Jira Service Management

Xporter for Jira Cloud is now able to export data from Jira Service Desk.

You can check our documentation to know how to perform exportation requests from here, but here is an important detail about Jira Service Management that is relevant.

Jira Service Desk has two different views:

- **Customer portal:** the user perspective, the user can create requests and check them here. This view has a different field mapper compared to the Jira Software.
  You can check our documentation to know how to retrieve mappings and iterations from this view.
  For more info click here.
- **Agent view:** here the request is seen as an issue and the field mapper used is from Jira Software.
  For more info click here.