How to Sync Priority in Exalate for Freshservice

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

In Freshservice, 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 Freshservice, you need to configure the default mapping in the scripts to sync priorities.

In this case, use the following rules:

From Freshservice to Jira

Freshservice Outgoing sync rules:

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

Jira Incoming sync rules:

```
// Map Freshservice 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 toFreshservice

Jira Outgoing sync rules:

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

Freshservice Incoming sync rules:

```
// Map Jira priorities to Freshservice 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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