

How to Sync Statuses in Exalate for Salesforce

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In this article, we describe how to sync status in Exalate for Salesforce. If the statuses are different for different platforms you may need to configure the status mapping.

This is an example of **Salesforce to Jira** status sync.

Salesforce Outgoing sync

```
replica.Status = entity.Status
```

Jira Incoming sync

The incoming rules include status mapping.

```
def statusMapping = ["New": "To Do", "Working": "In Progress"]
def remoteStatusName = replica.Status.value
issue.setStatus(statusMapping[remoteStatusName] ?: remoteStatusName)
```

Another example is for **Jira to Salesforce** status sync. It includes status mapping configuration.

Jira Outgoing sync

```
replica.status = issue.status
```

Salesforce Incoming sync

```
// ["remote status name": "local status name"]
def statusMap = [
    "Done": "Resolved",
    "In Progress": "In Action"
]
def remoteStatusName = replica.status.name
statusName = statusMap[remoteStatusName] ?: remoteStatusName
```

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