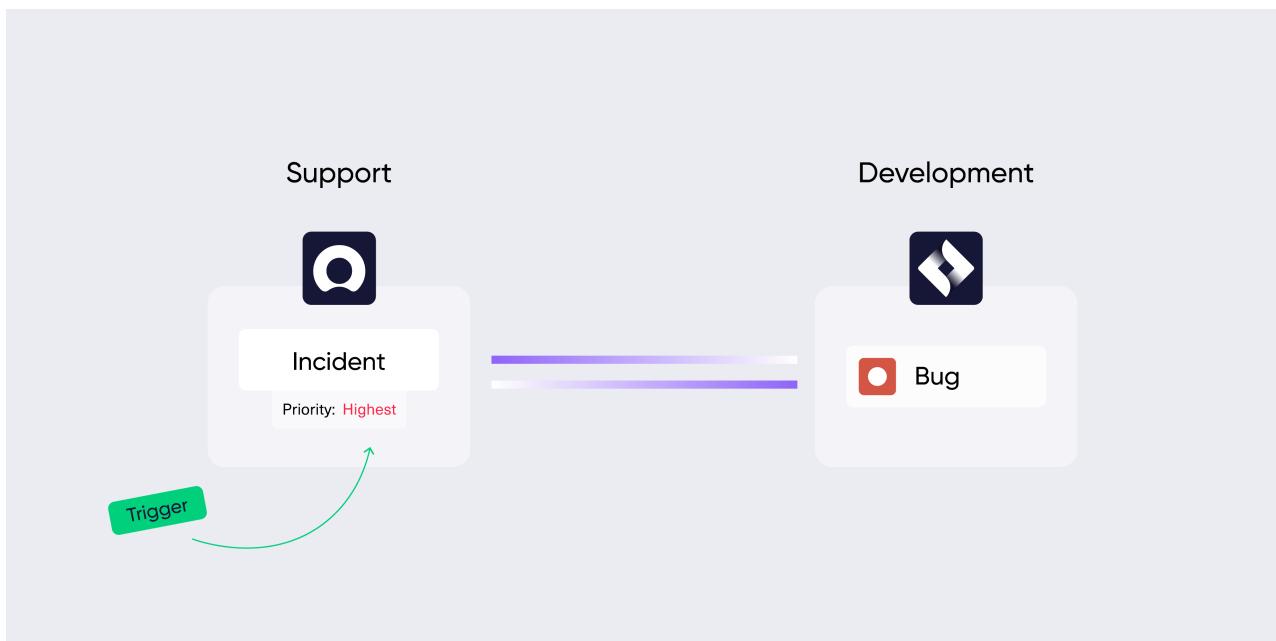


Customer Support Workflow Sync

Last Modified on 12/24/2025 8:19 am EST

This use case allows you to automatically sync incidents across different ITSM systems. When an incident is created in one system, it's instantly reflected in another, based on the logic you define. This keeps all teams aligned and ensures nothing slips through the cracks.



Main benefits:

- Automatic Escalation: Automatically escalate incidents to the appropriate team, enhancing support quality and ensuring that all required teams are aligned.
- Increased Efficiency: Reduce the need for manual updates and communication, thereby speeding up incident resolution.
- SLA Compliance: Proactively prevent SLA breaches by ensuring that incidents are managed and resolved within the required timeframes.

Learn more about the use case and potential technical implementations:

- [How DPG Media Used Exalate To Consolidate Workflows and Teams While Navigating Hypergrowth \[Case Study\]](#)
- [Bidirectional Sync between Service Desk & Development](#)
- [Synchronize ServiceNow Change Requests and Jira Issues](#)
- [How to trigger issue transition based on the value of the remote issue status](#)

Escalate Bugs to Development

Sync bugs across ITSM platforms automatically. Bugs identified in one system are instantly visible in another, ensuring everyone is on the same page. This way critical bugs are quickly sent to the development team for faster fixes, support and development teams stay updated without needing manual updates, and bugs get resolved faster by reducing communication delays.

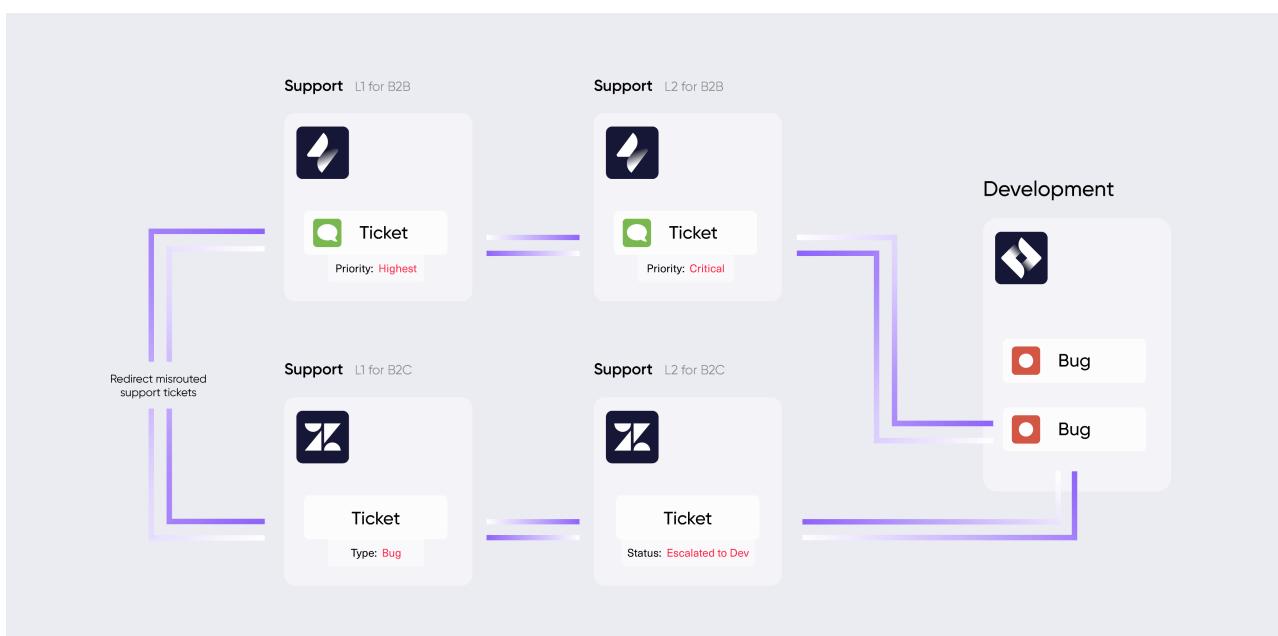
- How POSaBIT, an Innovative Fintech Startup, Uses Exalate to Fine-Tune Collaboration Between Teams [Case Study]
- How Open GI Used Exalate to Streamline their Internal Workflows [Case Study]
- How Gantner Uses Exalate to Achieve a Frictionless Collaboration Process between Support and Dev Teams [Case Study]
- Unidirectional Sync from the Service Desk
- Sync Private Jira On-premise to Jira Cloud
- Jira Service Management to Jira Software
- Sync Internal Comments Only
- How to Sync Urgency and Priority between ServiceNow and Jira
- How to Sync Multiple Zendesk Tickets to One Jira Cloud Issue
- Convert Remote Status to Local Comments (Jira Cloud and Jira On-premise)
- Map and Sync Custom and Standard Fields
- Set a Project Based on the Source Issue Custom Field Value (Local Sync)
- How to filter transitions based on issue type workflow in Jira Cloud

Read more about how to orchestrate your support development workflows in our [blog](#).

Connect Multiple Service Portals

Integrate Service Portals across platforms like [Jira Service Management](#) (JSM), Zendesk, and the like to allocate support resources without expanding the user base. This use case focuses on centralizing support operations to reduce the number of required licenses. This use case allows support teams to manage incidents and requests from multiple platforms within a single interface, reducing the need for additional user seats.

- Sync between Multiple Jira Cloud Instances



Triage Tickets to Route to the Correct Service Portal

Streamline the process of incident triage by automatically categorizing and prioritizing incidents as they are synchronized across different ITSM tools. This use case ensures that incidents are assessed and directed to the appropriate teams based on their urgency and impact.

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