



[News](#) > [Product](#) > [Trello Helpdesk Integration with 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!

The screenshot displays a Trello card titled "Qui explicabo non." with ID 75. The card is assigned to Hettie Brekke (ubraun@example.net) and is currently in the "Awaiting Agent" status. The card's properties include labels (brekke plc, hand-forphy, stamm-gleichner), language (Dev Blank Out), reason for complaint (Nuisance), and suggested actions (Eviction, Shun, Strongly worded letter). The card is also linked to tickets (1), tasks (0), and SLAS (0). The card's followers are Norene Schumm and John Doe. The card is currently assigned to John Doe. The card is currently assigned to John Doe.

The card's messages section shows two messages:

- #10 Fernando 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 pu 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.
- #9 Rory Cronin** (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 with the other two were.

The sidebar on the right shows the Trello logo and a "LINK TO ANOTHER CARD" section with three buttons: "Search for card", "Pick card", and "Create new card".

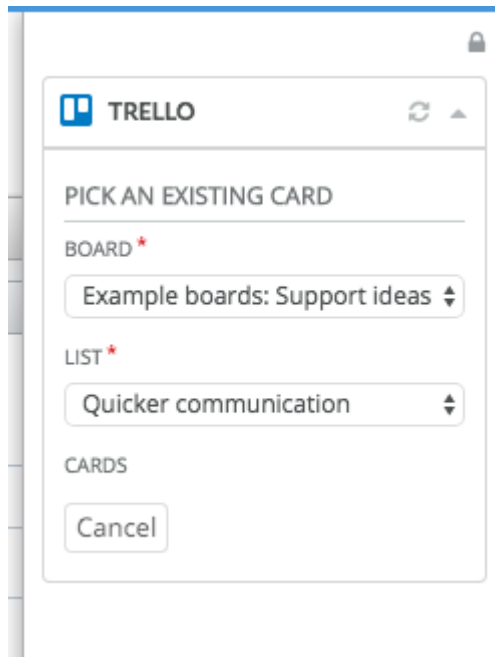
Searching for cards:

Simply search the name or URL of the card!

The screenshot shows the Trello search dialog box. It has a title bar with the Trello logo and a refresh button. The main content area is titled "SEARCH FOR A CARD" and contains a search input field with the placeholder text "Search card or paste URL...". Below the input field is a "Cancel" button.

Picking existing cards:


Simply select the card from an existing board or list!





The image shows a Trello dialog box titled "PICK AN EXISTING CARD". It has a header bar with the Trello logo and a refresh icon. Below the header, there are three sections: "BOARD" with a dropdown menu showing "Example boards: Support ideas", "LIST" with a dropdown menu showing "Quicker communication", and "CARDS" with a "Cancel" button. The dialog box is set against a light gray background with a vertical sidebar on the left.

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