# Sync over Tempo Work logs from Jira Cloud to Servicenow

This documentation will show you how to sync over tempo worklogs from Jira cloud to Service now.

- 1. Create a connection if you don't already have one
- a. Go to the Exalate App Connections Initiate connection
- 2. If you already have a connection click on Edit connection
- 3. Apply these changes

## Jira Cloud side

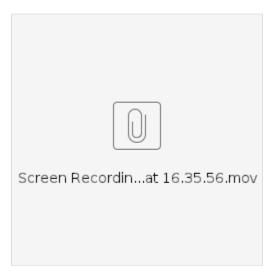
• Add this to your outgoing sync.

```
outgoing sync
TempoWorkLogSync.send(
        "OM72xP3ilIxEgUT4YRldmAHNRXcOEw", // replace OM72xP3ilIxEgUT4YRldmAHNRXcOEw with the newly generated
access token
        replica,
        issue,
        httpClient,
        nodeHelper
)
```

• Make sure you change the access token.

More info about Tempo worklogs sync: https://docs.exalate.com/docs/syncing-tempo-worklogs-in-jira-cloud

#### Generate an access token



Done on your Jira side

#### Servicenow side

add this code to your Incoming sync change the values of your customFields

#### Incoming sync

```
// By default tempo sends over the time in seconds.
// Iterates over logged time
def totalTimeInSeconds = 0
for(int i = 0; i < replica.workLogs.size(); i++){</pre>
    totalTimeInSeconds += replica.workLogs[i].timeSpent
}
// This function makes the time readable.
def convertToReadableTime(long seconds){
   def hour = (int)Math.floor(seconds / 3600)
   seconds %= 3600
   def minutes = (int)Math.floor(seconds / 60)
   if(hour == 0)
       return "${minutes.toString()}m"
    }
   return "${hour.toString()}h:${minutes.toString()}m"
}
// Add the value to your custom field, by calling the "convertToReadableTime" function with the
"totalTimeInSeconds" as parameter.
workItem.customFields."Custom field".value = convertToReadableTime(totalTimeInSeconds)
```

# Full video how to do it:

# Questions

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#### How to sync issues from two Jira cloud sites to one? Is this possible?

- 1 answer
  - Vedant Kulkarni
  - Mar 27, 2024
  - Space: Exalate
- jira-cloud connector-cloud-jira
- 2.0

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#### Issues are not syncing to local destination desk

- 1 answer
  - John Lombardo
  - Mar 21, 2024
  - Space: Exalate
  - exalate
  - connector-cloud-jira jira-cloud
- 3. 0

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#### Not getting the Custom Field sync value from JIRA to Zendesk

- 1 answer
- Dinesh Gupalan
- Mar 18, 2024
- Space: Exalateconnector-onpremise-jira-zendesk
- 4.0

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- Need to split source comment into multiple destination comments. (The entered text is too long.)
  - 1 answer
  - Kyle K
  - Feb 14, 2024

- Space: Exalate
- exalate
  iira-cloud
- jira-cloudcomments
- co

5. 0 votes

#### exalate plugin of jira server

- 1 answer
- Sreenivasaraju P
- Feb 08, 2024
- Space: Exalate
- exalate

6. 0 votes

#### How to have keys match between jira cloud instances

- 2 answers
- Chris Matthews
- Feb 07, 2024
- Space: Exalate
- connector-cloud-jira

7. 0 votes

# how decrease dimension of /var/atlassian/application-data/jira/data/exalate

- 1 answer
- Francesco Doricchi
- Dec 14, 2023Space: Exalate
- Space: Exalate
  exalate
- 8. 1

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## How to Impersonate Attachments in Jira Cloud?

- O answers
- Valeriia Solianikova
- Dec 12, 2023
- Space: Exalateexalate
- exalajira
- attachments
- 9.0

votes

status

### How to sync field that has been added to an existing connection?

- 2 answers
- Daniel
- Dec 03, 2023
- Space: Exalate
- connector-onpremise-jira
  connector-cloud-salesforce
- •

10. 0 votes

# How to synchronize custom fields?

- 4 answers
- Harold Oconitrillo
- Nov 09, 2023
- Space: Exalate
- jira
- configuration

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