

How to Sync Comments in Freshservice

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Synchronizing Comments in Freshservice Using Exalate

This article shows how to synchronize comments in Freshservice.

Freshservice 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 to 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"
  }
)
```

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