How to Sync Priority in Exalate for Freshdesk

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In this article, we describe how to sync ticket priority in Exalate for Freshdesk.

In Freshdesk, the default "Priority" field is a system field and cannot be edited, modified, or hidden. The available priority values are **Low, Medium, High, and Urgent**.

If the priority values in the other platform, for instance, Jira, are different from Freshdesk, you need to configure the default mapping in the scripts to sync priorities.

In this case, use the following rules:

From Freshdesk to Jira

Freshdesk Outgoing sync rules:

```
replica.priority = entity.priority
```

Jira Incoming sync rules:

```
// Map Freshdesk priorities to Jira priorities
def priorityMapping = [
    "Low"    : "Lowest",
    "Medium" : "Medium",
    "High"   : "High",
    "Urgent" : "Highest"
]
def priorityName = priorityMapping[replica.priority?.name] ?: "Medium" // Default to "Medium" if not found
issue.priority = nodeHelper.getPriority(priorityName)
```

From Jira to Freshdesk

Jira Outgoing sync rules:

```
replica.priority = issue.priority
```

Freshdesk Incoming sync rules:

```
// Map Jira priorities to Freshdesk priorities
def priorityMapping = [
    "Lowest"  : "Low",
    "Medium"  : "Medium",
    "High"    : "High",
    "Highest" : "Urgent"
]
def priorityName = priorityMapping[replica.priority?.name] ?: "Medium" // Default to "Medium" if not found
entity.priority = nodeHelper.getPriority(priorityName)
```

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