

Does Exalate work for both ITSM and software development use cases?

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Yes. Exalate supports both IT service management (ITSM) and software development workflows with connectors designed for each domain. ITSM teams synchronize incidents, service requests, and change records across platforms like ServiceNow, Zendesk, Freshservice, and Jira Service Management. Development teams connect tools such as Jira, Azure DevOps, GitHub, and Salesforce to keep bugs, feature requests, and delivery work aligned.

ITSM workflows Exalate supports

Exalate helps ITSM teams keep operational work synchronized across systems, including key fields like urgency, priority, assignment, status updates, and resolution details, without forcing teams onto a single tool.

Common ITSM use cases

Typical ITSM scenarios include:

- outsourced service desk operations where internal IT coordinates with external providers
- infrastructure management, where third-party vendors handle server or cloud operations
- multi-tier support models where Level 1 support and specialist teams work in different systems

Software development workflows Exalate supports

For software development workflows, Exalate connects development teams with product management, QA, and customer support groups operating in different tools. Teams commonly synchronize sprint planning data, defects, release coordination, and customer-reported issues.

The scripting engine also supports development-specific structures such as story points, sprint assignments, epic-to-task relationships, and version targeting.

Hybrid ITSM and development scenarios

Many organizations run hybrid flows where ITSM and development intersect, for example, when support tickets trigger engineering work or when infrastructure incidents require code changes. Exalate supports these cross-functional integrations by connecting service desk platforms with development tools so both sides keep visibility and stay coordinated.

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