

Zendesk Jira Cloud: How to synchronize a ticket to multiple Jira Cloud instances

Introduction

The use case is a Zendesk instance that you want to connect to multiple Jira Cloud instances, creating a seamless workflow between your customer team and multiple development teams. The goal is to ensure that customer tickets raised in Zendesk are synchronized across all relevant Jira Cloud instances, allowing for efficient collaboration and streamlined issue resolution.

With Exalate we can create multiple connections so that this ticket will synchronize to those multiple Jira Cloud instances.

This synchronization is bidirectional by default, but can be customized through outgoing and incoming scripts to meet specific requirements.

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