How to Sync Comments in Freshdesk

Last Modified on 03/27/2025 1:00 pm EDT

This article shows how to synchronize comments.

Freshdesk Side Incoming sync

You can add new comments and keep the existing comments updated using mergeComments comment helper. This method would prepend the comment content with the author of the original comment. This is the default behavior.

```
entity.comments = commentHelper.mergeComments(issue, replica)
```

Apply received comments without custom formatting

The comment is added just with the body from the original comment, without the author of the original comment.

```
entity.comments = commentHelper.mergeComments(issue, replica, {it})
```

Create received comments as internal

```
issue.comments = commentHelper.mergeComments(issue, replica, {it.internal = true})
```

Manipulate the comments via helper methods

With the help of commentHelper methods, you can manipulate comments and define how to apply received comments on the local issue.

```
// Format each remote comment - add the author name and email

issue.comments = commentHelper.mergeComments(issue, replica,
                {
                  comment ->
                  comment.body =
                    "[" + comment.author.displayName +
                          "| email: " + comment.author.email + "]" +
                          " commented: \n" +
                    comment.body + "\n"
                }
  )
```


Product

About Us

Release History

Glossary

API Reference

Security

Pricing and Licensing

Resources

Subscribe for a weekly Exalate hack

Academy

Blog

YouTube Channel

Ebooks

Still need help?

Join our Community

Visit our Service Desk

Find a Partner

ON THIS PAGE