

How to Sync Requests in Xurrent

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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.serviceld = 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](#)
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