syncHelper

Last Modified on 01/15/2026 4:27 pm EST

The syncHelper is an object which can be used in the Sync Rules scripts to schedule sync on your instance.

> Names of objects are case-sensitive. **displayname** is different from **displayName**

JIRA CLOUD

Title	Description
getLocalIssueKeyFromRemoteId	Finds a local issue key linked to a remote issue.
isUnderSync	Allows to check if certain entities are synced through a specific connection
syncBackAfterProcessing	Use this helper method in the **Incoming sync** to update the source issue once the synchronization to the destination side is finished.
unExalateAfterProcessing	Creates an Unexalate event to stop the synchronization of an issue once it's synchronized.
getRemoteIssueUrl	Returns the entity URL of the twin
getTrackerUrl	Returns the URL of the underlying tracker
getRemoteTrackerUrl	Returns the URL of the remote tracker
getExalateUrl	Returns the URL of the current Exalate node
getRemoteExalateUrl	Returns the URL of the remote Exalate node

JIRA ON-PREMISE

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GITHUB

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ZENDESK

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SERVICENOW

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AZURE DEVOPS (Server & Service)

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SALESFORCE

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HP ALM/QC

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