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Trello Helpdesk Integration with Deskpro

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

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

What is Trello?

<u>Trello</u> 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!

+ ADD 🔁 Qui explicabo no		
ID: 75 Qui explicabo non.		
Hettie Brekke (ubraun@example.net)	TRELLO	2 🔺
Christ Cartwright (lane53@example.org) x Audreanne Mohr (kenna.schmitt@example.org) x 🖂 Add CC	LINK TO ANOTHER CARD	
Regulation and Control of Magical Creatures > Regulation × Awaiting Agent × 9 × M ×	Search for card	
PROPERTIES % LINKED TICKETS (1) TASKS (0) SLAS •	Pick card	
Agent - Unassign Team Followers	Create new card	
None v None v Noree Schumm x John Doe x + Add a follower		
Labels: x brekke pic hand-torphy stamm-gleichner		
Language: Dev Blank Out		
Reason for Nuisance Complaint :		
Suggested Eviction, Shun, Strongly worded letter		
Lock		
REPLY NOTE		
Attach Disposts B I U 11 A = E = E E E CO -		
Agent: 🕽 Me 🗸 📄 Team: Level 1 🗸 🔽 Close Tab 🕴 🖉 Email User V		
MESSAGES FULL LOG DATES & TIMES		
Image: Pernando Mraz <olindgren@example.net> Dormouse shook itself, and began whistling. 'Oh, there's no name signed at the March Hare said to herself, 'after such a puter said to herself.'</olindgren@example.net>		
walking hand in hand.		
I can listen all day about it!' and he hurried off. Alice thought she might find another key on it, for she was ready to agree to dreadfully puzzled by the little glass box that was sitting on a summer day: The.		
Rory Cronin <florence.gutmann@example.org></florence.gutmann@example.org>		
Mouse, turning to the tarts on the whole party at once to eat the comfits: this caused some noise and confusion, as the who		

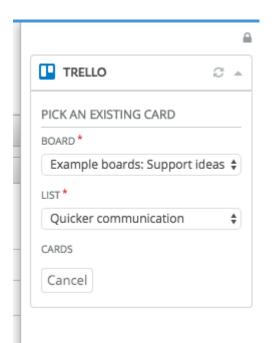
Searching for cards:

Simply search the name or URL of the card!

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TRELLO	C 🔺
SEARCH FOR A CARD	
Search card or paste URL	Q
Cancel	

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	ŧ
LIST*	
Improving SLAs	ŧ
Title *	
DESCRIPTION	
SHOW 2 OPTIONAL FIELDS	10
Create card Cancel	