

How to Sync Rich Text and HTML Between Xurrent and Other Systems

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Xurrent uses its own rich text format for comments and custom fields. When syncing with other systems like Jira, ServiceNow, or Zendesk, you need to convert between formats.

This guide explains how to use the NodeHelper methods to convert rich text in your sync rules.

Available NodeHelper Methods

Method	From	To	Use Case
<code>convertWikiToXurrent(text)</code>	Wiki/Jira	Xurrent	From Jira to Xurrent
<code>convertHtmlToXurrent(text)</code>	HTML	Xurrent	From ADO to Xurrent
<code>convertXurrentToWiki(text)</code>	Xurrent	Wiki/Jira	From Xurrent to Jira
<code>convertXurrentToHtml(text)</code>	Xurrent	HTML	From Xurrent to ADO
<code>stripHtml(text)</code>	HTML	Plain text	Remove all formatting

Limitations

Jira Wiki → Xurrent (`convertWikiToXurrent`)

The following Jira Wiki elements are **NOT supported** and will not be converted:

Element	Jira Wiki Syntax	Status
Tables	or	Not supported
Code Snippets (with language)	<code>{code:java}...{code}</code>	Not supported
Action Items / Checkboxes	<code>[x]</code> or <code>[]</code>	Not supported
Panels	<code>{panel}...{panel}</code>	Not supported

Element	Jira Wiki Syntax	Status
Macros	<code>{jira:KEY-123}</code>	Not supported

Xurrent → Jira Wiki (convertXurrentToWiki)

The following Xurrent elements are **NOT supported** and will not be converted:

Element	Xurrent Syntax	Status
Tables	N/A	Not supported
Record References	<code><request#456></code>	Not supported

Note: Basic formatting (bold, italic, headers, lists, links, images, quotes, code blocks) is fully supported in both directions.

Syncing Comments

Outgoing Sync (Xurrent → Other System)

To Jira (Wiki format)

```
// Data Filter - Outgoing to Jira
// Convert Xurrent comments to Jira Wiki format and exclude internal comments

replica.comments = entity.comments.findAll { !it.internal }.each {
  it.body = nodeHelper.convertXurrentToWiki(it.body)
}
```

To ADO (HTML format)

```
// Data Filter - Outgoing to Zendesk or ServiceNow
// Convert Xurrent comments to HTML format and exclude internal comments

replica.comments = entity.comments.findAll { !it.internal }.each {
  it.body = nodeHelper.convertXurrentToHtml(it.body)
}
```

To Plain Text (strip all formatting)

```
// Data Filter - Outgoing as plain text
// Strip all formatting from comments

replica.comments = entity.comments.findAll { !it.internal }.each {
  it.body = nodeHelper.stripHtml(nodeHelper.convertXurrentToHtml(it.body))
}
```

Incoming Sync (Other System → Xurrent)

From Jira (Wiki format)

```
// Incoming Processor - From Jira
// Convert Jira Wiki comments to Xurrent format

replica.comments.each {
  it.body = nodeHelper.convertWikiToXurrent(it.body)
}
entity.comments = commentHelper.mergeComments(issue, replica)
```

From ADO (HTML format)

```
// Incoming Processor - From Zendesk or ServiceNow
// Convert HTML comments to Xurrent format

replica.comments.each {
  it.body = nodeHelper.convertHtmlToXurrent(it.body)
}
entity.comments = commentHelper.mergeComments(issue, replica)
```

Syncing Rich Text Custom Fields

Outgoing Sync

To Jira (Wiki format)

```
// Data Filter - Outgoing
// Convert a rich text custom field to Wiki format
def richTextField = entity.customFields."my_rich_text_field"?.value
if (richTextField) {
  replica.customKeys."rich_text_converted" = nodeHelper.convertXurrentToWiki(richTextField)
}
```

To HTML-based systems

```
// Data Filter - Outgoing
def richTextField = entity.customFields."my_rich_text_field"?.value
if (richTextField) {
  replica.customKeys."rich_text_converted" = nodeHelper.convertXurrentToHtml(richTextField)
}
```

Incoming Sync

From Jira (Wiki format)

```
// Incoming Processor
// Convert Wiki format to Xurrent for a custom field
entity.customFields."custom_rich_text" = nodeHelper.getCustomField(247648, "custom_rich_text", nodeHelper.convertWikiToXurrent(replica.description))
```

From HTML-based systems

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// Incoming Processor

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```
entity.customFields."custom_rich_text" = nodeHelper.getCustomField(247648, "custom_rich_text",nodeHelper.convert  
HtmlToCurrent(replica.description))
```

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