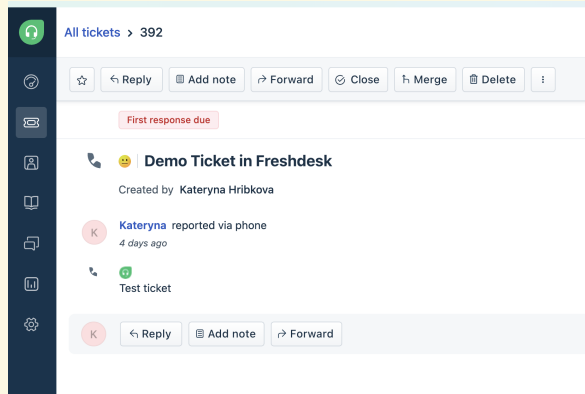# How to Sync Comments (Notes) in Freshdesk

Last Modified on 01/28/2026 9:20 am EST

This article shows how to synchronize notes in Freshdesk, which function like comments in the system.

Note: Exalate supports the synchronization of notes added via the **Add Note** button in Freshdesk. The **Reply** and **Forward** features are not supported by Exalate.

Freshdesk 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 on 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"
          }
  )
```