Deskpro

Trello Helpdesk Integration with Deskpro

2017-05-30 - Zara Marchesi - Comments (0) - Product

We are really excited to announce that the new *Trello helpdesk integration for Deskpro* is available from v5.6.

What is Trello?

Trello is a collaboration tool that organizes your projects into boards. In one glance, Trello tells you what's being worked on, who's working on what, and where something is in a process.

How do I enable the Trello integration with Deskpro?

From the Admin Dashboard under Apps > Apps you can now install the much anticipated **Trello App**!

Once installed, you will be able to log in with your Trello account and sync this with your Deskpro Helpdesk.

How do I use Trello with Deskpro?

The new app allows you to Search, Pick and Create cards and link them to Tickets - all in one place! You can then see Tickets within Trello cards that appear in the relevant project boards!

Searching for cards:

Simply search the name or URL of the card!

Picking existing cards:

Simply select the card from an exsiting board or list!
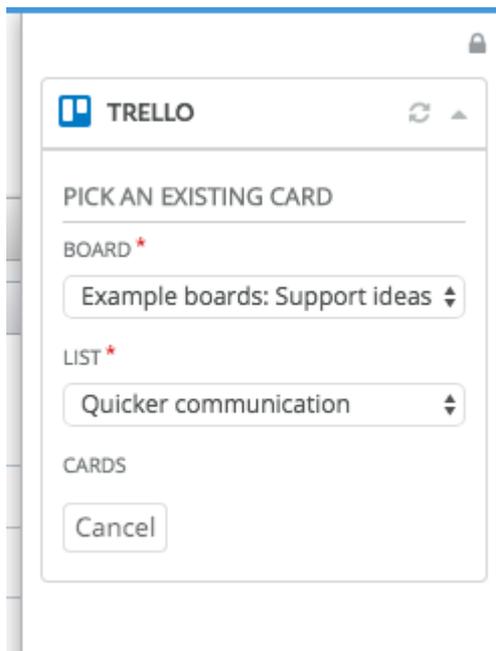
Creating a new card:

Simply Add a title and description and add to a list on a board!

🔒

TRELLO

CREATE A NEW CARD

BOARD *

Example boards: Support ideas ⬍

LIST *

Improving SLAs ⬍

Title *

DESCRIPTION

SHOW 2 OPTIONAL FIELDS

Create card Cancel