

Boost agent efficiency with our Asana integration

2023-08-07 - Lara Proud - Sylwadau (0) - Product (Admin)

We're excited to announce one of Deskpro's latest integrations - [Asana](#)! Now agents can effortlessly link Asana tasks to Deskpro tickets, enabling seamless communication with your team and users.



Link Tasks to Tickets for enhanced visibility

The integration enables agents to effortlessly link Asana tasks to corresponding tickets within Deskpro. By doing so, agents can easily access information from Asana while engaging with customers, making communication smoother than ever before.

Stay informed with Task Details at a glance

Agents can easily open the Task Details right from Deskpro helping them keep updated on any changes made to tasks and ensuring they are always on top of the latest developments. This ensures everyone is on the same page and helps deliver quick and accurate responses to customers.

Edit Tasks

When new information arises from customer interactions agent can directly edit task properties from the helpdesk. With no need to switch between platforms - everything can be managed within Deskpro, saving your agents time and effort.

Seamless Collaboration with Comments

Collaboration between agents and your team is further enhanced with the ability to add comments to Asana tasks. Important information, additional context, or updates can be shared with ease.

To link your Asana account, go to **Apps & Integrations > Apps** and select the **Available** tab. From here follow the setup information on the app menu.