

Syncing Zendesk and Jira fields

What's my plan?

All Suites Team, Growth, Professional, Enterprise, or Enterprise Plus

Support Team, Professional, or Enterprise

Verified AI summary ◀▼

The field syncing feature enables real-time data synchronization between Support and Jira, enhancing collaboration between support and engineering teams. By mapping Jira issue fields to ticket fields, you can share information effectively. Note that syncing is unidirectional and doesn't support Jira Data Center or Server. Test configurations in a sandbox environment, and use the integration log to troubleshoot errors.

The field syncing feature allows near real-time data sync between Zendesk Support and Jira. This provides information sharing between the two systems for better collaboration between support and engineering teams. This is done by mapping Jira issue fields to Zendesk Support ticket fields.

Note: This integration doesn't support Jira Data Center and Jira Server, as Atlassian is planning to discontinue these platforms. See Atlassian's announcements for [Jira Data Center](#) and [Jira Server](#).

This article contains the following topics:

- [Requirements and limitations](#)
- [Setting up field syncing](#)
- [Turning off field syncing](#)

Related articles:

- [Configuring the Jira app for Zendesk Support](#)
- [Setting up Zendesk ticket view for Jira](#)

Requirements and limitations

- Once data is synced, it cannot be removed easily. However, you can turn off field syncing altogether, which disables all field links.
- Bidirectional syncing of the same field is not supported.
- The field mapping screen displays custom field types from all Jira projects in a single list.
- Custom ticket status fields aren't supported and cannot be mapped.
- All mapped fields for a particular issue or ticket are updated via a single API call. If a mapped field is misconfigured, all fields will not be updated.

Field type syncing compatibility

There are some restrictions on the field types that are compatible with syncing. For example, a Zendesk decimal field with a numeric display cannot sync with a Jira multi-line text field.

The tables below list field mapping compatibility.

Table 1. Zendesk ticket fields and compatible Jira issue fields

Field title/type	Display type	Compatible Jira issue field type(s)
Priority (default)	Drop-down Note: You can't sync the Zendesk Priority field to the Jira Priority field	Text field (read-only) Select list Text field (single line) Text field (multi-line)
Type (default)	Drop-down	Text field (read-only) Select list Text field (single line) Text field (multi-line)
Date (custom)	Date	Date picker Due date
Decimal (custom)	Number	Number field
Numeric (custom)	Number	Number field

Field title/type	Display type	Compatible Jira issue field type(s)
Drop-down list (custom)	Drop-down	Text field (read-only) Select list Text field (single line) Text field (multi-line)
Text (custom)	Single line text	Description Environment Text field (read-only) Select list Summary Text field (single line) Text field (multi-line)
Multi-line text (custom)	Multi-line text	Text field (multi-line)

Table 2. Jira issue fields and compatible Zendesk ticket fields

Field title/type	Display type	Compatible Zendesk ticket field type(s)
Description (default)	Multi-line text	Multi-line text
Due date (default)	Date	Date
Environment (default)	Multi-line text	Multi-line text
Fix versions (default)	Fix versions	Text Multi-line text
Priority (default)	Priority Note: Only syncs from Jira to Zendesk	Text Multi-line text Drop-down list

Field title/type	Display type	Compatible Zendesk ticket field type(s)
Sprint (default)	Sprint	Text Multi-line text
Status (default)	Status	Text Multi-line text Drop-down list
Summary (default)	Single line text	Text Multi-line text
Date (custom)	Date	Text Multi-line text Date
Number (custom)	Number	Numeric Decimal
Read-only text field (custom)	Read-only text field	Text Multi-line text
Select (custom)	Drop-down	Text Multi-line text Drop-down Type Priority
Text field (custom)	Single line text	Text Multi-line text

Field title/type	Display type	Compatible Zendesk ticket field type(s)
Text area (custom)	Multi-line text	Multi-line text

Setting up field syncing

Field syncing is set up using a mapping interface.


Note: Field syncing only affects tickets and issues created after the sync feature is set up. It does not update previously created tickets and issues. However, when a previously created ticket or issue is edited or updated, field syncing is applied.

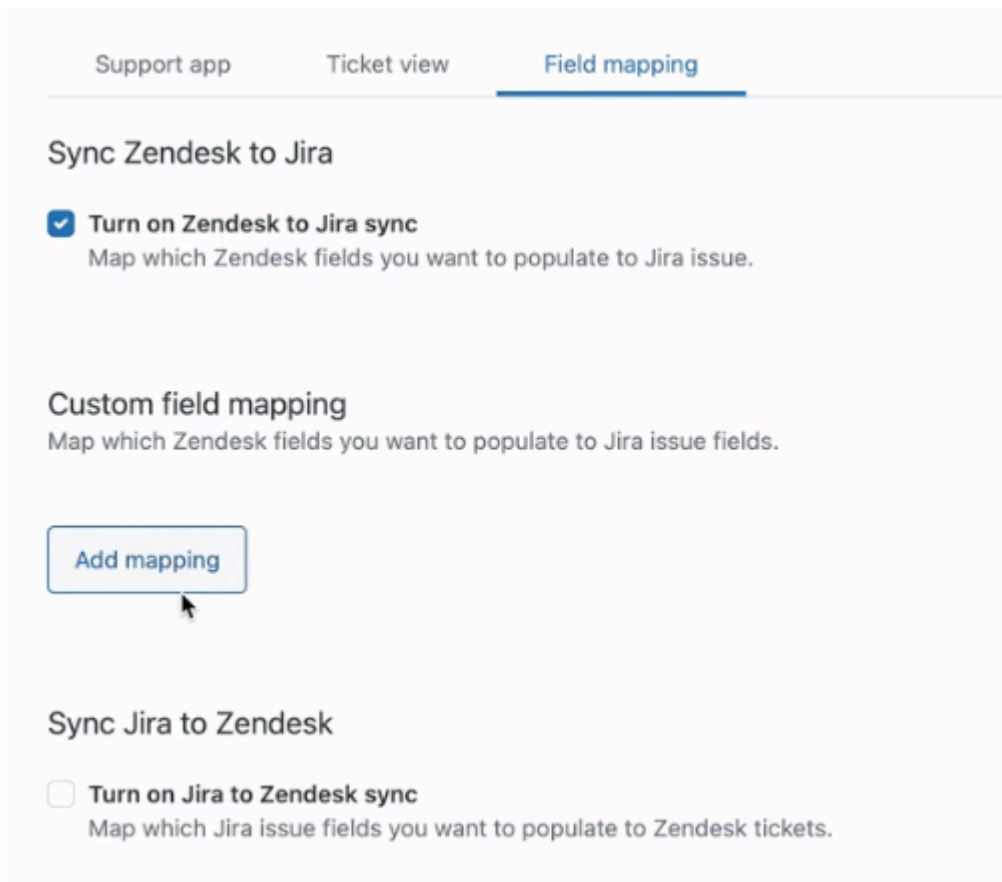
Zendesk Support and Jira have different field types, which adds complexity to the syncing process. It requires following certain rules when creating field mapping to ensure syncing works as expected.

Both system (default) and custom fields are supported. However, only a subset of all available field types is supported. Additionally, there are limitations on which Jira field type can be synced to a Zendesk Support field type, and vice versa. For instance, a text field cannot be synced to a datetime field. To prevent misconfiguration, the user interface hides field types that are not supported and greys out invalid mapping options.

Because data-synced fields cannot be unsynced, we recommend that you test your field syncing in a test environment or sandbox. If necessary, you can [turn off field syncing](#).

To turn on and configure field syncing

1. In [Admin Center](#), click  **Apps and integrations** in the sidebar, then select **Integrations > Integrations**.
2. Click the **Jira** link.
3. If you have multiple connections, click the name of the connection you are setting up.
4. Click the **Field mapping** tab.
5. To turn on field sync from Zendesk to Jira, select **Turn on Zendesk to Jira sync**, then map the fields you'd like to sync:
 - a. Click **Add mapping**.



- b. Use the drop-down menus to select the Jira issue ticket field and Zendesk Support ticket fields you want to map.
 - c. Repeat for additional mapped fields.
6. To turn on field sync from Jira to Zendesk, select **Turn on Jira to Zendesk sync**.
7. [Create a webhook](#) in Jira and copy the generated secret from the webhook. Then, paste it in the **Secret** field and click **Save secret**.
8. Map the fields you'd like to sync:
 - a. Click **Add mapping**.
 - b. Use the drop-down menus to select the Jira issue field and Zendesk Support ticket fields you want to map.
 - c. Repeat for additional mapped fields.
9. When you're finished mapping fields, click **Save**.

Many-to-one syncing

To link multiple tickets to a Jira issue and use sync, we recommend implementing a problem/incident concept as described in [Working with problem and incident tickets](#).

Syncing closed tickets

Unlike Jira, Zendesk doesn't allow closed tickets to be updated. This means that when attempting to sync Jira issues to Zendesk tickets, it may fail if the ticket is already closed. You will be able to see this error on the Zendesk Support for Jira add-on [Error Report](#) screen.

Errors

The integration log allows you to identify and resolve invalid field mappings as well as other configuration issues. See [Viewing the integration log](#).

Turning off field syncing

Turning off field syncing stops syncing subsequent data changes.

To turn off field syncing

1. In [Admin Center](#), click



Apps and integrations in the sidebar, then select **Integrations > Integrations**.

2. Click the **Jira** link.
3. If you have multiple connections, click the name of the connection you are setting up.
4. Click the **Field mapping** tab.
5. Deselect the **Turn on Zendesk to Jira sync** and **Turn on Jira to Zendesk sync** checkboxes.
6. Click **Save**.