

How to Sync Priority in Exalate for Salesforce

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In this article, we describe how to sync object priority in Exalate for Salesforce. The most common objects that include the priority field in Salesforce are Case and Task.

To sync object priority from **Salesforce to Jira**, use the following rules:

Salesforce Outgoing sync rules:

```
replica.Priority = entity.Priority
```

Jira Incoming sync rules:

```
issue.priority = nodeHelper.getPriority(replica.Priority.value)
```

To sync object priority from **Jira to Salesforce**, use the following rules:

Jira Outgoing sync rules:

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

Salesforce Incoming sync rules:

```
entity.Priority = replica.priority.name
```

If the priority is different for both sides you may need to configure priority mapping. In this case, use the following rules:

Jira Outgoing sync rules:

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

Salesforce Incoming sync rules:

```
def priorityMapping = [
    // remote side priority <-> local side priority
    "Critical" : "High",
    "Medium" : "Medium",
    "Lowest" : "Low"
]
Product
def remotePriority = replica.priority.name
priorityName = priorityMapping[remotePriority] ?: remotePriority
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entity.Priority = priorityName
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```

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