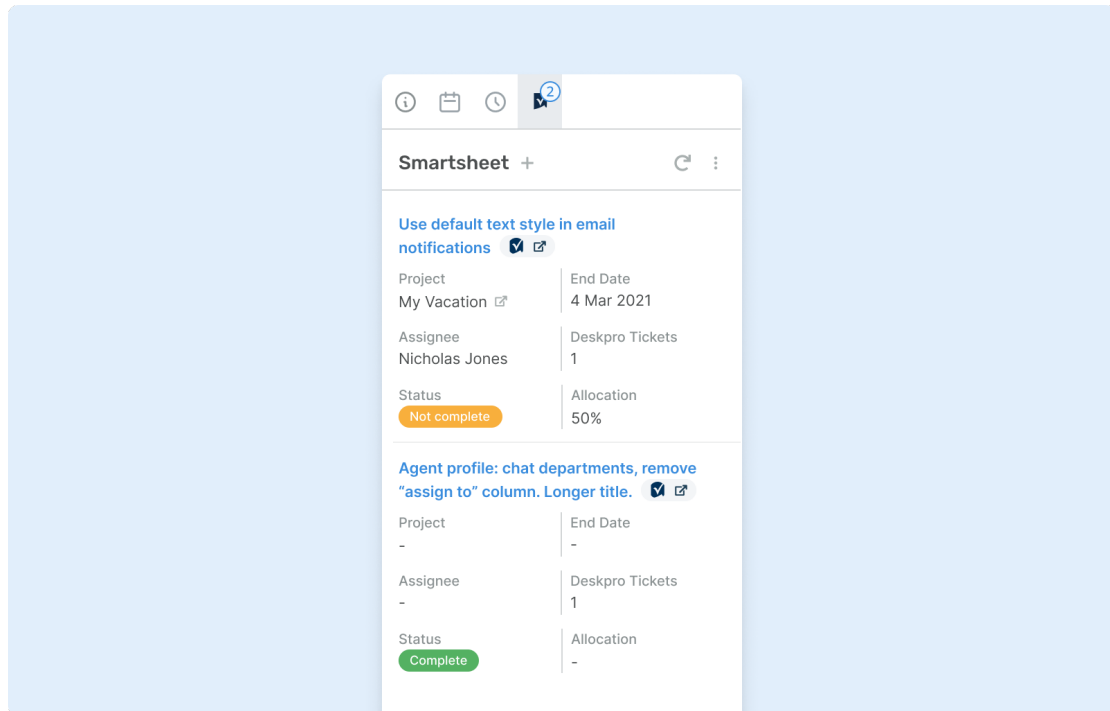


Boost Team Collaboration with Smartsheet

([Product \(Admin\)](#) - [تعليمات \(.\)](#)) - Lara Proud - 2025-04-23

[Smartsheet](#) is a versatile cloud-based platform designed for work management and collaboration, enabling teams to plan, track, and automate projects and processes.



:By integrating Smartsheet with Deskpro, you can streamline your workflow with these key features

- **Link Tasks to Tickets:** Connect tasks to tickets, allowing agents to access relevant Smartsheet information during customer interactions for more effective support
- **Create New Tasks:** Add new tasks directly from Deskpro based on user feedback, ensuring that customer insights are quickly incorporated into your project management
- **View Task Details:** Stay informed by easily viewing the properties and updates of your tasks, keeping your team aligned on project progress
- **Edit Tasks:** Modify task properties as you gather new insights from users, allowing for agile adjustments to your project plans
- **Add Comments:** Utilize Smartsheet's commenting system to add context and additional information to issues, enhancing collaboration and clarity within your team

Enabling Smartsheet in Deskpro is straightforward. Navigate to **Admin > Apps & Integrations > Apps**. In the **Available Apps** section, click on Smartsheet and follow the on-screen authentication steps to integrate it with your Deskpro workspace.