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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 like "brekke plc", "hand-forphy", and "stamm-gleichner", a language of "Dev Blank Out", and a reason for complaint of "Nuisance". The card is linked to a ticket and has a task list. The message history shows two messages: one from Fernando Mraz (olindgren@example.net) and another from Rory Cronin (florence.gutmann@example.org). The sidebar on the right provides options to link to another card, search for a card, pick a card, or create a new card.

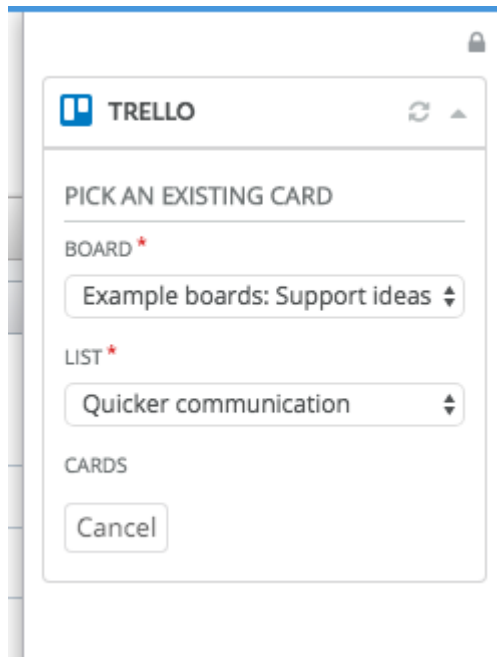
Searching for cards:

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 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". At the top left is the Trello logo, and at the top right are refresh and close icons. Below the title bar, the text "PICK AN EXISTING CARD" is followed by a horizontal line. Underneath, the label "BOARD" with a red asterisk is above a dropdown menu showing "Example boards: Support ideas". Below that, the label "LIST" with a red asterisk is above a dropdown menu showing "Quicker communication". At the bottom, the label "CARDS" is above a "Cancel" button. A vertical sidebar is visible on the left edge of the dialog.

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