

How do I get started with Exalate?

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Start a free trial and create an account

Getting started with Exalate begins by accessing the platform via exalate.app, where you can create your account and explore subscription options. Start a free trial to test the platform's capabilities before committing to a paid plan. The trial gives you hands-on experience with the unified console, Aida AI assistance, and core synchronization features across supported connectors.

Choose the systems you want to connect

After creating your account, select the two systems you want to connect from the list of supported platforms, including Jira, Azure DevOps, ServiceNow, Salesforce, Zendesk, GitHub, and others. The setup wizard guides you through establishing connections by authenticating to each system using their native authentication methods. You'll grant Exalate the necessary permissions to read and write work items in the systems you're integrating.

Once connections are established, use Aida to describe your integration requirements in plain language. For example, you might say "sync all high-priority bugs from Jira to ServiceNow", and Aida generates the initial Groovy scripts for both outgoing and incoming sync rules. You can customize these scripts further if needed to handle specific fields, apply conditional logic, or transform data formats between systems.

Validate changes with Test Run

Before activating synchronization in production, [use Test Run](#) to validate your configuration on sample work items. This safe testing environment shows exactly how your sync rules will behave without affecting live data. Review the results, make any necessary adjustments to your scripts, and run additional tests until you're confident the integration works as expected.

Publish and monitor synchronization

When ready, publish your configuration to activate the connection and begin real-time synchronization. The dashboard provides visibility into sync status, allows you to monitor integration health, and surfaces any errors that require attention. For detailed guidance on specific connectors or advanced configuration scenarios, consult [the Exalate documentation](#) or contact [support](#) for assistance.

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