

# How to Sync Comments in Freshservice

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## Synchronizing Comments in Freshservice Using Exalate

This article shows how to synchronize comments in Freshservice.

### Freshservice 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 to 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" +
        Product      comment.body + "\n"
        About Us  comment.body + "\n"
        Release History  comment.body + "\n"
        Glossary  comment.body + "\n"
})
```

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