

# How to Sync Customer Request Type Field in Jira Service Desk on Jira Cloud

Last Modified on 01/28/2026 7:02 am EST

**Customer Request Type** is a Jira Service Desk field. Jira Service Desk project handles the request type based on the mapping of the request type to the issue type.

The Customer Request type depends on

- The service desk project
- The issue type
- The request type

Each request type is based on an issue type. A single issue type can be the basis for many different request types.

## Source Side

### Outgoing sync

Add the following script to send the data of the request type issue field:

```
replica.customFields."Request Type" = issue.customFields."Request Type"
```

## Destination Side

Each request type in a service desk is based on an issue type. To set a request type for a local issue Exalate needs to know the name of the issue type the request is based on.

**Note:** If there are no rules for the Customer Request type in the incoming script, Exalate will automatically set a random request type based on the issue type.

**Note:** Make sure that the `issue.typeName` is set to the proper issue type and the request type is valid for that issue type.

### Incoming sync

You can set a request type manually in the incoming sync. The example below helps to set the request type to IT Help for the received issues from the remote side.

```
issue.customFields."Request Type".value = replica.customFields."Request Type"? .value
```

## Product

[About Us](#) ?  
**Note:** Depending on the Jira Service Desk version the name of the customer request type might differ. Please make sure that you have the correct custom field name in the script.  
[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](#) ?