

How to Sync Requests in Xurrent

Last Modified on 01/15/2026 5:12 pm EST

This article describes how to synchronize requests between Xurrent and other systems.

Requests in Xurrent: Requests are the primary work items in Xurrent containing name, assignee, status, priority and custom fields.

Outgoing sync (Xurrent → Remote system)

To send request information from Xurrent to the remote system:

```
replica.key = entity.key
replica.summary = entity.summary
replica.assignee = entity.assignee
replica.status = entity.status
replica.comments = entity.comments
replica.attachments = entity.attachments
replica.labels = entity.labels
replica.reporter = entity.reporter
replica.priority = entity.priority
// Xurrent request category
replica.category = entity.category
```

Incoming sync (Remote system → Xurrent)

To receive request information from the remote system and create/update Xurrent requests:

```
if(firstSync){
entity.serviceId = 123456 //service id
}
entity.summary = replica.summary
entity.status = nodeHelper.getStatus("Assigned")
entity.priority = nodeHelper.getPriority("Low")
entity.labels = replica.labels
entity.comments = commentHelper.mergeComments(entity, replica)
entity.attachments = attachmentHelper.mergeAttachments(entity, replica)
//category is the required field
entity.category = "incident"
```

More information

- [How to Sync User Fields in Xurrent](#)
 - [How to Sync Status in Xurrent](#)
 - [How to Sync Attachments in Xurrent](#)
 - [How to Sync Comments in Xurrent](#)
- [Product](#)
[About Us](#) 

- [How to Sync Custom Fields in Xurrent](#)

[Glossary](#) 

[API Reference](#) 

Have more questions? [Ask the community](#)

[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](#) 