

# How Does Exalate Handle Updates Made on Both Sides?

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Exalate processes updates made on both sides sequentially rather than simultaneously, applying changes in the order they're received. When both systems modify the same work item before synchronization occurs, the platform queues the updates and processes them one at a time to maintain data consistency. This sequential processing prevents conflicts from creating unpredictable states in either system.

By default, the most recent update typically takes precedence when both sides modify the same field. However, you have full control over conflict resolution behavior through your sync scripts. You can implement custom logic to handle simultaneous updates according to your business rules, such as preferring updates from a specific side, combining changes from both systems, or requiring manual review for certain field conflicts.

Helper functions like [commentHelper/mergeComments](#) are designed specifically to handle bidirectional updates intelligently. When both sides add comments, the merge function combines all comments from both systems chronologically rather than overwriting one side's additions with the other's. This intelligent merging ensures collaborative content like comments and attachments synchronize properly even when both teams work simultaneously.

The sync queue maintains context about pending operations to coordinate updates effectively. If Side A sends an update while Side B's update is already queued, Exalate ensures both changes eventually apply in a way that respects your configured logic. The platform tracks which fields changed on each side and applies your script rules to determine the final state.

## Product

For [fields requiring strict control](#) where simultaneous updates shouldn't be automatically resolved, you [can configure](#) your scripts to flag conflicts for manual intervention. This approach works well for [critical attributes](#) like priority or status, where business process owners need to make final decisions about conflicting changes.

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