

# How do I know if an issue is already synced using Exalate?

Last Modified on 02/09/2026 8:25 am EST

## Sync Pairs Overview

The unified console displays "**Synced Pairs**" for each connection, showing exactly how many work items are currently synchronized. The connections overview shows details like:

- **PMs\_to\_DevTeam active**, Last Sync **2 days ago**, Bell-3 420, Synced Pairs **102**

**DevTeam\_to\_Support active**, Last Sync **17 minutes ago**, SUP-123 DEV-345, Synced Pairs **358, 6 errors**

This gives you immediate visibility into sync status and the total number of paired items per connection.

The screenshot displays the Exalate Orlando workspace interface. On the left is a sidebar with navigation links: Workspaces, Users, Settings, and Resources. The main header shows 'Workspaces / Orlando' and a user profile for John Doe, System Admin, with a Logout button. The main content area is divided into two sections. The left section, 'Connections in Orlando', lists two connections: 'PMs\_to\_DevTeam' (active, last sync 2 days ago, 102 synced pairs) and 'DevTeam\_to\_Support' (active, last sync 17 minutes ago, 358 synced pairs, 6 errors). The right section, 'Workspace visual', shows a diagram with nodes for 'now', 'PMs Team', 'Dev Team', 'Cloud Ops', and 'Support', connected by arrows.

## Connection Information and Paired Work Items

Each connection displays whether it's **active** and provides specific identifiers for synced work items, such as ticket numbers from both systems. For example, you'll see paired items like "**SUP-123**" from one system linked to "**DEV-345**" from another.

## Improved Monitoring in the Unified Console

The unified view consolidates all connection information in one place, making it significantly

easier to monitor sync status compared to Exalate Classic's separate consoles for each platform. You can search connections, sort by various criteria, and quickly identify which work items are actively syncing.

The **Dashboards** feature also provides visibility into your synchronization operations, helping you track patterns and identify items that may need attention.

---

## Conclusion

The **Exalate unified console** offers a comprehensive and efficient way to track synchronization activity, monitor sync status, and ensure smooth operations across connections, making it easier to manage multiple platforms in a unified view.

[About Us](#) ?

[Exalate Esync](#)

[Privacy](#) ?

[API Reference](#)

[Security](#) ?

[Pricing and Licensing](#) ?

**Resources**

[Subscribe for a weekly Exalate hack](#) ?

[Academy](#) ?

[Blog](#) ?

[YouTube Channel](#) ?

[Ebooks](#) ?

**Still need help?**

[Join our Community](#) ?

[Visit our Service Desk](#) ?

[Find a Partner](#) ?