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# Introducing our four new Deskpro Apps

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Get ready to supercharge your workflows with Deskpro's four new helpdesk integrations! We've been working on some project management tools ready to be installed on your account.

Go to **Admin > Apps & Integrations > Apps**, open the **Available** tab, choose which of the new apps you want to install, and follow the on-screen setup Guide.

#### <u>MeisterTask</u>

This new integration connects your Deskpro helpdesk to <u>MeisterTask</u> for unparalleled task and project management. No more switching between platforms and juggling projects.

The MeisterTask integration makes teamwork a breeze, simplifying your everyday processes by giving your team access to tasks and project updates directly from your linked Deskpro tickets.

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Link your MeisterTask account to Deskpro today to start streamlining your team's communication with features including:

- **Task Linking:** Linking tasks to tickets in the app lets agents easily view information from MeisterTask while replying to Users, making communication more efficient.
- **Task Creation:** Easily create new tasks from Deskpro based on the information provided by your users.
- **Viewing Task Details:** View the properties on your tasks to keep up to date with any updates or changes made to them.
- **Editing Tasks:** Edit the properties on tasks directly from Deskpro when you receive updated information from your users about a project.
- Adding Comments: Add additional information to the task using the comments feature.

#### <u>Basecamp</u>

This useful integration unites your helpdesk with <u>Basecamp's</u> powerful project management software, supercharging your team management.

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Link your Basecamp cards to Deskpro tickets for a seamless communication experience. Take advantage of your Basecamp integration with features including:

- **Card Linking:** Linking cards to tickets in Deskpro allows agents to easily view information from Basecamp while interacting with users making communication more efficient.
- **Card Creation:** Easily create new cards based on communication and information gathered from interacting with your users.
- **Viewing Card Details:** View the properties of your cards to keep yourself up to date with any changes made to them.
- **Editing Cards:** Edit the properties on your cards useful for when you have received new useful information via the helpdesk.
- Add Comments and Attachments: Add additional information to tasks using comments.

#### <u>Bitbucket</u>

We've also built an integration with Jira's native Git tool, <u>Bitbucket</u>. This powerful integration syncs your Deskpro helpdesk with Bitbucket for effortless team collaboration.

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Connect your Deskpro helpdesk to Bitbucket to enable stress-free communication for your support and development teams, benefitting from direct access to information from Deskpro with features such as:

- **Linking Issues:** Once linked you can view them side by side to give you more information from Bitbucket while interacting with your customers.
- **Viewing Issue Details:** Get an in-depth view of any of the issues in repositories you are an admin, contributor, member, or owner in.
- **Editing Issues:** Change key information on the issues immediately as the situation changes to keep them up to date.
- Add Comments: Supplement issues with information gained from customers or ask questions to developers on their issues.

#### <u>Wrike</u>

Last but not least, <u>Wrike</u>, a robust integration that connects your helpdesk ticketing with Wrike's versatile project management software.

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This integration takes problem-solving to the next level, streamlining work processes and empowering teams to collaborate, manage projects, drive strategic initiatives, and achieve goals. Get access to the following features directly from Deskpro:

- Linking Tasks: Integrating Wrike tasks with Deskpro tickets enables your agents to seamlessly access information from a task while they are working on a ticket, streamlining communication for increased efficiency.
- Viewing Task Data: Access vital details concerning your connected ticket.
- **Add Updates to Tasks:** Add comments to tasks so that new information gathered from users is visible in Wrike.

Again, to get started with any of these apps you just need to navigate to **Admin > Apps & Integrations > Apps**, open the **Available** tab, select the app you want to install, and follow the setup instructions.