

# Zendesk Jira: Using side conversations to address a one-to-many use case

Zendesk has a feature known as [side-conversations](#) that is meant to ease the communication with external parties (via email). In this use case we will use this Zendesk feature to create tickets in remote systems - in this example we use two Jira instances, but could be any system supported by Exalate.

In order to set this up, please follow these steps:

- 1. [Set up an Exalate connection](#) between **Zendesk** and **Jira 1**.
- 2. Set up another Exalate connection between **Zendesk** and **Jira 2**.
- 3. Create a macro called "Send to Developers", and include the following in the Action:

Actions

Add actions to add a comment to the ticket or update the ticket's field values.

Side conversation via child ticket

Group

Jira Group

Subject

Support says:

Message

Bug description:

T

View available placeholders

Add action

Cancel Save

- 4. Create another macro called "Send to QA", and include the following in the Action:

Actions

Add actions to add a comment to the ticket or update the ticket's field values.

Side conversation via child ticket

Group

QA Group

Subject

Support says:

Message

Bug to test:

T

View available placeholders

Add action

5. Now create Zendesk triggers to add a custom tag if a new ticket is created in one of the Groups assigned in steps 3 and 4:

The image displays two side-by-side screenshots of the Zendesk Trigger configuration interface. Both screenshots show the 'Conditions' section where a trigger is configured to run when a new ticket is created in specific groups.

**Left Screenshot (Trigger: New Ticket):**

- Conditions:** Must ALL of the following conditions:
  - Ticket Type is New
  - Ticket Group is Dev Group
- Actions:** Add tag: tags:dev

**Right Screenshot (Trigger: New Ticket):**

- Conditions:** Must ALL of the following conditions:
  - Ticket Type is New
  - Ticket Group is QA Group
- Actions:** Add tag: tags:qa

6. The final piece is to create Exalate triggers based on the tags added via Zendesk triggers i.e. tags:dev tags:qa in the respective connections.

Now support agents are able to run macros and create side conversations to talk to the Development and QA teams on separate threads, and no one ever has to leave there favored work system!

A very demonstration of the end result is here: