

What happens after I create my first connection?

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How synchronization starts (triggers and scripts)

After creating your first connection, Exalate begins monitoring both systems for work items that match your configured triggers. When a work item meets the trigger conditions (such as specific project keys, labels, or status values), the platform automatically initiates synchronization according to your outgoing and incoming sync scripts. Changes made to synchronized work items in either system propagate to the other side in real time, keeping both platforms continuously updated.

Monitor sync activity in the unified console

You can monitor synchronization activity through the unified console dashboard, which displays connection status, recent sync operations, and any errors requiring attention. The dashboard shows how many work items are actively synchronized, when the last sync occurred, and provides access to detailed sync history for troubleshooting. This visibility helps teams understand integration health at a glance without digging through system logs.

Update behavior using versioning and Test Run

If you need to adjust sync behavior based on how the connection performs in practice, you can create a new version of your configuration using the versioning feature. Draft versions allow you to modify scripts, test changes using Test Run, and deploy updates without disrupting active synchronization. The platform maintains a complete history of configuration versions, letting you roll back if needed.

Add more connections and scale within your plan

As your team gains confidence with the first connection, you can establish additional connections for other projects, teams, or system pairs. Multiple connections operate under the same integration subscription with the total number of active items counting toward your plan limit. Organizations often start with a single pilot connection, validate it works as expected, then expand to cover additional use cases once the initial implementation proves successful.

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