Service Desk Plus (ManageEngine) Connector

This article applies to Exalate Classic only. If you're using the New Exalate experience, please refer to the New Exalate documentation.

The Service Desk Plus (ManageEngine) connector for Exalate is now available in experimental early access.

This connector enables bidirectional synchronization between ManageEngine Service Desk Plus and other platforms supported by Exalate.

Status: Experimental - Early Access
Availability: By request only

To evaluate this connector, please contact our team at business@exalate.com or watch a demo.

Supported Entities

The connector currently supports synchronization of:

Field	Description
id	Request identifier
Key	Request key
Entity URL	Direct link to the request
Summary	Request title/summary
Description	Detailed description
Reporter	Request creator

Status	Current status
Urgency	Urgency level
Impact	Impact level
Category	Primary category
SubCategory	Secondary category
Item	Related item
Group	Assigned group
Site	Associated site

Getting Started

As this is an experimental connector in early access:

1. Contact business@exalate.com to request access
2. Our team will provide you with installation instructions and access credentials
3. Once installed, you'll be able to configure synchronizations between Service Desk Plus and other supported platforms

Important Notes

- This connector is experimental and under active development
- Features and capabilities may change based on user feedback and API evolution
- Full production support will be available once the connector exits experimental status

Feedback and Support

We welcome feedback from early access users to help improve the connector. Please share your experiences, feature requests, and any issues encountered by contacting our support team.

For technical questions or to report issues during your evaluation, please reach out to support@exalate.com.

To get updates about this experimental connector, visit the Product Portal - Exalate and upvote the ServiceDesk Plus connector. You'll receive notifications when new features are available.